



Introduction to Mail Flow Controller

Module 4: Mail Flow Communications and Troubleshooting

**Participant Guide
Course 10022455**

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Employee Resource Management



Introduction to Mail Flow Controller

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Participant Guide

United States Postal Service
Employee Resource Management
475 L'Enfant Plaza SW
Washington, DC 20260-4215

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The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment and harassment on any prohibited basis. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

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The Postal Service's policy is to value the diversity of our employees, customers and suppliers, and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.

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General Information

Objective:

Upon completion of this lesson, using this Introduction to Mail Flow Controller participant guide, you will be able to:

- Describe the Mail Flow Communications and Troubleshooting course content and structure.

Time Allocated for Module:

- 90 minutes

Instructional Methods:

- Instructor-led Lecture.

Participant Material Used:

- Mail Flow Communications and Troubleshooting participant guide

Media Required:

- Ace 2 Computer
- Hands Free Phone

Course Introduction

Mail Flow Controller (MFC) training is intended to broadly introduce the job functions of a Mail Flow Controller. The training is delivered in a blended learning format via Virtual Learning and eLearning that provides general knowledge and skills required for the MFC to perform his or her job. This training is not intended to be comprehensive training to all functions of a Mail Flow Controller. By the end of the training, have your plant manager support your online training with on-the-job training.

Mail Flow Controller training consists of four modules.

- Module 1 – Mail Flow Controller Training Introduction (Virtual Learning)
60 minutes
- Module 2 – Mail Flow Distribution Operations (ELearning)
45 minutes
- Module 3 – Mail Flow Computer System Operations (ELearning)
45 minutes
- Module 4 – Mail Flow Communications and Troubleshooting (Virtual Learning)
90 minutes

Module 4: Mail Flow Communications and Troubleshooting

Objective:

Upon Completion of this lesson, using the Mail Flow Communications and Troubleshooting Participant Guide, you will be able to:

- Recognize color code tags for Standard mail correctly to adhere to the National Color Code Policy
- Use proper etiquette for radio, telephone or public address system communications
- Discuss conditions of the mail with MFC personnel to ensure efficiency
- Identify mail flow situations and respond correctly

Time Allocated for Module:

- 90 minutes

Instructional Methods:

- Virtual Learning Room

Participant Material Used:

- Mail Flow Communications and Troubleshooting participant guide

Media Required:

- ACE Computer
- Hand-Free phone

For Further Information:

- For questions relating to training, contact your Supervisor. For technical support, contact the NCED @ VLRHelpDesk@usps.gov

Mail Flow Communications and Troubleshooting



Figure 4-1



Figure 4-2

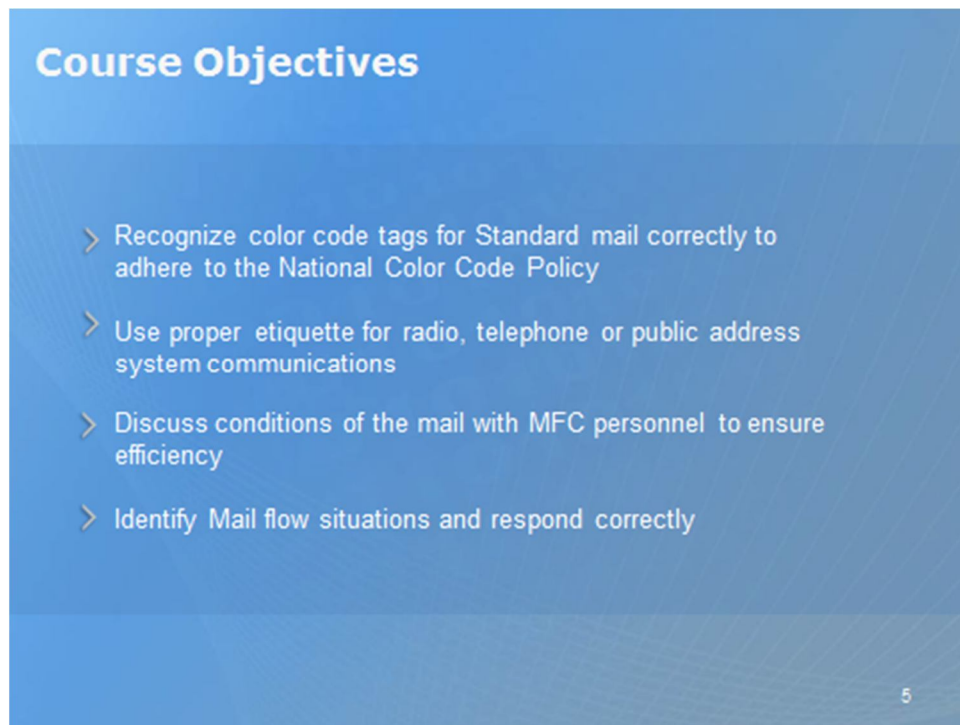


Figure 4-3

- Ensures efficient and effective delivery of the mail
- Increased level of service
- Increased internal productivity
- Adherence to the National Color Code Policy
 - Identifies delivery standards for mail for prioritizing
 - Tags have specific colors that correspond with day it was entered into the mailstream.
 - Labels indicate date, time & facility

STANDARD	
NDC	
DAY OF RECEIPT	
SAT	
SUN	
MON	
TUE	
WED	
THU	
FRI	

STANDARD MAIL, COLOR CODE		
NDC	OUTGOING CLEARANCE MATRIX	
DAY OF RECEIPT	COLOR CODE APPLIED	CLEARANCE DAY
SAT	PINK	SAT
SUN	WHITE	SUN
MON	BLUE	MON
TUE	ORANGE	TUE
WED	GREEN	WED
THU	VIOLET	THU
FRI	YELLOW	FRI

Figure 4-4

[illegible]

Understanding Color Codes

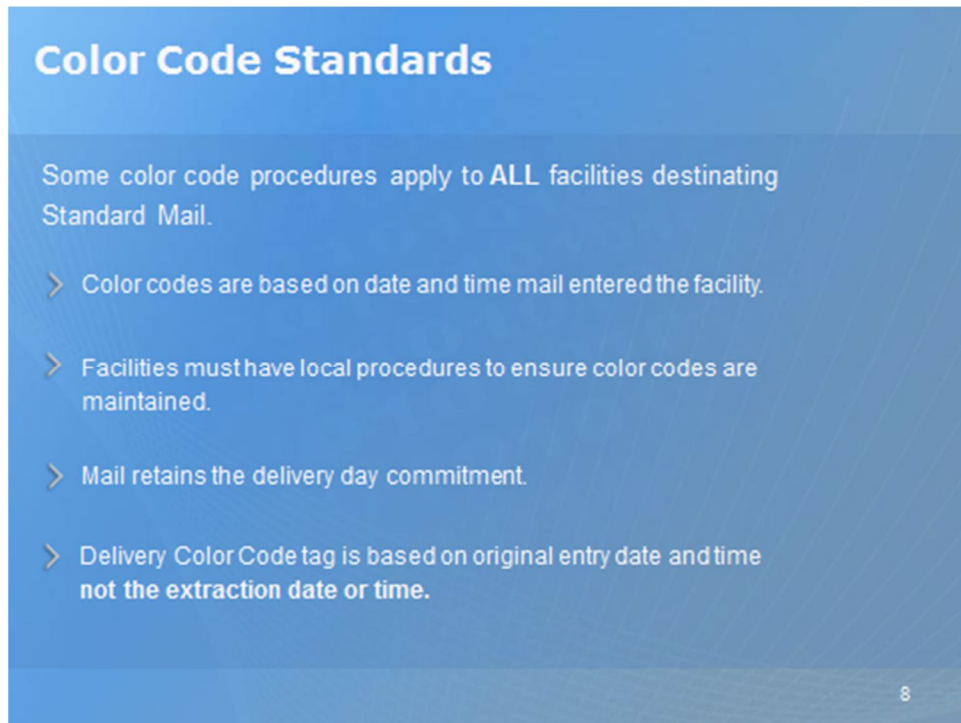
General principles to determine processing sequence are,

- > Oldest mail is processed first
- > Outgoing standard mail gets clearance color code corresponding to that day
- > Clearance color code is used to correlate the day that entry and processing must be completed



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Figure 4-5



Color Code Standards

Some color code procedures apply to ALL facilities destinating Standard Mail.

- > Color codes are based on date and time mail entered the facility.
- > Facilities must have local procedures to ensure color codes are maintained.
- > Mail retains the delivery day commitment.
- > Delivery Color Code tag is based on original entry date and time not the extraction date or time.

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Figure 4-6

Communication Equipment



Figure 4-7

Communication Equipment

YOU are the hub of communications in a plant.

- > You may be responsible for taking and routing ALL calls.
- > Equipment includes:
 - > Telephone
 - > PA system
 - > Microphone
 - > Radios
- > Calls might include:
 - > Official Postal calls
 - > Employee calls
 - > Emergency calls



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Figure 4-8



Figure 4-9



Figure 4-10

NOTE: TELEPHONE SYSTEMS MAY VARY AT YOUR FACILITY.

Telephone Etiquette Example

- > Provide name of facility
- > Provide your name
- > Ask how you can help the caller
- > Let the caller know you are transferring the call

Note: Communication systems at your facility may vary.

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A man in a light-colored shirt is seated in a control room, talking on a telephone. He is facing away from the camera towards a large wall of monitors displaying various security camera feeds. On his desk are several computer monitors, a keyboard, and a mouse. The background is a solid blue color.

Figure 4-11

Two-Way Radio Etiquette

When you use the radio system,

- Be sure to speak clearly
- To operate the radio:
 1. Hold the button while you speak, then release
 2. Keep 6-8 inches away
 3. Wait for a response



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Figure 4-12

PA System

To use the PA system,

1. Pick up the handset
2. Dial #66 (facility specific)
3. Speak the message
4. Hang up



"All Call" broadcasts throughout the facility.

16

Figure 4-13

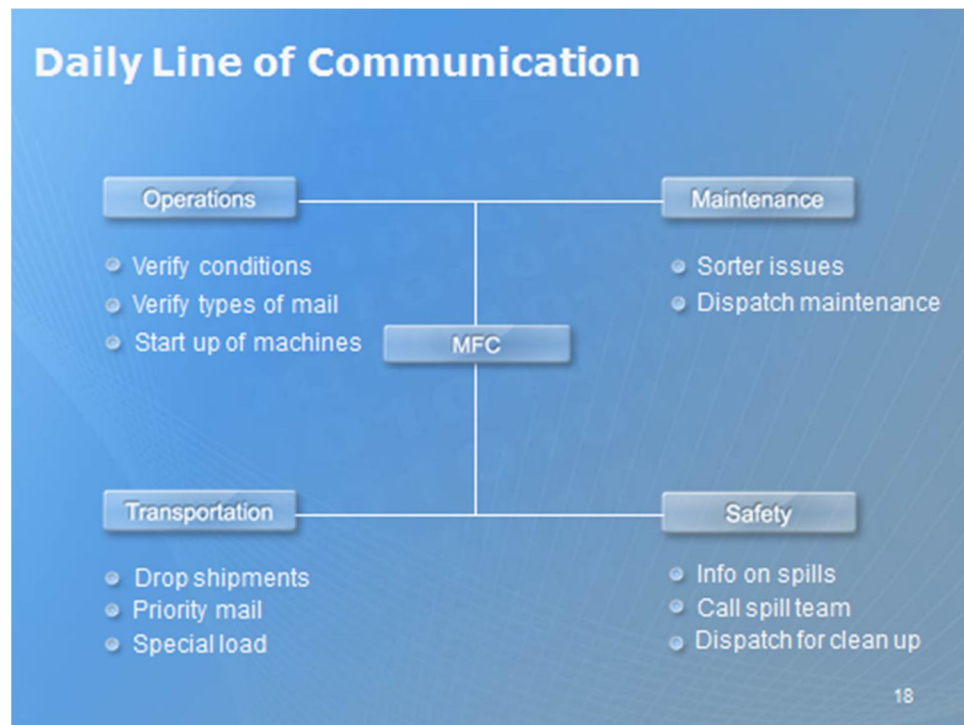


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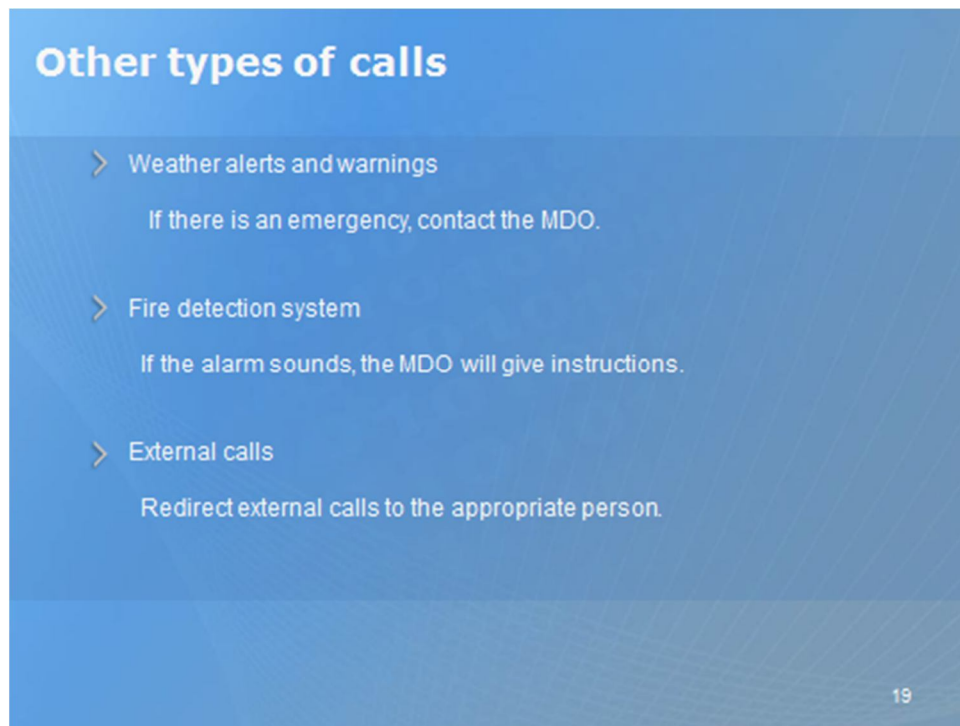


Figure 4-15

Typical Day Start of Tour and Communication Flow



Figure 4-16



Figure 4-17

WebEx

Breakout Room Audio Commands

- ***9 To return to the Main Room**
- *9 (Wait For Prompt) 1# For Breakout Room 1
- *9 (Wait For Prompt) 2# For Breakout Room 2
- *9 (Wait For Prompt) 3# For Breakout Room 3
- *9 (Wait For Prompt) 4# For Breakout Room 4

1

Figure 4-18

Troubleshooting



Figure 4-19

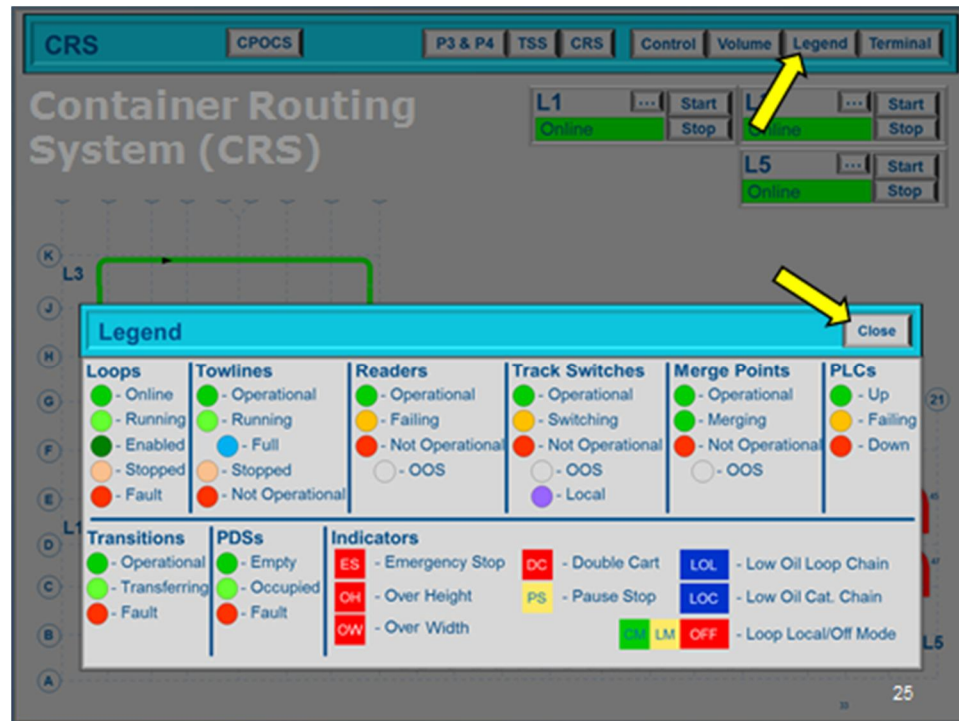


Figure 4-20

Legend						Close
Loops	Towlines	Readers	Track Switches	Merge Points	PLCs	
● - Online	● - Operational	● - Operational	● - Operational	● - Operational	● - Up	
● - Running	● - Running	● - Failing	● - Switching	● - Merging	● - Failing	
● - Enabled	● - Full	● - Not Operational	● - Not Operational	● - Not Operational	● - Down	
● - Stopped	● - Stopped	○ - OOS	○ - OOS	○ - OOS		
● - Fault	● - Not Operational		● - Local			
Transitions	PDSs	Indicators				
● - Operational	● - Empty	ES - Emergency Stop	DC - Double Cart	LOL - Low Oil Loop Chain		
● - Transferring	● - Occupied	OH - Over Height	PS - Pause Stop	LOC - Low Oil Cat. Chain		
● - Fault	● - Fault	OW - Over Height		LM - Loop Local/Off Mode	OFF - Loop Local/Off Mode	

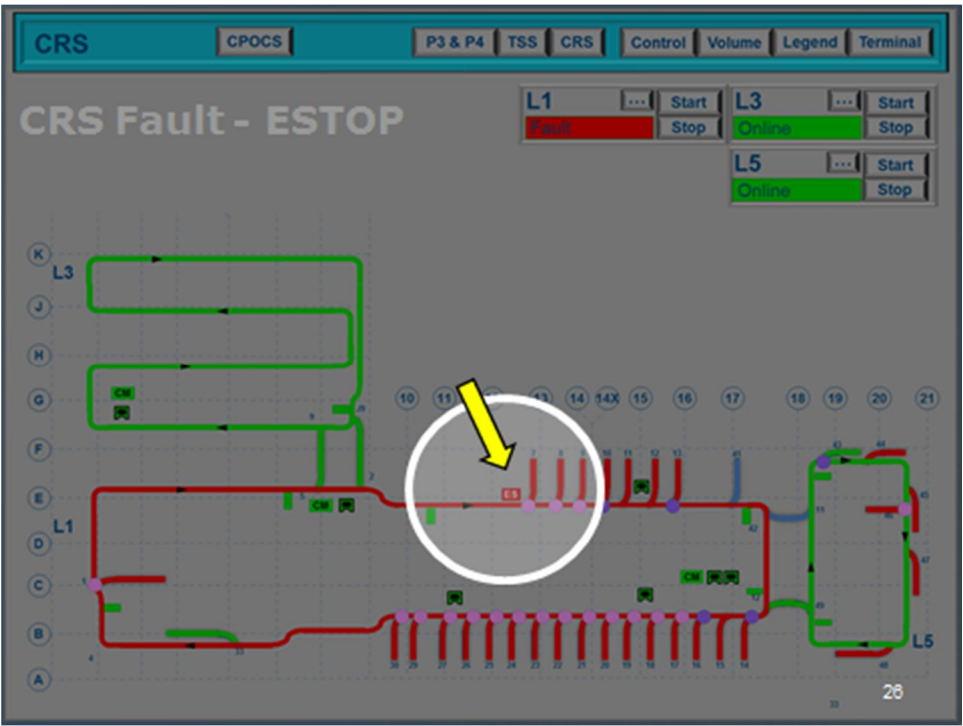


Figure -21



Figure 4-22

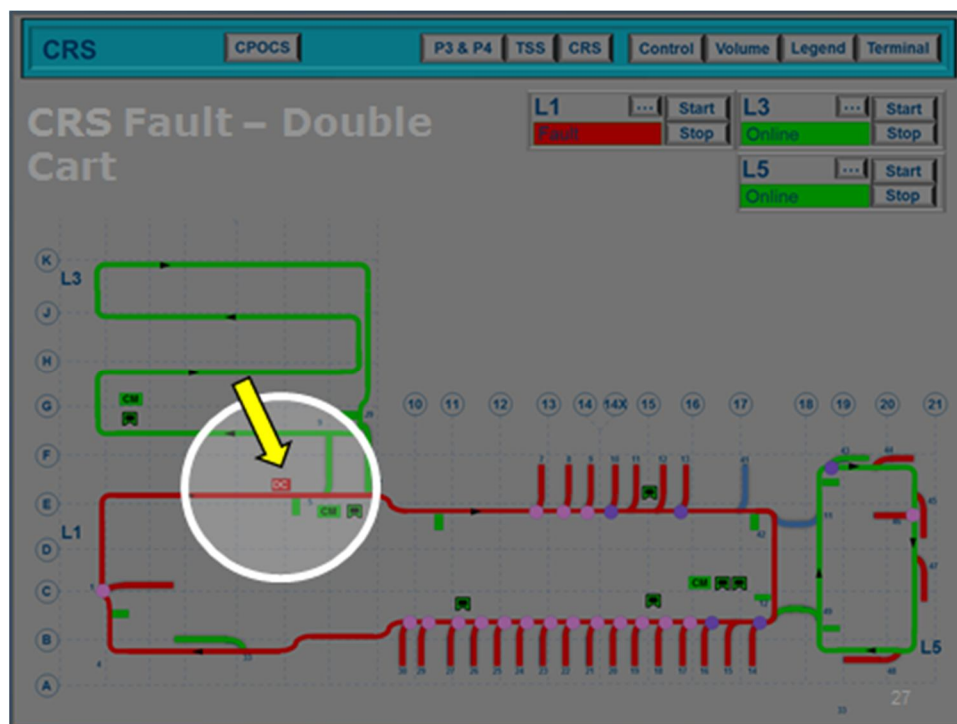


Figure 4-23

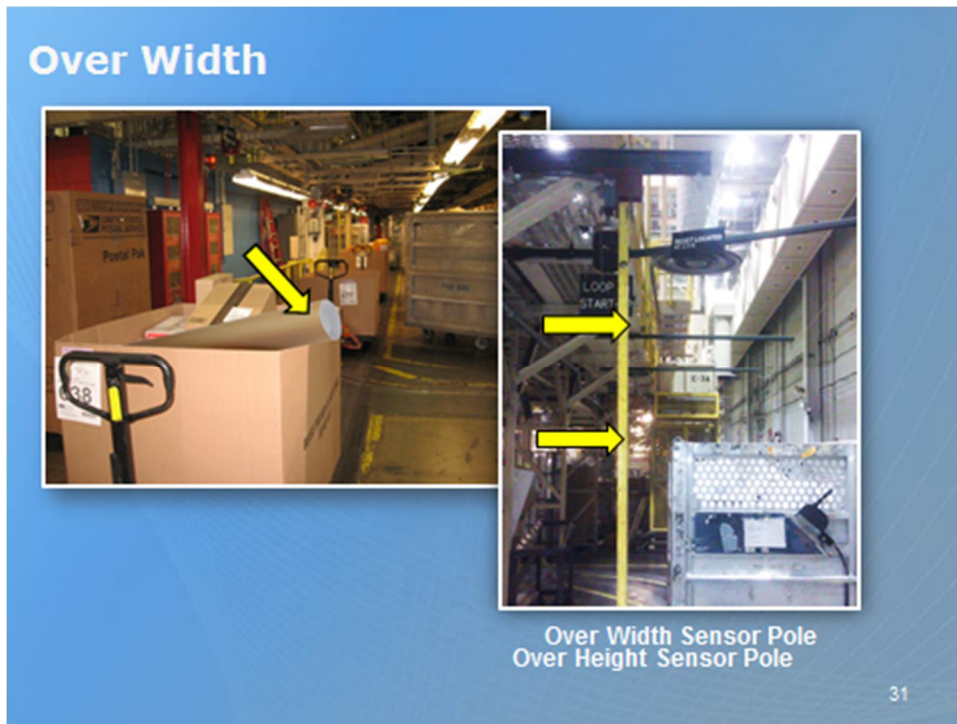


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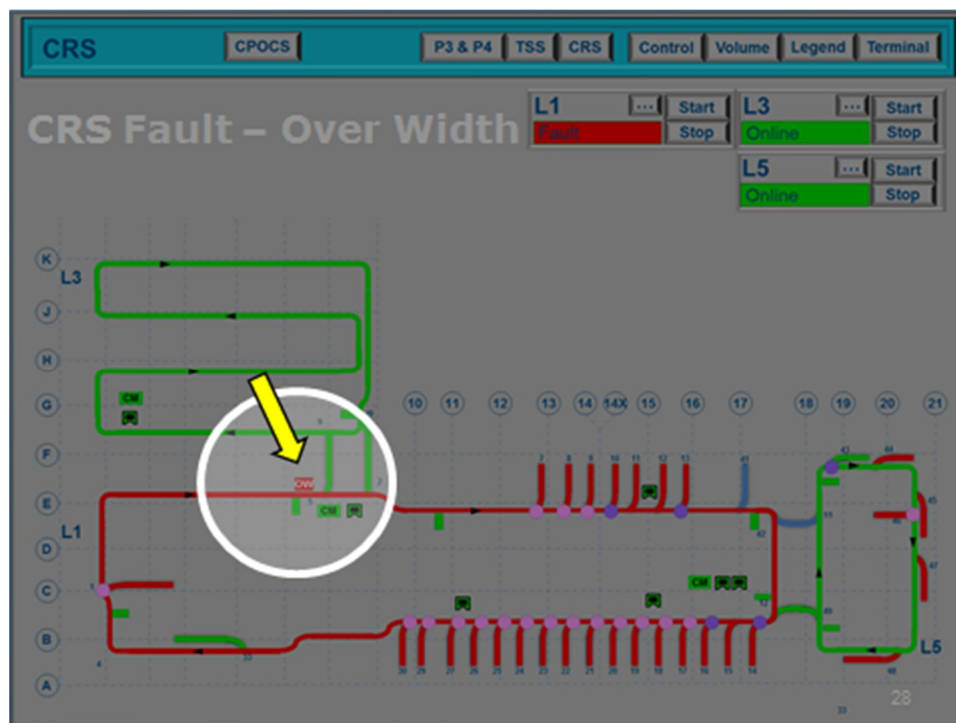


Figure 4-25

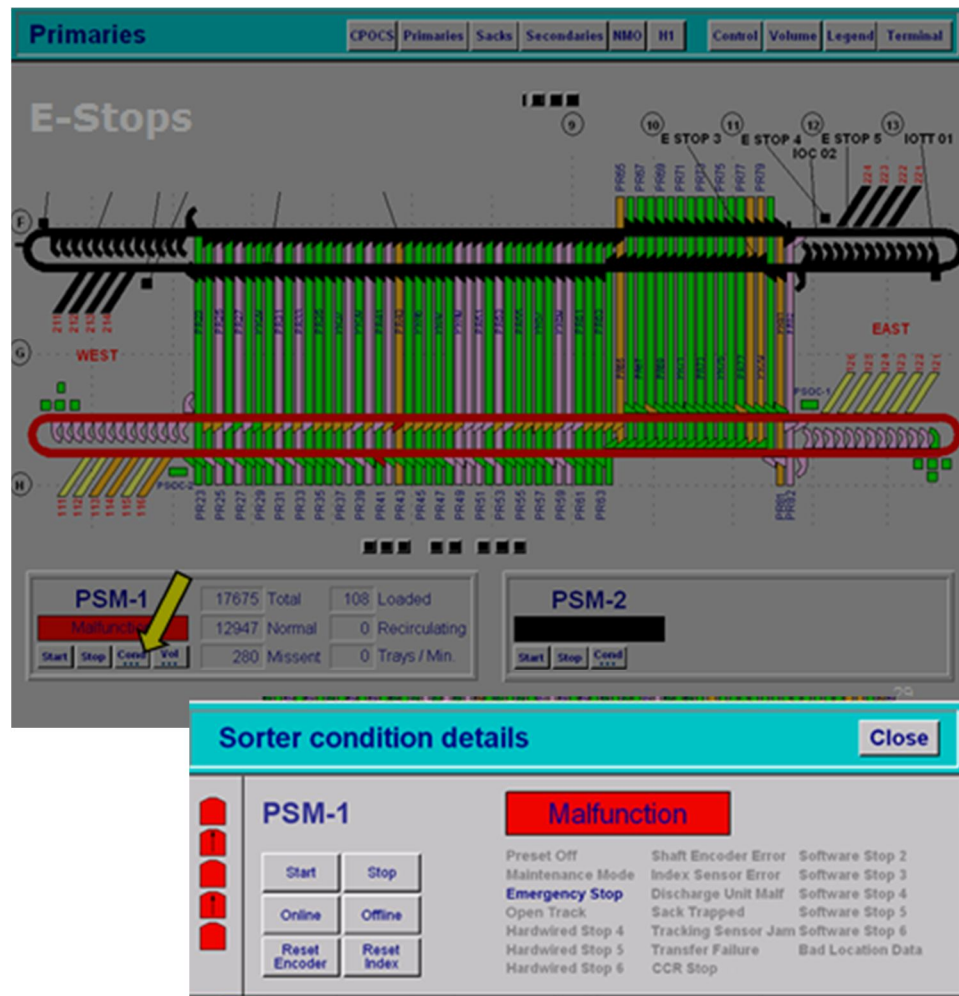


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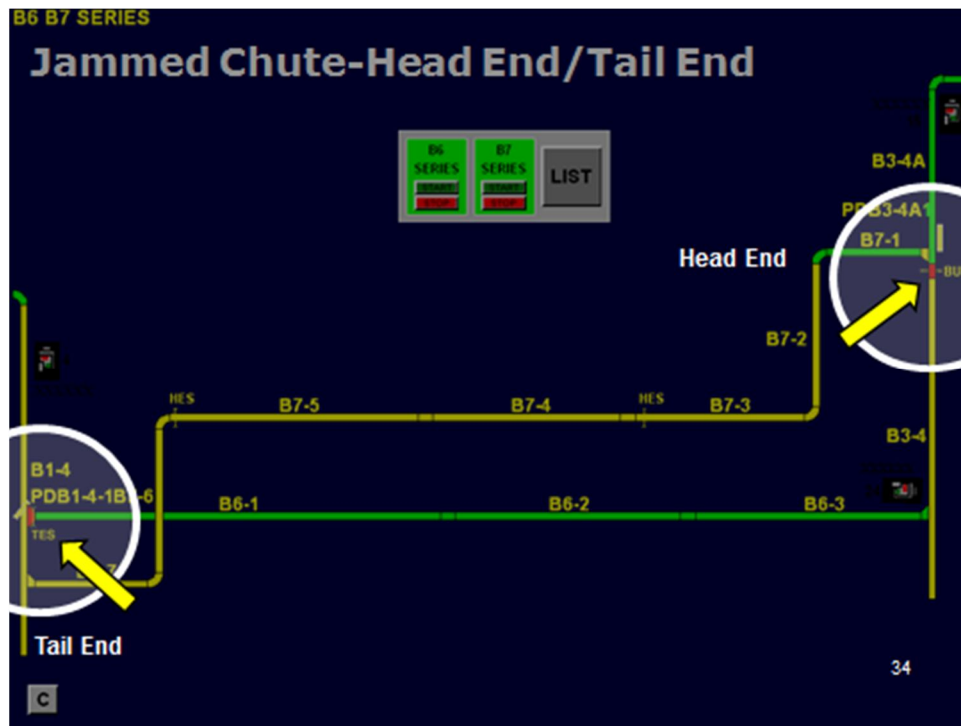


Figure 4-27

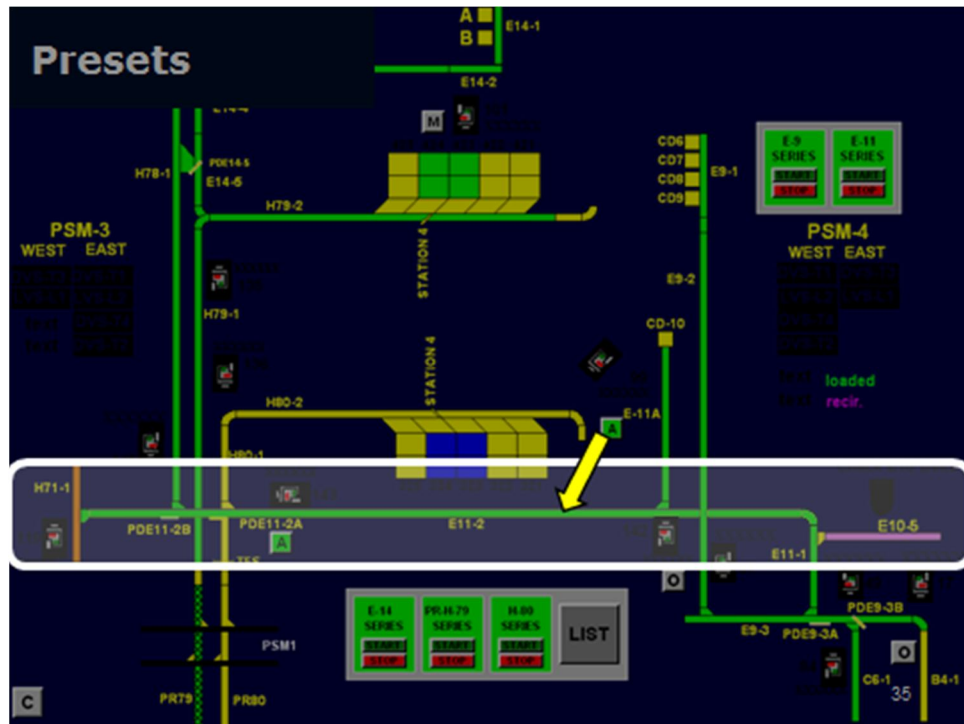


Figure 4-28

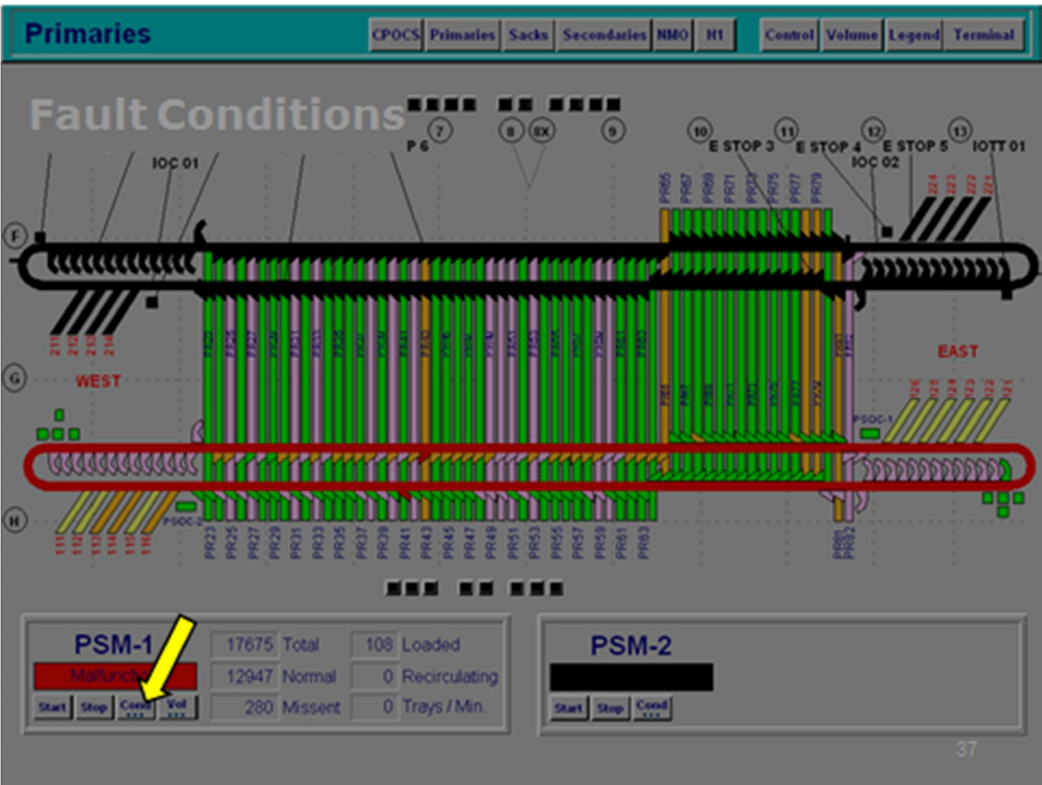


Figure 4-29

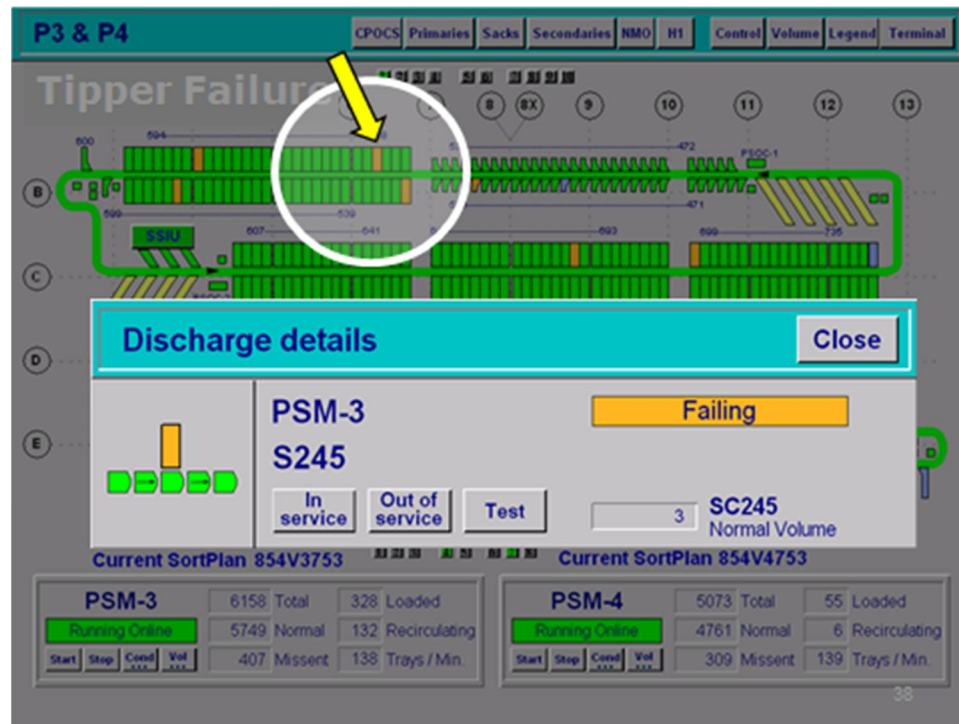


Figure 4-30

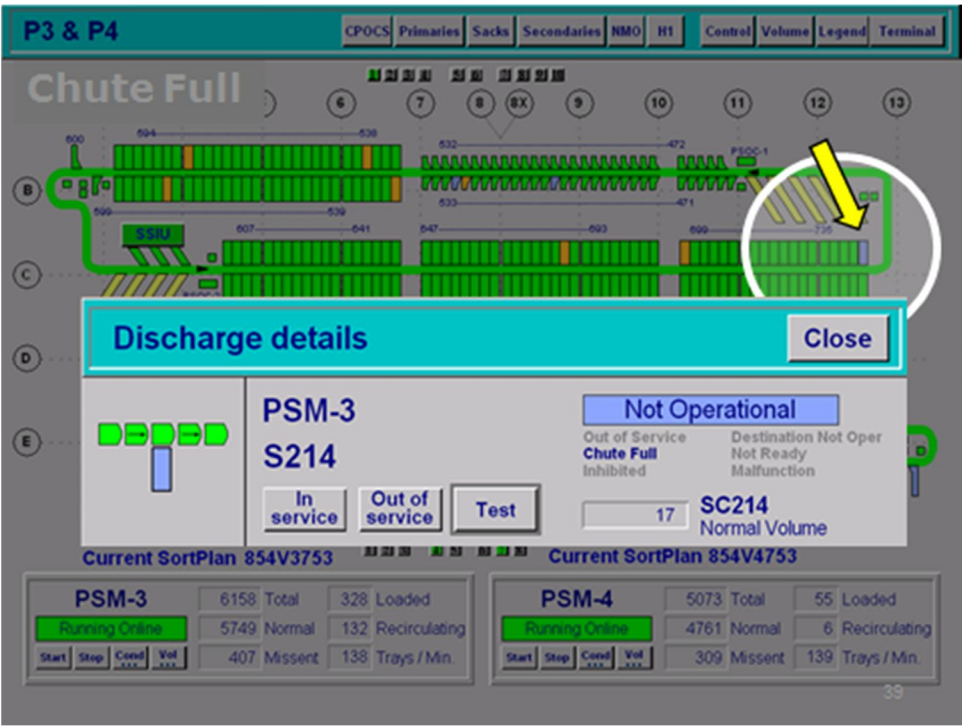


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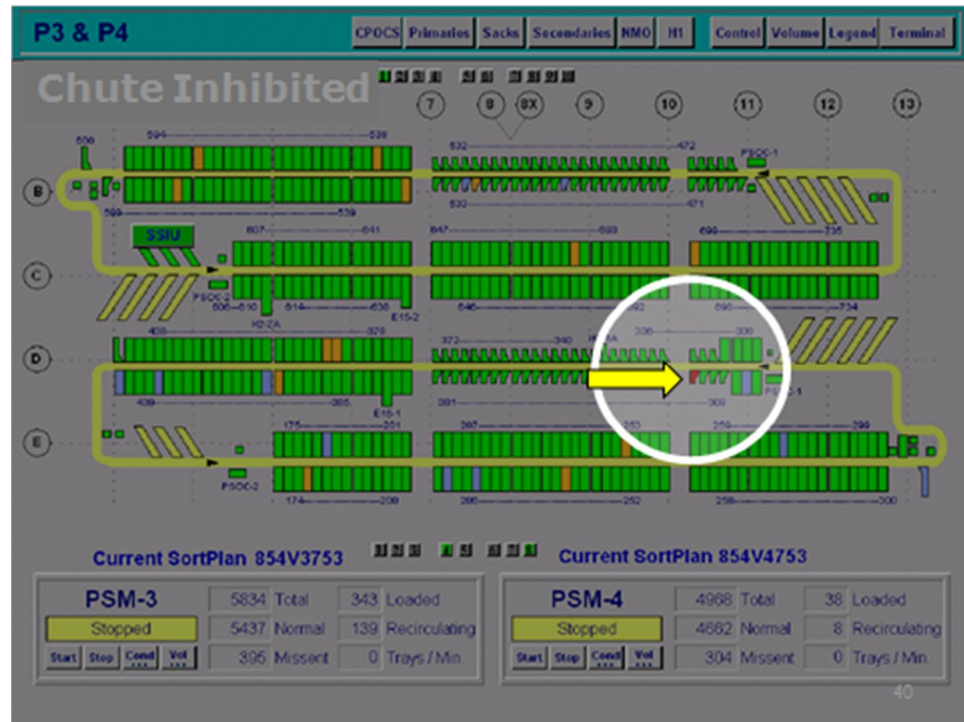


Figure 4-32

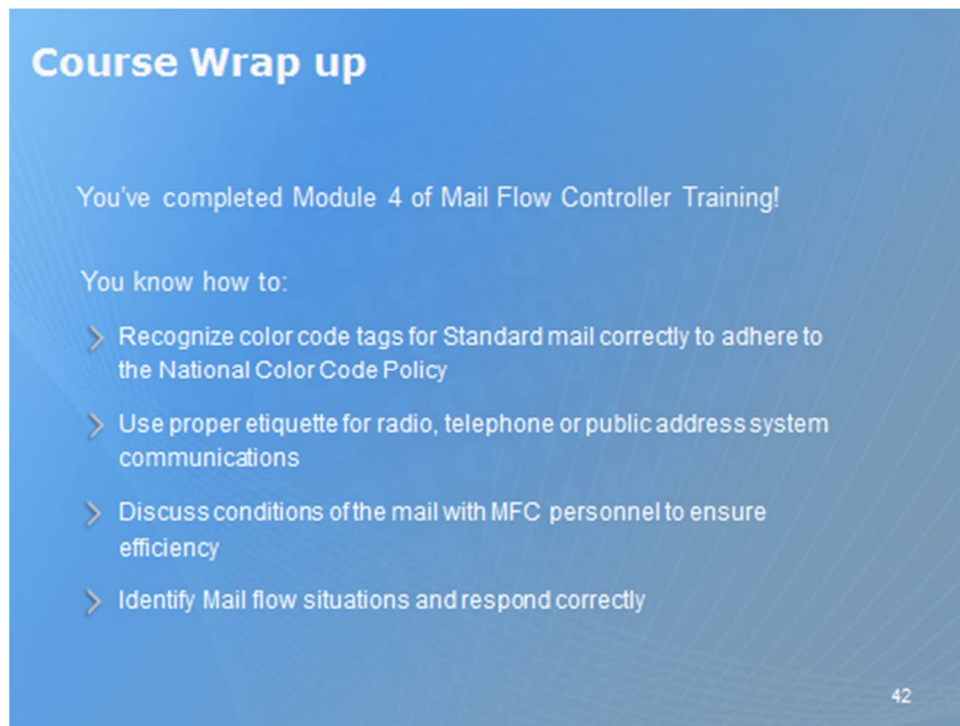


Figure 4-33



Figure 4-34
