Post Office Boxes Procedures Quiz

1. How many different cards are placed on the boxes? (**Count each card of a different color separately**)
   A. 5
   B. 6
   C. 7

2. How many different "Forward" cards do we have?
   A. 2
   B. 3
   C. 4

3. How many different "Purge" cards do we have?
   A. 1
   B. 2
   C. 3

4. How many "Closed" box colors do we have?
   A. 2
   B. 3
   C. 4

5. Match the colors to the types of cards.
   A. Purge (__,__)   1. Orange   4. Purple
   B. Forward (__,__)   2. Yellow   5. Green
   C. Closed (__,__)   3. Pink   6. Blue

6. How does the back wall closes differ from the rest of the closed boxes?
   A. They back wall uses blue cards, and the other walls use purple cards.
   B. The other walls use blue cards, and the back wall uses purple cards.
   C. The back wall becomes permanently closed and all labels are removed except the numbers on the top row.
   D. Both B and C
   E. Both A and C

7. What are the different types of "Forward" cards we have and what are they used for?
   Answer:
   1. _____
   2. _____
   3. _____

8. What are the different types of "Purge" cards do we have and what are they used for?
   Answer:
   1. _____
   2. _____

9. When purging a box on the bottom 3 rows what color card is used?
   Answer:_____

Post Office Boxes Procedures Quiz

10. How often is a Quality Check completed on the boxes? (**Select One)**
    A. When Don thinks it is needed
    B. Every two weeks
    C. Once a month
    D. At the beginning and end of a semester

11. When placing mail in the PO boxes, what should always be checked?
    A. If the mail has the correct name on it
    B. If the box number is the correct one
    C. If the box has excessive mail
    D. All of the above.
    E. A and B only

12. What is "Excessive Mail"? (**Give a brief explanation**)
    Answer:
    _____
    _____

13. What are the steps for processing "Excessive Mail"?
    (1) _____
    (2) _____
    (3) _____
    (4) _____
    (5) _____

14. What items are needed before starting a Quality Check? (**Select all that applies**)
    A. An up-to-date PO box listing from PO Box Manager
    B. Forward List (from directory section)
    C. Label maker, Pen Blade & Writing Stick
    D. All the Colored Box Cards (Should only need either the cards for the fall or Spring)

15. When checking "Open" boxes, when is it necessary to email the students?
    A. If the mail was from two weeks ago.
    B. If the mail is 30 days old.
    C. If the mail is a week old.
    D. It is never necessary.

16. What should you do if the PO Box is completely stuffed? **(Select all that are correct)**
    A. Act like you never saw it
    B. Throw away the campus mail and bulk mail if any
    C. Send the student an email
    D. Create an excessive mail bundle

17. What is the correct way to place a letter in a box?
    A. Stamp closest to you, with the letter leaning to the right top corner of the box
    B. Stamp closest to the door with the letter leaning to the left top corner of the box
    C. There are multiple correct ways as long as it fits.

Post Office Boxes Procedures Quiz

18. When completing a Quality Check on an "Open" box. **(Select all that should be done)**
- A. Make sure the name on the box and the list match
- B. Make sure the Name label and the Box labels are firmly attached and in good shape.
- C. Check to see if the mail is older than 30 days.
- D. Make sure the mail in the box matches the name on the box.
- E. Make sure the box info is correct in the lockers
- F. Ensure the mail is properly faced in the box

19. When completing a "Quality Check" on a "Forward" box, what should be done? **(Select one)**
- A. Make sure the name on the box and the list match
- B. Make sure the name on the box and the list match and ensure card is neatly attached
- C. Make sure the name on the box and the list match and ensure card is neatly attached, and check to see if the mail is over a semester old
- D. Check the name, make sure the card is neatly attached & check to see if the mail is over 30 days old

20. What is the correct procedure for doing a Quality Check on a "Purged" box?
- A. It is the same as an "Open" box.
- B. It is the same as a "Forward" box.
- C. It is the same as a "Closed" box.
- D. It differs from all of these.

21. When performing a Quality Check on a "Closed" box, what should be completed?　　**(Select all correct)**
- A. Name needs to be removed.
- B. Name needs to be left on for verification.
- C. Box Number should be left on.
- D. The appropriate "Closed" card should be fixed neatly onto the box.
- E. The back wall is done differently for "Closed" Boxes

22. What is the correct procedure for doing a Quality Check on a "Rental" Box?
- A. It is the same as an "Open" box except it should have a blue or red sticker
- B. It is the same as a forward box.
- C. It is the same as a Department Box
- D. Both A or C are correct

23. On the permanently closed sections of the PO boxes what is done differently with the PO Box labels from the other sections?
- A. Nothing differs
- B. The name stays on
- C. The box number is only kept on the top row of PO Boxes
- D. The box number is only kept on the bottom layer of boxes

24. If an error is found during the "Quality Check" the errors should be: **(Circle all Correct)**
- A. Turned into "PO Box Manager/Directory Section"
- B. Ensure all errors are annotated on the paper
- C. Correct the obvious errors
- D. Let Don know of any boxes that were "Closed" but should have been "Open"

Post Office Boxes Procedures Quiz

25. List the steps for a "Quality Check" for "Department" boxes. (No specific Order)
    (1) _____
    (2) _____
    (3) _____
    (4) _____
    (5) _____
    (6) _____

26. The labels on the boxes should be two separate ones. One for the box number (Size 4) and one for the name (Size 3) if you are using the label maker.
    A. True
    B. False
    C. Sizes are reversed the box should be a 1 and the name should be 4
    D. Put the E number on the Name label

27. There is no need for a box count after each Quality Check. Instead it should be done at the beginning and ending of each semester.
    A. True
    B. False

28. What is the most up-to-date and accurate source for PO Box information?
    A. Weekly Appworx File
    B. PO Box Manager
    C. Locker System
    D. SQBX
    E. Hard Copy records in Directory Section

29. Where do we get the Primary Information to "Open" a PO Box
    A. PO Box Manager System has a report section for Boxes Opened we check
    B. Appworx Daily Email file
    C. The information is received from numerous sources

30. What are all the processes and systems that need to be updated for a "Forward" each time?
    (1) _____
    (2) _____
    (3) _____
    (4) _____
    (5) _____
    (6) _____

31. What are the methods a student PO box holder can submit a "Forwarding" Request?
    (1) _____
    (2) _____
    (3) _____
    (4) _____

Post Office Boxes Procedures Quiz

32. Once a PO Box has a "Forward" Card has been properly attached to the PO Box what must be updated and given to the Directory Section?
    Answer: _____

33. What are the 2 procedures students are informed about to help them remember their box combination and number?
    (1) _____
    (2) _____

34. How does a student find their PO Box number or combination or Request a PO Box?
    Answer: _____

35. Below is a list of addresses that could be incorrect, undeliverable or missing part of the address, circle what is incorrect and write why it might be incorrect.

    Don McCarty
    Box 10003 807 University Parkway
    Johnson City TN 37614   _____

    Don McCarty
    400 JL SEAHORN DR
    Johnson City TN 37604   _____

    Jim Jacobs
    Box 15101
    Johnson City TN 37614   _____

    Aramark Campus Dining
    Box 70920 412 JL SEEHORN RD
    Johnson City TN 37614   _____

36. Can Students be assigned a box number starting with a 7
    True
    False

37. Explain the steps to open an actual PO Box Door
    (1) _____
    (2) _____
    (3) _____
    (4) _____

38. When a door has been verified not to open properly what is done?
    Answer: _____

39. What is the preferred method for instructing a box holder (Student, Rental & Department) on how to open their door?
    (A) Ask them if they have ever successfully opened the box before, explain to them the process, show them, then ask them to try to open the box and remind them of the instruction signs on the walls.
    (B) Ask them to try it again, if it doesn't open explain to them the process and show them how to do it.
    (C) Show them, ask them if they have any questions and remind them of the instruction signs.

Post Office Boxes Procedures Quiz

40. What are some of the most common problems why customers are not able to open the PO Box Doors?
    (1) _____
    (2) _____
    (3) _____
    (4) _____
    (5) _____

41. What hours are customers able to access the PO boxes to pick up mail?
    Answer: _____

42. What is the rule for a student to get a large PO Box?
    Answer: _____

43. How much is the fee for a rental box?
    Answer: _____

44. PO Boxes are rented on a yearly basis (July1 thru June 30) and can be prorated by the month?
    True or False

45. What is the rule for renting a PO Box?
    Answer: _____

46. Anyone requesting a Rental box is required to have an email account to get issued a Box?
    True or False

47. What does the "Blue" sticker on a Rental Box indicate?
    Answer: _____- Check

48. What does the "Red" sticker on a Rental Box indicate?
    Answer:_____- check

49. What is the policy when department staff request to have us get their mail out of the back of the box vice them opening their box door? **(Select any that are correct)**
    A. The policy is that we are not allowed to retrieve the mail from the back anymore but we will gladly show them how to open their box if they are having any problems. No exceptions unless approved by the manager. (Be polite and helpful) You can also show the sign on the counter
    B. If they are staff we know and not students workers we will get them the mail.
    C. If they have an apparent disability or physical restriction we will assist them.
    D. If they are friends or they are really friendly we will get their mail.

50. The "Department" PO boxes that no longer exist on the wall but the Department mail is placed in another PO Box is referred to as?
    Answer: _____

Post Office Boxes Procedures Quiz

1. How many different cards are placed on the boxes? **(1 pt)**
   A. 5
   B. 6
   C. 7

2. How many different "Forward" cards do we have? **(1 pt)**
   A. 2
   B. 3
   C. 4

3. How many different "Purge" cards do we have? **(1 pt)**
   A. 1
   B. 2
   C. 3

4. How many "Closed" box colors do we have**? (1 pt)**
   A. 2
   B. 3
   C. 4

5. Match the colors to the types of cards. **(6 pts)**

   A. Purge (3,5)   1. Orange   4. Purple
   B. Forward (1,2)   2. Yellow   5. Green
   C. Closed (4,6)   3. Pink   6. Blue

6. How does the back wall closes differ from the rest of the closed boxes? **(1 pt)**
   A. They back wall uses blue cards, and the other walls use purple cards.
   B. The other walls use blue cards, and the back wall uses purple cards.
   C. The back wall becomes permanently closed and all labels are removed except the numbers on the top row.
   D. Both B and C
   E. Both A and C

7. What are the different types of "Forward" cards we have and what are they used for? **(3 pts)**
   Answer:
   1. Orange for Spring Semester Forwards.
   2. Yellow for Fall Semester Forwards.
   3. Orange "F Temp" for Temporary Forwards.

8. What are the different types of "Purge" cards do we have and what are they used for? **(2 pts)**
   Answer:
   1. The Green is for Spring Semester Purges.
   2. The Pink is for Fall Semester Purges.

9. When purging a box on the bottom 3 rows what color card is used? **(1 pt)**
   Answer: Blue – Close Card

Post Office Boxes Procedures Quiz

10. How often is a Quality Check completed on the boxes? (**Select One**) **(1 pt)**
    A. When Don thinks it is needed
    B. Every two weeks
    C. Once a month
    D. At the beginning and end of a semester

11. When placing mail in the PO boxes, what should always be checked? **(1 pt)**
    A. If the mail has the correct name on it
    B. If the box number is the correct one
    C. If the box has excessive mail
    D. All of the above.
    E. A and B only

12. What is "Excessive Mail"? (**Give a brief explanation**) **(1 pt)**
    Answer: "Excessive Mail" is when the PO box is too stuffed to reasonably fit anymore mail into the box. Usually this indicates that the student is not checking their mail or using their PO box.

13. **What are the steps for processing "Excessive Mail"?** **(5 pts)**
    (1) The mail should be bundled together
    (2) Placed onto the "Excessive Mail" shelf alphabetically
    (3) A yellow card should be filled it and placed into the students box
    (4) 2nd Yellow Card will be placed with the bundle with the Name. date and box #
    (5) An email should be sent out to the student

14. **What items are needed before starting a Quality Check?** (**Select all that applies**) **(3 pts)**
    A. An up-to-date PO box listing from PO Box Manager
    B. Forward List (from directory section)   **(deduct 2 pts if selected)**
    C. Label maker, Pen Blade & Writing Stick
    D. All the Colored Box Cards (Should only need either the cards for the fall or Spring)

15. **When checking "Open" boxes, when is it necessary to email the students?** **(1 pt)**
    A. If the mail was from two weeks ago.
    B. If the mail is 30 days old.
    C. If the mail is a week old.
    D. It is never necessary.

16. What should you do if the PO Box is completely stuffed? (**Select all that are correct**) **(2 pts)**
    A. Act like you never saw it
    B. Throw away the campus mail and bulk mail if any
    C. Send the student an email
    D. Create an excessive mail bundle

17. What is the correct way to place a letter in a box? **(1 pt)**
    A. Stamp closest to you, with the letter leaning to the right top corner of the box
    B. Stamp closest to the door with the letter leaning to the left top corner of the box
    C. There are multiple correct ways as long as it fits.

18. When completing a "Quality Check" on an "Open" box. **(Select all that should be done)   (5 pts)**
    A.   Make sure the name on the box and the list match
    B.   Make sure the Name label and the Box labels are firmly attached and in good shape.
    C.   If the mail is older than 30 days, annotate the roster, leave mail in box & send out email.
    D.   Make sure the mail in the box matches the name on the box.
    E.   Make sure the box info is correct in the lockers **(deduct 2 pts if selected)** Not a Quality check step
    F.   Ensure the mail is properly faced in the box

19. When completing a "Quality Check" on a "Forward" box, what should be done? **(Select one)   (1 pt)**
    A. Make sure the name on the box and the list match
    B. Make sure the name on the box and the list match and ensure card is neatly attached
    C. Make sure the name on the box and the list match and ensure card is neatly attached, and check to see if the mail is over a semester old (**Box should have a "F" Card on it and no mail can be put in it.)**
    D. Check the name, make sure the card is neatly attached & check to see if the mail is over 30 days old

20. What is the correct procedure for doing a Quality Check on a "Purged" box? **(1 pt**)
    A.   It is the same as an "Open" box.
    B.   It is the same as a "Forward" box.
    C.   It is the same as a "Closed" box.
    D.   It differs from all of these.

21. When performing a "Quality Check" on a "Closed" box, what should be completed? **(Select all correct**) **(4 pts)**
    A.   Name needs to be removed.
    B.   Name needs to be left on for verification**. (deduct 2 pts if selected)**
    C.   Box Number should be left on.
    D.   The appropriate "Closed" card should be fixed neatly onto the box.
    E.   The back wall is done differently for "Closed" Boxes

22. What is the correct procedure for doing a Quality Check on a "Rental" Box? **(1 pt)**
    A.   It is the same as an "Open" box except it should have a blue or red sticker
    B.   It is the same as a forward box.
    C.   It is the same as a Department Box
    D.   Both A or C are correct

23. On the permanently closed sections of the PO boxes what is done differently with the PO Box labels from the other sections? **(1 pt)**
    A.   Nothing differs
    B.   The name stays on
    C.   The box number is only kept on the top row of PO Boxes
    D.   The box number is only kept on the bottom layer of boxes

24. If an error is found during the " Quality Check" the errors should be: (**Circle all Correct**)   **(3 pts)**
    A.   Turned into "PO Box Manager/Directory Section"
    B.   Ensure all errors are annotated on the paper
    C.   Correct the obvious errors
    D.   Let Don know of any boxes that were "Closed" but should have been "Open"   **(deduct 2 pts if selected)**

Post Office Boxes Procedures Quiz

25. List the steps for a "Quality Check" for "Department" boxes.   . (No specific Order) **(6 pts)**
    (1) Verify the Box number and Department name is correct
    (2) Ensure Box number sign is correctly attached to the wall
    (3) Ensure the Medical, Admin, Athletics, Closed and Forwards cards are properly attached
    (4) Verify all the Department Mail is in the correct box
    (5) If mail in the box is older than 7 days old, if it is the Department should be contacted.
    (6) If excessive mail an excessive mail bundle should be made & procedures followed.

26. The labels on the boxes should be two separate ones. One for the box number (Size 4) and one for the name (Size 3) if you are using the label maker.   **(1 pt)**
    A. True
    B. False
    C. Sizes are reversed the box should be a 1 and the name should be 4
    D. Put the E number on the PO Boxes

27. There is no need for a box count after each "Quality Check". Instead it should be done at the beginning and ending of each semester.   **(1 pt)**
    A. True
    B. False

28. What is the most up-to-date and accurate source for PO Box information? **(1 pt)**
    A. Weekly Appworx File
    B. PO Box Manager
    C. Locker System
    D. SQBX
    E. Hard Copy records in Directory Section

29. Where do we get the Primary Information to "Open" a PO Box? **(1 pt)**
    A. PO Box Manager System has a report section for Boxes Opened we check
    B. Appworx Daily Email file (**the key word is "Primary"**)
    C. The information is received from numerous sources

30. What are all the processes and systems that need to be updated for a "Forward" each time? **(6 pts)**
    (1) PO Box Manager Program Updated and/or Verified
    (2) SQBX Updated
    (3) Package Delivery Lockers Updated
    (4) "Forward"Card placed on PO Box
    (5) Change of Address Card Filled in correctly and all blocks checked
    (6) All mail in the box Forwarded

31. What are the methods a student PO box holder can submit a "Forwarding" Request?   **(4 pts)**
    (1) PO Box Manager System (Preferred Method)
    (2) ETSU Change of Address (CAC) card
    (3) Sending an email from their Goldmail account
    (4) Via the Phone (must be verified by follow-up email) (least desired method)

Post Office Boxes Procedures Quiz

32. Once a PO Box has a "Forward" Card has been properly attached to the PO Box what must be updated and given to the Directory Section? **(1 pt)**
Answer: The Change of Address Card with the "Fwd card put on Wall" block checked

33. What are the 2 procedures students are informed about to help them remember their box combination and number? **(2 pts)**
(1) Take a photo of their PO Box Manager Screen (Primary method) Advise about QR Code
(2) Fill out the Address and PO Box info card

34. How does a student find their PO Box number or combination or Request a PO Box? **(1 pt)**
Answer: PO Box Manager (must be a properly registered student & have their Goldmail info

35. Below is a list of addresses that could be incorrect, undeliverable or missing part of the address, circle what is incorrect and write why it might be incorrect. **(6 pts**)

Don McCarty
Box 10003 807 University Parkway
Johnson City TN 37614   807 University Parkway   not the correct street address

Don McCarty
400 JL SEAHORN DR
Johnson City TN 37604   1. Missing PO box , 2. Seahorn DR, 3. Zip wrong

Jim Jacobs
Box 15101
Johnson City TN 37614   This Box number doesn't exist

Aramark Campus Dining
Box 70920 412 JL SEEHORN RD
Johnson City TN 37614   Box number incorrect, Aramark is a rental and uses 412 vice 400

36. Students can be assigned a box number starting with a 7. **(1 pt)**
True
False

37. Explain the steps to open an actual PO Box door. **(4 pts)**
(1) Turn the knob to the Left times and stop at the 1st Number
(2) Turn the knob twice to the right and stop at the 2nd Number
(3) Turn the knob once to the left and stop at the 3rd number stopping the the first time it is reached
(4) While pulling out lightly on the door turn the knob about 7 numbers to the right until it opens

38. When a door has been verified not to open properly what is done? **(1 pt**)
Answer: Write down the problem, box number and date on the PO Box Maintenance Log

39. What is the preferred method for instructing a box holder (Student, Rental & Department) on how to open their door? **(1 pt)**
(A) Ask them if they have ever successfully opened the box before, explain to them the process, show them, then ask them to try to open the box and remind them of the instruction signs on the walls.
(B) Ask them to try it again, if it doesn't open explain to them the process and show them how to do it.
(C) Show them, ask them if they have any questions and remind them of the instruction signs.

Post Office Boxes Procedures Quiz

40. What are some of the most common problems why customers are not able to open the PO Box Doors? **(5 pts)**
(1) <mark>Wrong box</mark>
(2) <mark>Didn't turn the knob in the correct direction</mark>
(3) <mark>Didn't do step 4 (pull out on door while turning to the right)</mark>
(4) <mark>Didn't know the correct combination</mark>
(5) <mark>Didn't really try to open the door</mark>

41. What hours are customers able to access the PO boxes to pick up mail? **(1 pt)**
Answer: <mark>From 6 am thru 2 am (20 hours a day) 7 days a week, Year round</mark>

42. What is the rule for a student to get a large PO Box? **(1 pt)**
Answer: <mark>If requested, we look at the current volume and size of the mail the student is receiving</mark>

43. How much is the fee for a rental box? **(1 pt)**
Answer: <mark>24.00 for a small box and 36.00 for a large box</mark>

44. PO Boxes are rented on a yearly basis (July1 thru June 30) and can be prorated by the month? **(1 pt)**
True or <mark>**False**</mark>

45. What is the rule for renting a PO Box? **(1 pt)**
Answer: <mark>Person requesting a box must have some connection to ETSU such as retirees, staff, & faculty</mark>

46. Anyone requesting a Rental box is required to have an email account to get issued a Box. **(1 pt)**
<mark>True</mark> or False

47. What does the "Blue" sticker on a Rental Box indicate? **(1 pt)**
Answer: <mark>It is a "Fee Required" rental box</mark>

48. What does the "Red" sticker on a Rental Box indicate? **(1 pt)**
Answer: <mark>It is a "No Fe" rental box</mark> - check

49. What is the policy when department staff request to have us get their mail out of the back of the box vice them opening their box door? **(Select any that are correct)** **(2 pts)**
A. <mark>The policy is that we are not allowed to retrieve the mail from the back anymore but we will gladly show them how to open their box if they are having any problems. No exceptions unless approved by the manager. (Be polite and helpful) You can also show the sign on the counter</mark>
B. If they are staff we know and not students workers we will get them the mail.
C. <mark>If they have an apparent disability or physical restriction we will assist them.</mark>
D. If they are friends or they are really friendly we will get their mail.

50. The "Department" PO boxes that no longer exist on the wall but the Department mail is placed in another PO Box is referred to as? **(1 pt)**
Answer: <mark>Transitional</mark>