



# Test 473 Orientation Guide for Major Entry-Level Jobs

Publication 60-A  
November 2004

# Postal Service<sup>®</sup> — A Great Place to Work

Welcome to the *Test 473 Orientation Guide for Major Entry-Level Jobs*. This guide explores certain aspects of the examination process — a first step for employment consideration with the United States Postal Service<sup>™</sup> — an outstanding, award-winning service provider for the worldwide movement of messages, merchandise, and money.

The Postal Service reaches everyone, everywhere, every day . . . Dependability. Security. Value. That's what the Postal Service delivers to the American people. That's what we have been delivering for more than 200 years to all of our customers — like you. We give credit to all our employees whose hard work and dedication enables us to achieve our mission.

To connect the nation through the personal, educational, literary, and business correspondence of the people . . . to provide prompt, reliable, and efficient services to patrons in all areas . . . and to render postal services to all communities.

We strive to make the Postal Service a great place to work and a great place for our customers to do business.

# Copyright Protection

The Postal Service controls all copyright in the *Test 473 Orientation Guide for Major Entry-Level Jobs*. We provide this test orientation guide to help you apply for certain Postal Service jobs. This test orientation guide is not for use by anyone interested in making profits off scam projects that exploit hopeful applicants.

This test orientation guide is published in paper and is also available on the Internet. You may make copies of the paper version or download the complete online version or portions of the test orientation guide for personal, noncommercial, or nonprofit use. Other uses are not permitted. Copies of the test orientation guide may not be sold or distributed as part of any service or product for which a fee is charged, or in connection with such products or services. This guide may not be distributed by any person or organization that claims to help people: (1) prepare for or score well on Postal Service tests, (2) get hired by the Postal Service, or (3) find Postal Service job openings.

By clicking the button in the online version that says "I agree," you agree to these restrictions. You may not see or use the test orientation guide unless you agree to the copyright restrictions.

# Contents

<b>Postal Service — A Great Place to Work</b> .....	<b>i</b>
<b>Copyright Protection</b> .....	<b>ii</b>
<b>Test 473 for Major Entry-Level Jobs</b> .....	<b>1</b>
What distinguishes the Postal Service from other service organizations . . . . .	1
What this test orientation guide offers . . . . .	1
Consumer alert . . . . .	1
Don't fall for these rip-offs . . . . .	2
Get help . . . . .	2
What this test orientation guide does not do . . . . .	2
What test 473 is about . . . . .	2
Why we test our potential employees . . . . .	3
What our major entry-level jobs and related testing requirements are . . . . .	3
What advantages exist for veterans seeking Postal Service employment . . . . .	3
What a qualifying test score is . . . . .	4
Where to look for announcements of tests for entry-level jobs . . . . .	4
How to schedule yourself to take test 473 . . . . .	4
How to get reasonable accommodation for the test . . . . .	4
What happens when you qualify on test 473 . . . . .	4
What is required to meet further eligibility and suitability requirements . . . . .	5
Examination Process Flowchart . . . . .	6
What to do before taking the test . . . . .	7
What you can learn about testing . . . . .	7
Where answer sheets and answers to sample exercises are . . . . .	7
What the actual entry-level battery 473 covers . . . . .	8
Contents of entry-level battery 473 . . . . .	8
How to plan for entry-level battery 473 . . . . .	8
Part A: Address Checking . . . . .	9
Completing Tasks . . . . .	9
Scoring Answers . . . . .	9
Reducing Errors . . . . .	9
Address Checking Sample Questions . . . . .	10
Completing Exercise Set 1, Address Checking . . . . .	11

Part B: Forms Completion .....	14
Completing Tasks .....	14
Scoring Answers .....	14
Reducing Errors .....	14
Forms Completion Sample Questions .....	15
Completing Exercise Set 2, Forms Completion .....	16
Part C: Coding and Memory .....	20
Completing Tasks .....	20
Scoring Answers .....	20
Reducing Errors .....	21
Explanation of Coding Guide .....	22
Coding Sample Questions .....	23
Completing Exercise Set 3, Coding .....	24
Completing Exercise Set 4, Memory .....	26
Part D: Personal Characteristics and Experience Inventory .....	28
Completing Tasks .....	28
Scoring Answers .....	28
Reducing Errors .....	28
<b>Appendix A — Test Orientation Guide Answers .....</b>	<b>30</b>
<b>Appendix B — Test Orientation Guide Answer Sheet .....</b>	<b>31</b>

# Test 473 for Major Entry-Level Jobs

## What distinguishes the Postal Service from other service organizations . . .

---

Our employees are our most valuable asset, and we want the best possible workforce to carry out our mission. The Postal Service is unique because:

- We handle more than 202 billion pieces of mail a year.
- We are over 700,000 career employees serving the American public. That makes the Postal Service one of the nation's largest civilian employers.
- We operate more than 37,000 Post Offices and have a fleet of more than 200,000 vehicles to pick up, transport, and deliver mail in the U.S.
- We use commercial airlines to carry 10.5 million pounds of mail a day. That makes us the airlines' biggest shipper.
- We deliver directly to 141 million addresses 6 days a week, and 7 million customers visit our Post Offices™ every day.

## What this test orientation guide offers . . .

---

In this guide, we familiarize you with the testing process and its key features so that you:

- Know what to expect on the test and are prepared to do your best.
- Have a better chance of success.
- Understand the testing process and are less likely to be victimized by advertisements for fraudulent Postal Service jobs or exam scams (see Consumer alert . . .).
- Can take test 473 feeling more confident and at ease.

## Consumer alert . . .

---

**You never have to pay for information about job vacancies or employment opportunities with the Postal Service!**

But scam artists are victimizing people by selling information about federal job opportunities. They advertise in classified sections of newspapers and offer — for a fee — to help job seekers find and apply for federal jobs. Some even try to confuse consumers with names similar to federal agencies, such as *U.S. Agency for Career Advancement* or the *Postal Employment Service*.

These scam artists may also lie about the availability of federal job openings. If someone alerts you to a Postal Service job, check with the local Postal Service facility or on the Internet at [www.usps.com/employment](http://www.usps.com/employment) to determine whether or not a job is available and an exam is required for eligibility.

**The Postal Service *does not* charge application fees or guarantee employment.**

## Don't fall for these rip-offs . . .

---

It's deceptive for anyone to guarantee a high score on Postal Service entrance tests. The Federal Trade Commission (FTC), the U.S. Office of Personnel Management, and the Postal Service urge job seekers to avoid falling for deceptions like these:

- Classified ads or verbal sales pitches that imply an affiliation with the federal government, or guarantee high test-scores or jobs.
- Ads that offer information about hidden or unadvertised federal jobs.
- Ads that refer to a toll-free number. An operator encourages you to buy a valuable booklet containing job listings, practice test questions, and tips for entrance exams.
- Toll-free numbers that direct you to other pay-per-call numbers for more information. Under federal law, any solicitations for pay-per-call numbers must contain full disclosures about cost. Also, the solicitation must make clear if there is an affiliation with the federal government. You must have a chance to hang up before you incur any charges.

## Get help . . .

---

If you have concerns about a company's advertisement for employment services, contact:

- Federal Trade Commission: 1-877-FTC-HELP (382-4357) or on the Internet at <http://www.ftc.gov>
- U.S. Postal Inspection Service: local office listed in the blue (Government) pages of the local telephone directory.
- Your state attorney general or local Better Business Bureau.

## What this test orientation guide does not do . . .

---

The sample exercises provided are neither practice tests, nor simulations of actual testing conditions for test 473. However, they do resemble the actual test in style and format.

**Note:** Completing the sample exercises does not ensure an increase in your test score or in your aptitude to perform Postal Service work. Neither does attending workshops nor studying exam techniques.

## What test 473 is about . . .

---

Postal Service exams, like test 473, are opened to the public to meet local staffing needs. Entry-level tests examine general aptitude and/or characteristics, not knowledge of facts. The test provides a screening process on job-related criteria for job applicants and allows applicants to compete for positions.

## Why we test our potential employees . . .

---

Postal Service employees deliver billions of pieces of mail each day and provide service to millions of Americans. Certain skills and abilities related to providing such service, checking addresses, sorting, and delivering mail are needed to move this volume of mail quickly and accurately. Test 473 helps identify individuals with important job-related experience, abilities, and personal characteristics.

## What our major entry-level jobs and related testing requirements are . . .

---

Most Postal Service career opportunities involve sorting and delivering mail. The following list offers a brief description of these positions and required testing. Other Postal Service jobs — e.g., office clerical and skilled maintenance — require different tests that are not covered by this guide.

- **City Carrier:** Delivers and collects mail on foot or by vehicle providing customer service in a prescribed area, outdoors in all types of weather. Carriers may be required to carry mailbags on their shoulders. A mailbag full of mail can weigh up to 35 pounds. Carriers have to load and unload trays and containers of mail and parcels weighing up to 70 pounds. Carrier duties require prolonged standing, walking, and reaching.

City carrier applicants must have a current valid state driver's license, a safe driving record, and at least two years of documented driving experience.

- **Mail Processing Clerk:** Operates and monitors performance of automated mail processing equipment or performs manual sorting of mail. Mail processing clerks collate, bundle, and transfer processed mail from one area to another, sometimes involving heavy lifting or transport of heavy containers.
- **Mail Handler:** Loads and unloads containers of mail. Mail handlers transport mail and empty equipment throughout the building. Mail handlers also open and empty containers of mail. Mail handlers repeatedly lift and carry parcels and containers weighing up to 70 pounds and push heavy rolling containers.
- **Sales, Services, and Distribution Associate:** Provides direct sales and customer support services in a retail environment and performs distribution of mail. The associate must successfully complete an on-the-job training program.

## What advantages exist for veterans seeking Postal Service employment . . .

---

We examine and select applicants for employment in compliance with legal and regulatory requirements, including entitlements required in the Veterans' Preference Act of 1944. This law influences our administrative structure for examining and hiring applicants, particularly certain veterans and some family members of disabled or deceased veterans who have met the requirements for veterans' preference.

Entitlements can include the following:

- Addition of either 5 or 10 points to competitive test scores (see *What a qualifying test score is...*).
- Priority in selection decisions and an opportunity to compete in exams not open to the general public.

## What a qualifying test score is . . .

---

Test 473 requires a minimum score of 70. Acceptable test scores range from 70 to 100 and are called the *basic rating*. Veterans' Preference Act of 1944 requirements may add points to the basic rating. If points are added, the basic rating is called the *final rating*.

If an applicant is not entitled to veterans' preference, the basic and final ratings are identical.

## Where to look for announcements of tests for entry-level jobs . . .

---

Test dates for test 473 are publicized widely, including as follows:

- On the Postal Service Internet home page: [www.usps.com/employment](http://www.usps.com/employment).
- On public bulletin boards in Post Offices™ and in local, federal, and state municipal buildings.
- At State employment offices.
- On local television, in the newspaper, and in radio advertisements.
- Through community groups, including minority, women, and veterans' organizations.

## How to schedule yourself to take test 473 . . .

---

During the opening period indicated on the test announcements for test 473, schedule yourself to take test 473 by accessing the job posting on [www.usps.com/employment](http://www.usps.com/employment) or by calling the toll-free telephone number provided. The Internet and phone system prompt you through the application process, request the announcement number, and ask for other required application information.

At least 1 week before the test date, we will mail you a scheduling package that indicates when and where to report for the test. We will also include applicant instructions and sample questions.

## How to get reasonable accommodation for the test . . .

---

The Postal Service considers requests for reasonable accommodations by qualified job applicants with disabilities on a case-by-case basis. If you need a reasonable accommodation, please immediately notify the contact person identified in the test scheduling materials.

## What happens when you qualify on test 473 . . .

---

A passing score on test 473 qualifies you to continue in the hiring process but does not guarantee employment with the Postal Service. If you qualify, we list your name on an entrance register — a resource to help us consider applicants for vacant positions. Your name appears on the register with other applicants who passed the test.

By law, disabled veterans with passing scores are listed at the top of the register ahead of other applicants who passed the exam. All other veterans' preference applicants and nonpreference applicants are listed in descending order of their final ratings (with veterans' preference points added, if applicable). Veterans' preference applicants are listed ahead of nonpreference applicants with the same final rating.

## What is required to meet further eligibility and suitability requirements . . .

---

The Postal Service must ensure the public's trust and confidence by maintaining the security and reliability of the mail. The public has the right to expect the Postal Service to maintain the privacy of the mail. Postal Service employees have the right to expect a safe environment in which to work. Thus, Postal Service employees must have integrity and be honest, trustworthy, reliable, and courteous.

Therefore, applicants must meet the following eligibility requirements to continue the hiring process:

- Age — 18 years old at the time of appointment or 16 years old with a high school diploma.
- Citizenship — U.S. citizens or permanent resident aliens.
- Basic competency in speaking and reading English.
- Selective Service — Males born after December 31, 1959, must be registered with the Selective Service System when they reach their 18th birthday.
- Drug screen.
- Driving record for jobs requiring driving.

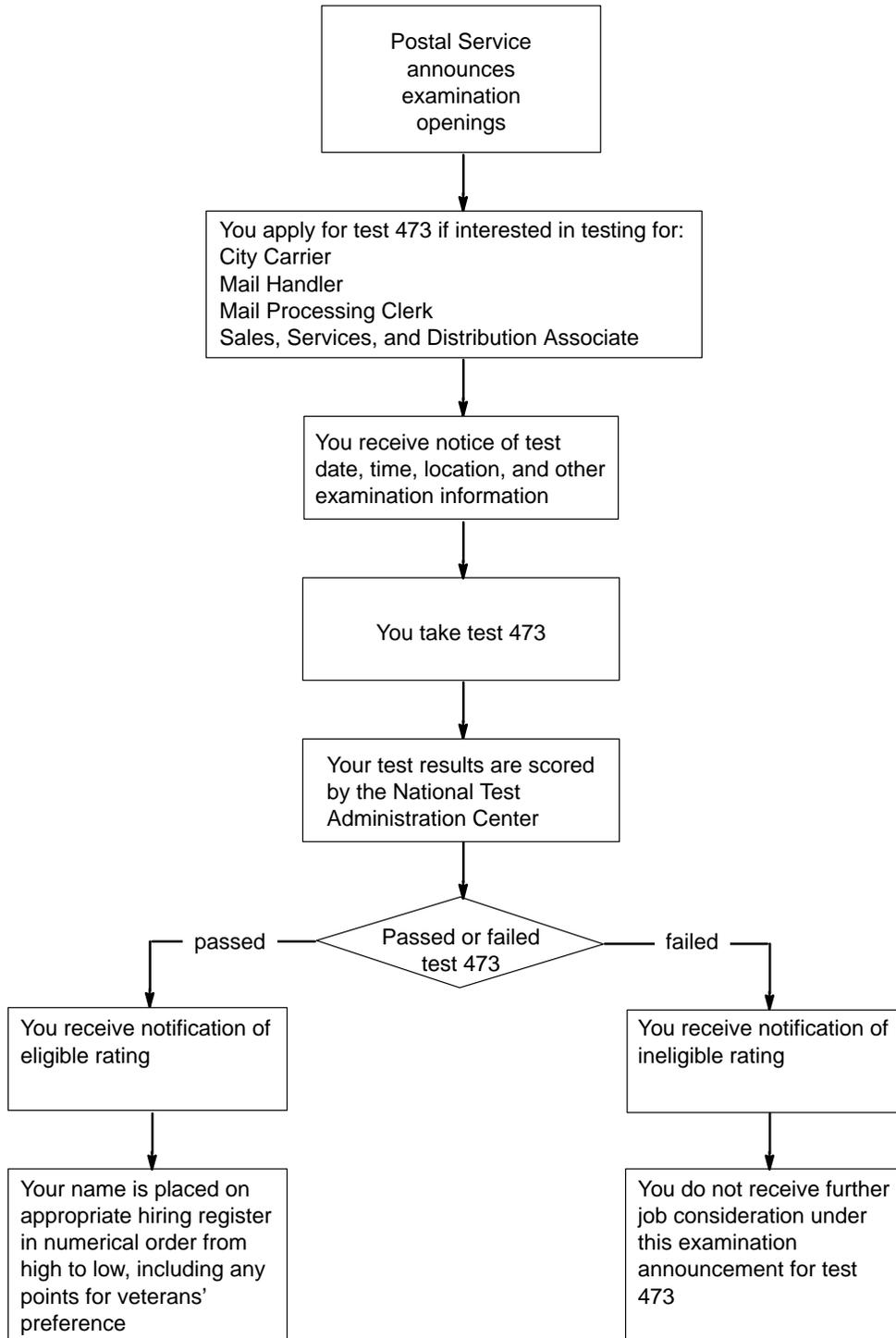
We further screen applicants who meet the eligibility requirements to determine their suitability, which includes looking at these factors:

- Review of employment history.
- Review of military history, if applicable.
- Criminal records check.

# Examination Process Flowchart

---

The following flowchart provides a visual overview of the examination process:



## What to do before taking the test . . .

---

We suggest that you do the following before taking the test:

- Get a good night's sleep

To be rested and prepared, it is important to get adequate sleep the night before you take the test.

- Eat a light, nutritious meal

Although you may be a bit nervous before leaving to take the test, it is important to eat a light and nutritious meal. By doing so, you will increase your energy level.

- Review directions to the test site

If you are driving to the test site, review the directions and make sure adequate parking is available. If you are using public transportation, check the arrival and departure times. If you are being driven, give the driver directions and remind the driver of your schedule.

## What you can learn about testing . . .

---

Complete the sample exercises to learn about the process for taking test 473, regarding:

- *Scoring rules* — correct answers only or penalty for guessing.
- *Mental demands* — recognition, memory, and speed.
- *Mechanics of taking the tests* — timing, number of items, and proper use of answer sheet.

## Where answer sheets and answers to sample exercises are . . .

---

**Appendix A contains the answers** to all exercises. The questions and answers are merely examples similar to what you find on test 473.

**Note:** The method you use to identify answers may differ from approaches suggested in this guide.

**Appendix B is the answer sheet** for recording answers and practicing the mechanics of taking the test — darkening circles to indicate your answer choice.

## What the actual entry-level battery 473 covers . . .

---

In the actual test 473, the examiner provides instructions for completing each part. You must work on one part of test 473 at a time. If you finish a part of the test before time is called, you are not allowed to proceed to another part of the test or return to a part of the test you previously completed.

The following table describes the test parts, time allotted for completion of each test part, number of items, and subject matter covered.

## Contents of entry-level battery 473

---

1	Test Part	2	Number of Items	3	Time Allowed	4	Subject Matter Covered
	Part A Address Checking		60		11 min.		Determine whether two addresses are the same.
	Part B Forms Completion		30		15 min.		Identify information for correctly completing forms.
	Part C Section 1 — Coding		36		6 min.		Identify the correct code to assign for an address.
	Part C Section 2 — Memory		36		7 min.		Memorize codes to be assigned to a range of addresses.
	Part D Personal Characteristics and Experience Inventory		236		90 min.		Tendencies toward job-related characteristics and experience.

## How to plan for entry-level battery 473 . . .

---

**Important:** The sample parts A through D of this orientation guide and the exercises that follow resemble actual parts and exercises in test 473. Read the material for completing tasks, scoring answers, and reducing scoring errors in these sample sections and complete the sample exercises.

# Part A: Address Checking

---

## Completing Tasks

Part A of test 473 consists of 60 items to be completed in 11 minutes. This is a test of your ability to compare two lists quickly and accurately. You will be shown a **Correct List** that contains addresses and ZIP codes™. A **List to be Checked** will appear next to the **Correct List**. The **List to be Checked** also contains addresses and ZIP codes. The **List to be Checked** should be exactly the same as the **Correct List**, but it may contain errors.

Your task is to compare the information in each row of the **List to be Checked** with the **Correct List**. Decide if there are **No Errors**, an error in the **Address Only**, an error in the **ZIP Code Only**, or an error in **Both** the address and the ZIP code. Each row of information is an item.

**Note:** Speed and accuracy are important for this section.

## Scoring Answers

Your score for Part A of test 473 is based on the number of items that you answer correctly minus one-third of the number of items that you answer incorrectly. Your score depends on how many items in the lists you can accurately compare in the time allowed. You may not be able to finish all of the items before time runs out, but you should do your best to finish as many as you can with a high degree of accuracy. There is a penalty for guessing on this part of the test. It will NOT be to your advantage to guess randomly. However, if you can reject one or more responses as clearly incorrect, it will generally be to your advantage to guess from among the remaining responses.

## Reducing Errors

Here are suggestions to help you reduce errors on Part A of the test:

- **Work as quickly and accurately as possible.** Although you're not expected to answer all items in the time allowed, do your best and answer as many as possible.
- **Identify correct and incorrect information** in the address and/or ZIP code quickly (as expected on the job).
- **Do not lose your place.** As you quickly answer items, it can be easy to lose your place. Consider holding your pencil with your writing hand on the answer sheet directly on the item number being answered. After answering an item, move your pencil to the next number. Use your other index finger to keep track of items as they are answered.
- **Concentrate on the item you are working on.** Do not allow your eyes to wander around the page. Remain focused on one item at a time. Periodically, check to see that you are working on the same item that you are marking on your answer sheet.

## Address Checking Sample Questions

Look at the row of information for Sample Question 1, which is labeled “S1” below. Compare the **List to be Checked** with the **Correct List**. Decide if there are **No Errors**, an error in the **Address Only**, an error in the **ZIP Code Only**, or an error in **Both** the address and the ZIP code. Record your response in the **Sample Answer Grid** below. Continue comparing the two lists and recording your responses for “S2”, “S3”, and “S4”.

A. No Errors	B. Address Only	C. ZIP Code Only	D. Both
--------------	-----------------	------------------	---------

Correct List		
	Address	ZIP Code
S1.	123 1st Street Minneapolis, MN	55401
S2.	800 King Street Macon, GA	31201-1267
S3.	1919 Jackson Ave. Sun Park, CA	93966
S4.	214 Macy Ave. Brighton, TX	79411

List to be Checked		
	Address	ZIP Code
S1.	123 1st Street Minneapolis, MN	55411
S2.	800 Kong Street Macon, GA	31201-1267
S3.	1919 Jackson Ave. Sun Park, CA	93966
S4.	214 Macy Ave. New Brighton, TX	79911

Sample Answer Grid	
S1.	(A) (B) (C) (D)
S2.	(A) (B) (C) (D)
S3.	(A) (B) (C) (D)
S4.	(A) (B) (C) (D)

Completed Sample Answer Grid	
S1.	(A) (B) (●) (D)
S2.	(A) (●) (C) (D)
S3.	(●) (B) (C) (D)
S4.	(A) (B) (C) (●)

Notice that the Completed Sample Answer Grid on the right side of the page shows the correct responses filled in.

In row S1, the address in the **List to be Checked** is exactly the same as the address in the **Correct List**. However, the ZIP code contains an error. The **List to be Checked** shows “55411”, but the **Correct List** shows “55401”. Therefore, the correct answer for Sample Question 1 is “C. ZIP Code Only”.

In row S2, the **List to be Checked** contains an error in the address. It shows “800 Kong Street”, but it should be “800 King Street”, as shown in the **Correct List**. The ZIP code in the **List to be Checked** is exactly the same as the ZIP code in the **Correct List**. Therefore, the correct answer for Sample Question 2 is “B. Address Only”.

In row S3, the address and the ZIP code in the **List to be Checked** are exactly the same as the address and ZIP code in the **Correct List**. Therefore, the correct answer for Sample Question 3 is “A. No Errors”.

*In row S4, both the address and the ZIP code contain an error. The **List to be Checked** shows “New Brighton, TX” for the address, but the **Correct List** shows “Brighton, TX”. The **List to be Checked** shows “79911” as the ZIP code, but the **Correct List** shows “79411”. Therefore, the correct answer for Sample Question 4 is “D. Both”.*

## Completing Exercise Set 1, Address Checking

**Step 1:** Remove Appendix B, Test Orientation Guide Answer Sheet.

**Step 2:** Complete Exercise Set 1, Address Checking.

- Move through the rows by checking the **List to be Checked** against the **Correct List**. Work as quickly and as accurately as possible.
- Time yourself on this exercise. You should stop after 5 minutes. You may not be able to finish all of the items in this exercise in that time, but practicing with a time limit will give you a better feel for the actual test administration.

**Note:** You may find errors in numbers, abbreviations, and words — all types of address-checking errors.

Your task is to:

- Compare numbers, abbreviations, and words in addresses and ZIP codes.
- Determine if each block (either address or ZIP code) is correct or incorrect.
- Mark A, B, C, or D, respectively for **No Errors**, errors in the **Address Only**, errors in the **Zip Code Only**, or errors in **Both** the address and ZIP code.

**Step 3:** When you finish exercise set 1, check your answers in appendix A.

**Exercise Set 1: Address Checking**

- |                     |                        |                         |                |
|---------------------|------------------------|-------------------------|----------------|
| <b>A. No Errors</b> | <b>B. Address Only</b> | <b>C. ZIP Code Only</b> | <b>D. Both</b> |
|---------------------|------------------------|-------------------------|----------------|

**Correct List**

	<i>Address</i>	<i>ZIP Code</i>
1.	4259 Mahoney Ct. Charlottesville, VA	22902-2299
2.	7328 Woodruff Cir. Seattle, WA	98104
3.	1425 Rainbow Rd. Wichita, KS	67271-4257
4.	3125 Ebel Terrace Barrow, AK	72999-3794
5.	14 Heather Cir. #315 Portland, OR	97204-3195
6.	27145 49th Ave. S. Springfield, IL	62797
7.	10 Wentworth Way Little Rock, AR	72259
8.	5549 E. Riverwalk Ln. Meridian, MS	39302-9942
9.	65 Stilfield Pkwy. Portland, ME	04102
10.	1974 Lucia Lane Baltimore, MD	21024-2543
11.	7219 Main Street Juneau, AK	99821
12.	155 42 <sup>nd</sup> St. New York, NY	10005-1267
13.	12000 Myers Road Fort Myers, FL	33906-0001
14.	888 79 <sup>th</sup> Street Detroit, MI	48203-5341
15.	P.O. Box 41 Cooperstown, MA	01911

**List to be Checked**

	<i>Address</i>	<i>ZIP Code</i>
	4259 Mahoney Ln. Charlottesville, VA	22902-0299
	7823 Woodruff Cir. Seattle, WA	98104
	1425 Rainbow Curve Wichita, KS	67271-4257
	3125 Ebel Terrace Barrow, AK	72999-3749
	14 Heather Cir. #315 Portland, OR	98204-3195
	27145 49 <sup>th</sup> Ave. S. Springfield, IL	62797
	10 Wentworth Way Little Rock, AR	72259
	5549 E. Riverview Ln. Meridian, MS	39320-9942
	65 Silfield Pkwy. Parker, ME	04101
	1974 Lucia Lane Baltimore, MD	24024-2543
	7219 Main Street Juneau, AK	99834
	155 52 <sup>nd</sup> St. New York, NY	10005-1267
	12000 Myers Road Fort Myers, FL	33906-0001
	666 79 <sup>th</sup> Street Detroit, MI	48203-5341
	P.O. Box 14 Cooperstown, MA	01911

**A. No Errors****B. Address Only****C. ZIP Code Only****D. Both****Correct List**

	<i>Address</i>	<i>ZIP Code</i>
16.	9972 Harris Dr. Lakeland, FL	33879-1199
17.	1000 Woodley Place Newcastle, PA	15504
18.	1425 Chain Bridge Rd. Eustis, KS	67248-0001
19.	9679 Angoff Terrace Centerdale, RI	02908-3794
20.	14 Fraternity Cir. Kingston, ME	05145-1222
21.	55541 First Ave. S. Springfield, MO	65863
22.	54 Wellesley Ave. Middleton, CA	95436
23.	1095 Ave. of the Americas New York, NY	10004-4872
24.	P.O. Box 9811 New Brunswick, ME	04873
25.	22 Liberty St. Meriden, CT	06450
26.	266 Main St. Cumberland, ME	04021-9754
27.	1530 Harden St. Anderson, SC	29201
28.	1400 Kettering Tower Dayton, OH	45423
29.	340 Ocean Dr. Juno Beach, FL	33408
30.	263 Tompkins Ave. Brooklyn, NY	11221

**List to be Checked**

	<i>Address</i>	<i>ZIP Code</i>
	9972 Harris Dr. Lakeland, FL	33879-0099
	1000 Woodland Place Newcastle, PA	15504
	1425 Chain Bridge Dr. Eustis, KS	67248-0001
	9679 Angoff Terrace Centerdale, RI	02909-3794
	14 Fraternity Cir. Kingston, MN	05145-1232
	55541 Front Ave. S. Springfield, MO	65863
	54 Wellesley Ave. Middletown, CA	95436
	1095 Ave. of the Americas New York, NY	10004-4872
	P.O. Box 91811 New Brunswick, ME	04783
	22 Liberty St. Meriden, CT	06550
	267 Main St. Cumberland, ME	04022-9754
	1530 Harden St. Andersen, SC	29201
	1400 Ketering Tower Dayton, OH	45423
	340 Ocean Dr. Juno Beach, FL	33498
	263 Tompkins Ave. Brookline, NY	11121

## Part B: Forms Completion

---

### Completing Tasks

Part B of test 473 consists of 30 items to be completed in 15 minutes. This is a test of your ability to identify information needed to complete forms similar to those used by the Postal Service. You will be shown several forms on this test, along with several items about what information is required to complete each form. Each part of the form is labeled (for example, 7 and 7a).

### Scoring Answers

Your score for Part B of test 473 is based on the number of items that you answer correctly. There is no penalty for guessing on this part of the test. It is generally to your advantage to respond to each item, even if you have to guess.

### Reducing Errors

Here are suggestions to help you reduce errors on Part B of test 473:

- **Study each form carefully** — Each of the forms in this test part is different and calls for different information in the various sections. You should take time to study the forms carefully before responding to the items to be sure that you know what information is desired.
- **Consider answering items you know and answer other items later.** If you return to an item, take extreme care to make sure that you are marking the correct answer on your answer sheet. It is easy to lose your place and darken the wrong circle.
- **As time permits, go back and attempt to answer the more difficult items.** If you have narrowed a difficult item down to one or two choices, you may want to make an educated guess.

## Forms Completion Sample Questions

Look at the sample form and questions shown below. Please study the form and complete the sample questions. Mark your answers in the **Sample Answer Grid**.

### Sample Form

1. Last Name		2. First Name	
3. Street Address			
4. City	5. State	6. ZIP Code	
7. Date		8. Amount Paid	
7a. Month _____		\$ _____	
7b. Day _____			
7c. Year _____			

S1. Where should the last name be entered on this form?

- A. Box 1
- B. Box 2
- C. Box 3
- D. Box 4

S2. Which of these is a correct entry for Line 7a?

- A. \$42.30
- B. 2004
- C. April
- D. 55442

Sample Answer Grid				
S1.	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
S2.	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D

Completed Sample Answer Grid				
S1.	<input checked="" type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
S2.	<input type="radio"/> A	<input type="radio"/> B	<input checked="" type="radio"/> C	<input type="radio"/> D

In the **Sample Form**, Box 1 is labeled "Last Name". Therefore, the correct answer for Sample Question 1 is "A. Box 1". In the **Sample Form**, Line 7a asks for a month, and April is the only month among the answer choices. Therefore, the correct answer for Sample Question 2 is "C. April". Notice that the **Completed Sample Answer Grid** on the right side of the page shows the correct responses filled in.



1. Where would you enter the sender's address?
  - A. Box 1
  - B. Box 2
  - C. Box 3a
  - D. Box 3b
2. Which of these would be a correct entry for Box 4?
  - A. A check mark
  - B. "2"
  - C. "\$4.80"
  - D. "12/6/04"
3. You could enter a date in each of the following boxes EXCEPT which?
  - A. Box 1
  - B. Box 2
  - C. Line 6b
  - D. Line 7c
4. Which of these would be a correct entry for Line 7d?
  - A. "502 Maple Street,  
Chicago, Illinois 67114"
  - B. A check mark
  - C. "3:00 p.m."
  - D. "\$1.05"
5. Where would you indicate that the customer must pick up the item at the Post Office?
  - A. Box 4
  - B. Box 6a
  - C. Box 7a
  - D. Box 7b
6. Which of these would be a correct entry for Box 3a?
  - A. "12/4/04"
  - B. "Tyler's Animal World"
  - C. "7232 Stevens Street,  
Madison, Wisconsin  
55301"
  - D. "2:00 p.m."
7. How would you indicate that there is one catalog to be delivered?
  - A. Enter "1" in Line 5a
  - B. Enter "1" in Line 5b
  - C. Enter "1" in Line 5c
  - D. Enter "1" in Line 5d

**Sample Form 2**

<b>Mass Mailing Receipt</b>	
<b>1. Date</b>	<b>4. Name of Permit Holder</b>
<b>2. Post Office™ ZIP Code™</b>	<b>5. Address of Permit Holder</b>
<b>3. 5-digit Permit Number</b>	<b>6. Telephone Number of Permit Holder</b>
<b>7. Processing Category (check one)</b> 7a. <input type="checkbox"/> Letters 7b. <input type="checkbox"/> Flats 7c. <input type="checkbox"/> Automation Flats 7d. <input type="checkbox"/> Parcels	<b>8. Total Number of Pieces</b>
	<b>9. Total Weight</b> 9a. ____ pounds      9b. ____ ounces
	<b>10. 2-digit Cost Code</b>
	<b>11. Total Paid</b> \$ _____

8. Rebecca Hanson holds the mass mailing permit. Where would you indicate this?
- A. Box 4
  - B. Box 5
  - C. Box 6
  - D. Box 8
9. Where would you indicate that 75,000 pieces were sent?
- A. Box 3
  - B. Box 8
  - C. Line 9a
  - D. Line 11
10. How would you indicate that the processing category is "flats"?
- A. Put a check mark in Box 7a
  - B. Put a check mark in Box 7b
  - C. Put a check mark in Box 7c
  - D. Put a check mark in Box 7d
11. The total paid was \$328.46. Where would you indicate this?
- A. Box 8
  - B. Line 9a
  - C. Box 10
  - D. Line 11
12. Which of these would be a correct entry for Box 5?
- A. "10/19/04"
  - B. "Olson Boats"
  - C. "620 Deer Trail Court,  
Fort Dodge, Iowa  
50852"
  - D. A check mark
13. Which of these would be a correct entry for Box 10?
- A. "55312-6872"
  - B. "352-714-8990"
  - C. "90843"
  - D. "32"
14. The Post Office ZIP Code is 76412. Where would you indicate this?
- A. Box 2
  - B. Box 3
  - C. Box 6
  - D. Box 10
15. A number would be a correct entry for every box EXCEPT which?
- A. Box 3
  - B. Box 7c
  - C. Box 8
  - D. Line 11

## Part C: Coding and Memory

---

### Completing Tasks

Part C of test 473 consists of two sections. The Coding section consists of 36 items to be completed in 6 minutes. The Memory section consists of 36 items to be completed in 7 minutes.

This is a test of your ability to use codes quickly and accurately, both with a coding guide visible and from memory without using a guide. You will be shown a coding guide, along with several items that must be assigned a code. To the best of your ability, you must look up the correct code for each item and record your response on the answer sheet accurately and quickly. During the first section of the test part, you will be allowed to look at the coding guide while you assign codes. During the second section of the test part, you must assign codes based on your memory of the same coding guide. While the coding guide is visible, try to memorize as many of the codes as you can. These are the same codes that will be used in the memory section.

**Note:** During the actual test:

- You are NOT permitted to look at the codes when answering the items in the Memory section.
- You are NOT permitted to write down any addresses during the memorization period.

### Scoring Answers

Your score for Part C of test 473 is based on the number of items that you answer correctly minus one-third of the number of items you answer incorrectly. In both sections of this test part, your score depends on how many items you can accurately assign a code in the time allowed. You may not be able to assign a code to all of the items before time runs out, but you should do your best to assign codes to as many items as you can with a high degree of accuracy. There is a penalty for guessing on this test. It will NOT be to your advantage to guess randomly. However, if you can reject one or more responses as clearly incorrect, it will generally be to your advantage to guess from among the remaining responses.

## Reducing Errors

In the actual test, you have several opportunities to work with the coding guide and practice memorizing the codes for each range of addresses before answering items on them based upon memory. Listen to the administrator's instructions. Do not become frustrated or discouraged — remain focused. Here are more suggestions to help you reduce errors on Part C of test 473:

- **Consider answering items you know** and answer other items later. Remember that you have a time limit for completing the items.
- **As time permits, go back and attempt to answer the more difficult items.** If you have narrowed a difficult item down to one or two choices, you may want to make an educated guess. If you return to an item, take extreme care to make sure that you are marking the correct answer on your answer sheet. It is easy to lose your place and darken the wrong circle.
- **Random guessing will probably not help your score.** But, if you can eliminate one or more alternatives, it may be to your advantage to guess.
- **Work as quickly and accurately as possible.** You are not expected to answer all items in the time allowed.
- **Fully use the practice opportunities and memorization periods you are given to practice memorizing the codes.**

## Explanation of Coding Guide

CODING GUIDE	
Address Range	Delivery Route
1 – 99 Anywhere Lane 10 – 200 Calico Ave. 5 – 15 N 42 <sup>nd</sup> Street	A
100 – 200 Anywhere Lane 16 – 30 N 42 <sup>nd</sup> Street	B
10000 – 12000 Graham Ave. 1 – 10 Rural Route 1 201 – 1500 Calico Ave.	C
All mail that doesn't fall in one of the address ranges listed above	D

The same Coding Guide will be used throughout the test. Note that the Coding Guide in this test orientation guide is similar to that used on the actual test. It does, however, contain different information.

The first column of the Coding Guide shows each **Address Range**. The second column of the Coding Guide shows a one-letter code for the **Delivery Route** that serves the address ranges listed in that row. For example, Delivery Route A serves all addresses in each of three ranges: **1 to 99 Anywhere Lane, 10 to 200 Calico Ave.**, and **5 to 15 N 42<sup>nd</sup> Street**. You may assume that addresses run in order between the lowest and highest address listed.

Some of the street names appear twice, each time with a different range of address numbers associated with a different Delivery Route. For example, Anywhere Lane is served by Delivery Route A for address numbers ranging from 1 to 99, and Anywhere Lane is served by Delivery Route B for address numbers ranging from 100 to 200.

Also notice that Delivery Route D serves all addresses that do not fall in one of the address ranges listed for Delivery Routes A, B, or C. For example, the address 100 N 42<sup>nd</sup> Street does not fall in any of the address ranges served by Delivery Routes A, B, or C; therefore it is served by Delivery Route D. Your task is to assign a Delivery Route code to each address. Next you will see four sample questions.

## Coding Sample Questions

Look at the sample questions shown below. Each sample question is an **Address**. Use the Coding Guide on the opposite page to assign each sample address to a **Delivery Route** code. Record your responses in the **Sample Answer Grid** below.

	Address	Delivery Route			
S1.	82 Calico Ave.	A	B	C	D
S2.	20 N 42 <sup>nd</sup> Street	A	B	C	D
S3.	29 Rural Route 1	A	B	C	D
S4.	11000 Graves Ave.	A	B	C	D

Sample Answer Grid				
S1.	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
S2.	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
S3.	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
S4.	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D

Completed Sample Answer Grid				
S1.	<input checked="" type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
S2.	<input type="radio"/> A	<input checked="" type="radio"/> B	<input type="radio"/> C	<input type="radio"/> D
S3.	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input checked="" type="radio"/> D
S4.	<input type="radio"/> A	<input type="radio"/> B	<input type="radio"/> C	<input checked="" type="radio"/> D

*In the Coding Guide, the Address 82 Calico Ave. falls in one of the address ranges in the same row as Delivery Route "A". The correct answer for Sample Question 1 is "A".*

*In the Coding Guide, the Address 20 N 42<sup>nd</sup> Street falls in one of the address ranges in the same row as Delivery Route "B". The correct answer for Sample Question 2 is "B".*

*In the Coding Guide, the Address 29 Rural Route 1 does not fall into any of the address ranges for Delivery Routes A, B, or C. The correct answer for Sample Question 3 is "D".*

*In the Coding Guide, the Address 11000 Graves Ave. does not fall into any of the address ranges for Delivery Routes, A, B, or C. The correct answer for Sample Question 4 is "D".*

*Notice that the Completed Sample Answer Grid on the right side of the page shows the correct responses filled in.*

## Completing Exercise Set 3, Coding

**Step 1:** Remove Appendix B, Test Orientation Guide Answer Sheet (if you have not already done so).

**Step 2:** Complete Exercise Set 3, Coding.

- Move through items 1 through 15 and assign codes to each based upon the Coding Guide. Work as quickly and as accurately as possible.
- Time yourself on this exercise. You should stop after 2 minutes. You may not be able to finish all of the items in this exercise in that time, but practicing with a time limit will give you a better feel for taking the actual test.

**Step 3:** When you finish exercise set 3, check your answers against those in appendix A.

### Exercise Set 3: Coding

<b>CODING GUIDE</b>	
<b>Address Range</b>	<b>Delivery Route</b>
1 – 99 Anywhere Lane 10 – 200 Calico Ave. 5 – 15 N 42 <sup>nd</sup> Street	A
100 – 200 Anywhere Lane 16 – 30 N 42 <sup>nd</sup> Street	B
10000 – 12000 Graham Ave. 1 – 10 Rural Route 1 201 – 1500 Calico Ave.	C
All mail that doesn't fall in one of the address ranges listed above	D

<b>Address</b>		<b>Delivery Route</b>			
1.	5 Anywhere Lane	A	B	C	D
2.	102 Amity Lane	A	B	C	D
3.	23 N 42 <sup>nd</sup> Street	A	B	C	D
4.	14 N 42 <sup>nd</sup> Street	A	B	C	D
5.	119 Anywhere Lane	A	B	C	D
6.	9 Rural Route 1	A	B	C	D
7.	1250 Calico Ave.	A	B	C	D
8.	15 Rural Route 1	A	B	C	D
9.	10191 Rural Route 1	A	B	C	D
10.	5 N 42 <sup>nd</sup> Street	A	B	C	D
11.	195 Anyplace Lane	A	B	C	D
12.	12500 Graham Lane	A	B	C	D
13.	10 N 42 <sup>nd</sup> Street	A	B	C	D
14.	1061 Calico Ave.	A	B	C	D
15.	135 Anywhere Lane	A	B	C	D

## Completing Exercise Set 4, Memory

In this section of the test, you will assign codes based on your memory of the Coding Guide. You will use the same Coding Guide you have been using throughout this exercise.

**Step 1:** Remove Appendix B, Test Orientation Guide Answer Sheet (if you have not already done so).

**Step 2:**

- Take 3 minutes to memorize the Coding Guide on page 24.
- You should not take any notes when memorizing the Coding Guide, but you may write in the test booklet while you are answering the items.

**Step 3:** Complete Exercise Set 4, Memory.

- Move through items 16 through 30 and assign codes to each based upon your memory of the Coding Guide. Do NOT refer to the Coding Guide as you work through this exercise. Work as quickly and as accurately as possible.
- The Coding Guide should not be visible during the exercise, and you should not turn back to an earlier page to look at it.
- Time yourself on this exercise. You should stop after 3 minutes. You may not be able to finish all of the items in this exercise in that time, but practicing with a time limit will give you a better feel for taking the actual test.

**Step 4:** When you finish exercise set 4, check your answers against those in appendix A.

**Exercise Set 4: Memory**

	<b>Address</b>	<b>Delivery Route</b>			
16.	15 N 42 <sup>nd</sup> Street	A	B	C	D
17.	1299 Calico Ave.	A	B	C	D
18.	105 Anywhere Lane	A	B	C	D
19.	935 Anywhere Lane	A	B	C	D
20.	2 Rural Route 12	A	B	C	D
21.	5 Rural Route 1	A	B	C	D
22.	6 N 42 <sup>nd</sup> Street	A	B	C	D
23.	25 N 42 <sup>nd</sup> Street	A	B	C	D
24.	45 N Carter Street	A	B	C	D
25.	65 N 2 <sup>nd</sup> Street	A	B	C	D
26.	27 Anywhere Lane	A	B	C	D
27.	101 Anywhere Lane	A	B	C	D
28.	28 N 42 <sup>nd</sup> Street	A	B	C	D
29.	1400 Calico Ave.	A	B	C	D
30.	10600 Graham Ave.	A	B	C	D

## Part D: Personal Characteristics and Experience Inventory

---

### Completing Tasks

Part D of the test consists of 236 test items to be completed in 90 minutes. The items in this test part assess several personal characteristics, tendencies, or experiences related to performing effectively as an employee of the Postal Service.

Read each item carefully, and decide which of the response choices is most true about **you**. For some items, more than one response may describe you. However, be sure to mark one and only one response for each item. It is important to consider and respond to each item, even if you are not completely sure which response is best. Also, it is generally best to work at a fairly rapid pace.

**Whenever possible, respond to the items in terms of what you have done, felt, or believed in a work setting.** If you cannot relate the item to your work experiences, base your response on other experiences that are similar to work, such as school or volunteer activities. For example, if an item involves how often you have gotten into arguments with others, respond in terms of how often you have gotten into arguments with co-workers. If you have not held a job before, or if the item cannot be related to your work experiences, draw on whatever experiences are necessary to choose the response choice that best describes you.

This part of the test is divided into three sections. One section includes items with four response choices, ranging from “Strongly agree” to “Strongly disagree”. Another section includes items with four response choices ranging from “Very often” to “Rarely or never”. The final section includes items with anywhere from four to nine response choices.

### Scoring Answers

Your score for Part D of test 473 is based on your responses to the items in this section. *This test part calls for your honest responses. Dishonest or distorted self-descriptions may not be to your advantage. All responses you give will be considered in determining your results.*

### Reducing Errors

Here are suggestions to help you reduce errors on Part D of test 473:

- **Read each statement carefully before marking your responses.**
- **There is no particular advantage to practicing your responses to these statements.** You should read each statement carefully and respond based upon your personal experiences or preferences.

### **Sample Question from Agree/Disagree Section**

You do not like having your work interrupted.

- A. Strongly Agree
- B. Agree
- C. Disagree
- D. Strongly Disagree

### **Sample Question from Frequency Section**

You plan things carefully and in advance.

- A. Very often
- B. Often
- C. Sometimes
- D. Rarely

### **Sample Question from Experience Section**

The items in this section of the test assess your experience in areas related to performing effectively as an employee of the Postal Service.

Read each item carefully, and decide which of the response choices best describes your experience.

Although for some items, more than one statement may describe your experience, be sure to mark only one response for each item.

What type of work do you like the least?

- A. tasks that require sitting or standing in one place for hours
- B. tasks that require working at a very fast pace
- C. tasks requiring too many decisions
- D. doing the same thing day after day
- E. would not mind doing any of these
- F. not sure

**Note:** There is no exercise for Part D.

# Appendix A

## Test Orientation Guide Answers

### Answers to Exercise Set 1, Address Checking

1	D
2	B
3	B
4	C
5	C
6	A
7	A
8	D
9	D
10	C

11	C
12	B
13	A
14	B
15	B
16	C
17	B
18	B
19	C
20	D

21	B
22	B
23	A
24	D
25	C
26	D
27	B
28	B
29	C
30	D

### Answers to Exercise Set 2, Forms Completion

1	D
2	A
3	C
4	C
5	D

6	B
7	B
8	A
9	B
10	B

11	D
12	C
13	D
14	A
15	B

### Answers to Exercise Set 3, Coding

1	A
2	D
3	B
4	A
5	B

6	C
7	C
8	D
9	D
10	A

11	D
12	D
13	A
14	C
15	B

### Answers to Exercise Set 4, Memory

16	A
17	C
18	B
19	D
20	D

21	C
22	A
23	B
24	D
25	D

26	A
27	B
28	B
29	C
30	C

# Appendix B

## Test Orientation Guide Answer Sheet

### Exercise Set 1, Address Checking

1	(A) (B) (C) (D)
2	(A) (B) (C) (D)
3	(A) (B) (C) (D)
4	(A) (B) (C) (D)
5	(A) (B) (C) (D)
6	(A) (B) (C) (D)
7	(A) (B) (C) (D)
8	(A) (B) (C) (D)
9	(A) (B) (C) (D)
10	(A) (B) (C) (D)

11	(A) (B) (C) (D)
12	(A) (B) (C) (D)
13	(A) (B) (C) (D)
14	(A) (B) (C) (D)
15	(A) (B) (C) (D)
16	(A) (B) (C) (D)
17	(A) (B) (C) (D)
18	(A) (B) (C) (D)
19	(A) (B) (C) (D)
20	(A) (B) (C) (D)

21	(A) (B) (C) (D)
22	(A) (B) (C) (D)
23	(A) (B) (C) (D)
24	(A) (B) (C) (D)
25	(A) (B) (C) (D)
26	(A) (B) (C) (D)
27	(A) (B) (C) (D)
28	(A) (B) (C) (D)
29	(A) (B) (C) (D)
30	(A) (B) (C) (D)

### Exercise Set 2, Forms Completion

1	(A) (B) (C) (D)
2	(A) (B) (C) (D)
3	(A) (B) (C) (D)
4	(A) (B) (C) (D)
5	(A) (B) (C) (D)

6	(A) (B) (C) (D)
7	(A) (B) (C) (D)
8	(A) (B) (C) (D)
9	(A) (B) (C) (D)
10	(A) (B) (C) (D)

11	(A) (B) (C) (D)
12	(A) (B) (C) (D)
13	(A) (B) (C) (D)
14	(A) (B) (C) (D)
15	(A) (B) (C) (D)

**Exercise Set 3, Coding**

1	(A) (B) (C) (D)
2	(A) (B) (C) (D)
3	(A) (B) (C) (D)
4	(A) (B) (C) (D)
5	(A) (B) (C) (D)

6	(A) (B) (C) (D)
7	(A) (B) (C) (D)
8	(A) (B) (C) (D)
9	(A) (B) (C) (D)
10	(A) (B) (C) (D)

11	(A) (B) (C) (D)
12	(A) (B) (C) (D)
13	(A) (B) (C) (D)
14	(A) (B) (C) (D)
15	(A) (B) (C) (D)

**Exercise Set 4, Memory**

16	(A) (B) (C) (D)
17	(A) (B) (C) (D)
18	(A) (B) (C) (D)
19	(A) (B) (C) (D)
20	(A) (B) (C) (D)

21	(A) (B) (C) (D)
22	(A) (B) (C) (D)
23	(A) (B) (C) (D)
24	(A) (B) (C) (D)
25	(A) (B) (C) (D)

26	(A) (B) (C) (D)
27	(A) (B) (C) (D)
28	(A) (B) (C) (D)
29	(A) (B) (C) (D)
30	(A) (B) (C) (D)