UNITED STATES POSTAL SERVICE

Mail Flow Communications and Troubleshooting

Facilitator Guide

Course # 10022455

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Employee Resource Management

Mail Flow Communications and Troubleshooting

Facilitator Guide

Use of Training Materials

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS policies and standards and do not represent the establishment of new regulations or policies.

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Module 4: Mail Flow Communications & Troubleshooting

Objectives:

- 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.
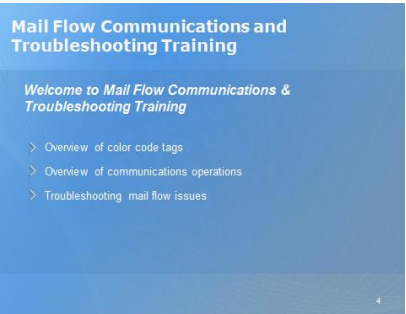
Time Allocated for Module:

90 Minutes
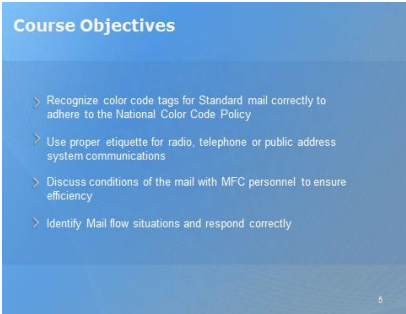
Instructional Methods:

Virtual Learning Room

Module 4 Script

Host Notes	Tools	Facilitator Notes	Script
Slide 1 Preloaded Welcome to the Virtual Learning Room			**Welcome to the Virtual Learning Room** Explain how to return to the room if the participant loses audio or video connection. Ask participant to mute (*6) when not speaking.
Slide 2 Introductions - Name - Duty Location - Years with Postal Service - Name one thing you have learned/taken away from the Mail Flow Controller Program			Take this time to introduce the facilitator, host and audience.

Slide 3 		Figure 4-1	Welcome to Mail Flow Communications and Troubleshooting**.**
Slide 4 	*3 bullet clicks*	Figure 4-2	This module **provides** an overview of color code tags, **and communication** operations when **troubleshooting** mail flow issues. It will include scenarios in a virtual classroom using break out rooms to perform activities. The goal is to provide you with an overview of mail flow communications and troubleshooting functions to support you in monitoring and controlling the mail efficiently.

Slide 5	4 bullet clicks	Figure 4-3	At the end of this training, 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
Course Objectives 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			

Slide 6	7 bullet clicks	Figure 4-4	Let's get started with Color Code tags. This is important because our **customers** depend on us to efficiently and effectively deliver their information to consumers. As a result of the timely flow of Standard Mail through the system, **the level** of service that we provide to our customers is increased, as is **internal** productivity. The more we satisfy our customers by delivering their mail on time, the more they rely on us and the more revenue we generate.

Color Code Overview
 	
 › Ensures efficient and effective delivery
 › Increased level of service
 › Increased internal productivity
 › Adheres to the National Color Code Policy
   › Identifies delivery standards for mail for prioritizing
   › Tags have corresponding colors for day it entered the mailstream
   › Labels indicate date, time, and facility
			It is important that you recognize the correct color code tag to be applied to Standard Mail by analyzing mail entry and processing information to **ensure** adherence to the National Color Code Policy. The National color code policy easily **identifies** delivery standards for mail so that you know how to prioritize processing it. Each **tag** has a specific color that corresponds with the day that it was entered into the mailstream. Each **label** will indicate the date, time and facility in which the tag was applied. This way, you can tell at a glance that if today is Wednesday, and the mail has a tag from Monday, it has been en route for two days.

Slide 7	4 bullet clicks	Figure 4-5	**General** principles are applied to determine the Standard Mail processing sequence.
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			You will use these tags to ensure that standard mail is processed in **order**, with the oldest mail being processed first. If the mail has been delayed, it should be processed before mail with a later commitment date. If standard mail gets mixed in with other types of mail, for example first class mail, it will be upgraded to the more urgent color code commitment. If standard mail gets re-processed for DPS, carrier route processing, etc. it must keep its original color code designation. **Any** outgoing standard mail in plants that is leaving the plant prior to midnight will get the clearance color code that corresponds to that day. The **clearance** color code is used to correlate the mail to the day that entry and primary processing must be completed on that mail. *Facilitator Note: Mention that is site specific and may differ site to site.*

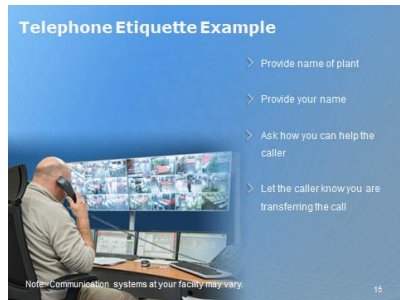| Slide 8	5 bullet clicks	Figure 4-6	**There** are some color code procedures that apply to ALL facilities handling Destinating Standard Mail.
Color Code Standards Some color code procedures apply to ALL facilities destinating Standard Mail Color codes is based on date and time mail entered the facility 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.			**Application** of color codes to mailer entry Standard Mail is based on date and time mail entered at the facility. **All** facilities that receive and process Standard Mail must develop local procedures to ensure correct color codes are maintained, even when mail is entered into various mechanized or automated sorting systems. Once a Delivery Color Code tag is applied, the **mail** will retain the delivery day commitment until taken out for delivery. The **application** of the Delivery Color Code tag must be based on the original entry date and time of the mail, not the extraction date or time. Are there any questions at this point?
Slide 9 **Communication Equipment** Types of Equipment Proper Etiquette		Figure 4-7	This section covers the types of communication equipment you will use in the NDC and the proper etiquette for each type.

Slide 10	3 bullet clicks	Figure 4-8	As a Mail Flow Controller you are the hub of communications in your plant. Depending on your plant configuration, **you** may be responsible for taking all incoming calls to the plant and routing them to the right personnel**. This** means using the telephone, PA system, microphone, and radios. **Calls** might include official postal calls, employee calls, or emergency calls.
Slide 11	3 bullet clicks	Figure 4-9	You must follow procedures to make sure that **communication** channels are kept open and **communications** are understood by everyone. When you use these systems, be sure you are very clear because the calls you make will have to do with starting and stopping machinery and must be understood to avoid potential safety issues or hazards. As you become familiar with your plant configuration, you will get to know your managers, supervisors and co-workers. **You** will receive on-the-job training to learn how your plant uses internal communication. Just be aware that this is one of the duties you will perform as a MFC.

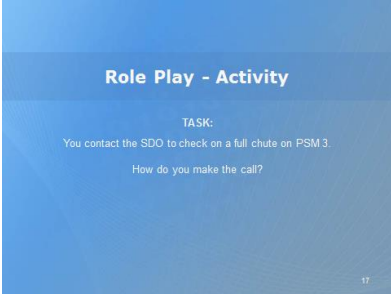| Slide 12	4 bullet clicks	Figure 4-10	Around the plant you will notice **personnel** carrying different types of communication equipment. **Maintenance** personnel and the transportation unit carry radios but typically use a different frequency than mail processing. **All** managers have the capability to listen to all communication on the radio by monitoring any frequency. **There** are two separate types of radios in the control room.
Types of Communication Equipment > Personnel carry different types of communication equipment > Maintenance and transportation carry radios but use a different frequency > Managers have capability to listen to all communications > Two separate radios in the control room			A smaller facility may have a radio for each unit such as maintenance and mail processing, for example. Mail Flow controllers may carry a two-way radio and they also use the PA system to dispatch calls. Everyone in the plant is involved with communication. Let's discuss how to use each type of communication equipment with the proper etiquette.

Slide 13	4 bullet clicks	Figure 4-11	It is important when you use the telephone, to be polite and professional. When you answer a call, **provide** the name of the facility, your **name,** and ask **how** you can help the caller. Here's an example, "Hello, Dallas NDC, Jim Smith speaking, how may I help you?" **Once** you find out what the caller needs, tell the caller who you are transferring them to before you route the call. Then, route the call to the appropriate person. After you route the call, follow up to ensure the call was picked up. The key is to be polite and upbeat as much as possible. Note: Telephone systems may vary at your facility.
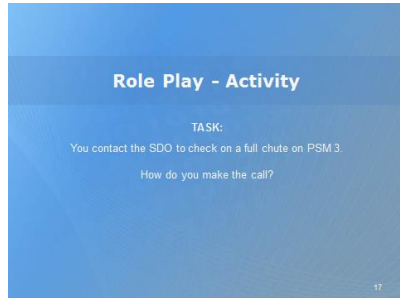
Slide content:

Telephone Etiquette Example

> Provide name of plant

> 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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Slide 14	5 bullet clicks	Figure 4-12	There may be two separate radio systems available to you in the control room. When you use the radio **system**, be sure to speak clearly. **To** operate the radio, **hold** the button while you speak, then release. **Be** sure to keep the microphone/radio 6 to 8 inches from your mouth. Speak naturally and clearly**. Wait** for a response before continuing. When you use the two-way radio, always speak clearly and be professional.
			Here's an example of two-way radio communication: *(Presenter)"*Control to area 7-1-2" *(area 7-1-2 is Secondary PSM 3 and PSM 4 in St. Louis NDC)* (*Host)*Response: "Go ahead, control"

| Slide 15 | 1 bullet click | *Facilitator: Randomly select a participant or ask for a volunteer and have them tell you what they would do, what they would say and maybe who they would route the call to. Allow the SME and participant to role play.* | *Facilitator: Randomly select a participant or ask for a volunteer and have them tell you what they would do, what they would say and maybe who they would route the call to. Allow the SME and participant to role play.* **Let's** do another role-play. Instructions: You need to contact the SDO to check on a full chute on PSM 3. How do you make the call? |

Slide 16	6 bullet clicks	Figure 4-13	You can communicate throughout the facility, using an **"All Call"** on the PA system. An All Call broadcasts throughout the facility. **To** use the PA system, choose the hands free way or by picking up the phone.
			For **example**, pick up the handset and **dial** #66, **speak** the message and **then**, hang up. You could also use the PA to make an All Call if you can't reach the supervisor on the radio or to direct personnel in certain areas. Here's another example, *(Presenter)* Caller: "I need a forklift operator at Dock 25." *(Host)* MFC confirmation: "10-4, Dock 25." *(Host)* MFC (over the PA): "Forklift operator to Dock 25, forklift operator to Dock 25."

| Slide 17	1 bullet click	***Facilitator: Randomly select a participant or ask for a volunteer and have them tell you what they would do, what they would say and maybe who they would route the call to. Allow the SME and participant to role play.***	*Facilitator: Randomly select a participant or ask for a volunteer and have them tell you what they would do, what they would say and maybe who they would route the call to. Allow the SME and participant to role play.*
Role Play - Activity TASK: You contact the SDO to check on a full chute on PSM 3. How do you make the call? 17			**Time** to role-play! Instructions: You are in the facility and you receive a call from the floor. The MDO is looking for the PSM Supervisor. How do you make the call?
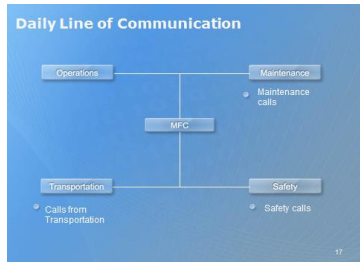
| Slide 18	4 bullet clicks	Figure 4-14	Remember, you are the hub for communication in your plant, Therefore, you communicate with everyone in the plant. You may receive calls from safety, transportation, maintenance or from outside vendors. Let's discuss what you may encounter on these different calls.
			Calls from Operations may **include** contacting supervisors to verify conditions and types of mail being loaded into the system, notifying employees to clear specific chutes, and to start processing machines.
			Maintenance calls may include many **issues** including a sorter being down. The MFC and/or MOS clerk will dispatch a mechanic. Note: At some NDCs, the MFC may dispatch maintenance. Other NDCs may use a maintenance clerk to dispatch maintenance.
			Do not advance slide
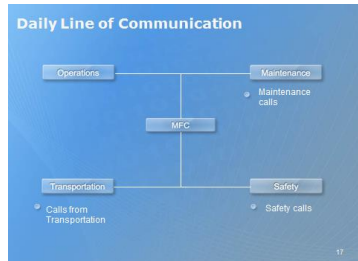
Slide 18 cont.		Figure 4-14	**Calls** from Transportation are frequent and may **include** reporting Drop shipments, Priority Mail, or a load that may need special attention. For example, a "live unload" has to be unloaded in a specific timeframe because the driver has to get on another route in a short time. If the mail is Priority Mail Express, generally a mail handler will pick it up and take it to the Priority Mail Express unit.
			Safety calls may include information **about** a spill (for example, fertilizer or unidentified substance). You must call the Spill Team to analyze the substance. The Spill Team will ask you to dispatch for possible clean up. *Safety talks are performed regularly so employees know where to go. Also Standard Operating Procedures (SOPs) & Emergency Action Plans (EAP) are available for specific guidance.*
			Here's an example, Transportation calls MFC with info on the load, the MFC documents info and uses an All Call over PA system.
			"We have Priority Express in dock 113 from DAL" or "We have a Live unload from DAL in dock 28."
			Note: Live unloads must be unloaded immediately. Live unloads take precedence over all other unloads.
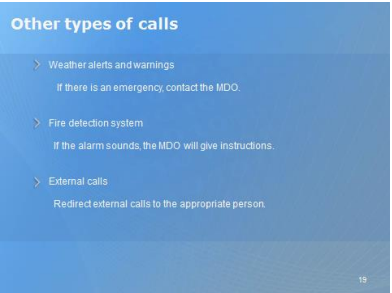
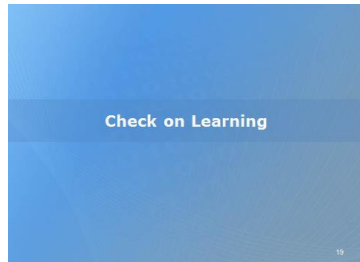| Slide 19 | 3 bullet clicks | Figure 4-15 | You may **receive** alarms from weather monitors. If there is an emergency, the MFC contacts the MDO to see if they need to evacuate to assigned areas.
You may also receive an alarm from **the fire** detection system located in the control room. The MDO will let you know when to evacuate. In some instances, the MDO will tell the MFC which switch to flip (fire, tornado, lockdown, etc.). The switch may be located in different areas in the plant such as the transportation unit or maintenance offices.
Types of external calls may include, for example, an employee that has no badge or a vendor will call the control room and the MFC dispatches a supervisor or MDO to assist. You should redirect external calls to the appropriate person. |

Slide 20		Load polls	Let's take a few polls:
Check on Learning		1-1 1-2 1-3	**Poll1-1** **Live unloads are to be unloaded** As soon as you get the time After all other unloads are finished **Immediately** **Poll 1-2** Proper telephone etiquette includes (Choose all correct answers) **Be polite and professional** Always transfer the call **Provide the name of the plant & your name** **Route the call to the appropriate person, if necessary** **Poll 1-3** The application of the Delivery Color Code tag must be based on the _____. **Original date & time** Extraction date & time Previous date & time Next day

Slide 21		Figure 4-16	Now let's discuss tour turnover and the associated communication flow.

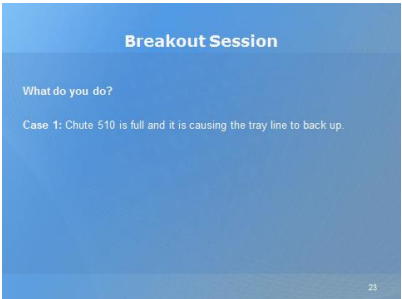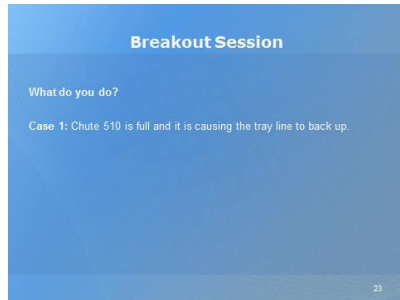| **Slide 22** | *7 bullet clicks* | Figure 4-17 | *Facilitator: Allow the SME to briefly explain these events by using examples.*
As the incoming MFC, you are responsible for discussing with the outgoing MFC the status of the plant. **This** can include:
Report the floor condition
How many slides and containers are backed up
Any equipment that may be down or out of service
Any maintenance calls that are in progress
What type of mail is currently being processed
Color code of the day

Give brief example:
Report the floor condition. (How?)
How many slides and containers are backed up? (Then what?)
Any equipment that may be down or out of service. (What do you do?)
Any maintenance calls that are in progress. (What do you do?)
What type of mail is currently being processed? (Then what?)
Color code of the day. (What do you do with this information?) |

Slide 23	6 bullet clicks	*WebEx Audio Commands are also located on page 4-20 of participant guide.*	Alright, let's do a breakout activity. In your breakout rooms, you will work in groups to determine how to handle different situations. In your breakout group, you must assign roles to facilitate completing your assignment. **These** roles will include a speaker (the person who will report on your group findings) and a scribe (someone to capture your findings on the whiteboard). You may also wish to designate a timekeeper to track your time available for the exercise.
			Before we go into our breakouts, let's work as one group to complete a sample exercise. In doing so, you will see how to use the whiteboards in your breakout rooms. (*First, walk through completing the discussion portion of the exercise. Second demonstrate the use of the whiteboard*).
			Once you get into your breakout room you will see at the bottom of the page "Breakout Room 1 or 2 or 3, etc."
			Only the scribe should do these actions. When you select this paper and pen icon (use pointer), a list of whiteboard tools will **appear**.
			DO NOT ADVANCE SLIDE

Slide 23 Cont			Select the letter "A" – the text tool. **Once** selected, these options will appear. Use the pop up menu to select the smallest font size.
Breakout Session What do you do? Case 1: Chute 510 is full and it is causing the tray line to back up. 23			Now you can place your **mouse** at the left of the sheet, hold down the left button, drag the mouse down about ¼" and then drag a text box across the page. You can now begin typing in that box. ***[Load WebEx share pod with audio command]*** Depending on your breakout room number you will dial *9, wait for a prompt, and then dial your room number and #. This will move your audio to your breakout room. When you finish, you can dial *9 to return to the main room. You will have 10 minutes for this activity. When you return to the main classroom be prepared to: -Briefly restate your breakout scenario -Share your team's results -Be prepared to respond to any questions from other learners or facilitators Are there any questions so far? Let's practice how well you can communicate with other plant personnel to handle the following situations. **Group Case 1:** Chute 510 is full and it is causing the tray line to back up. What do you do?
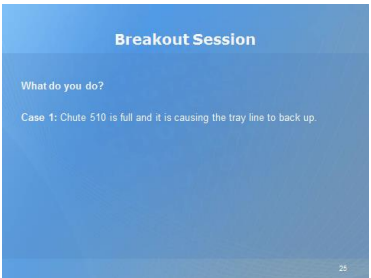
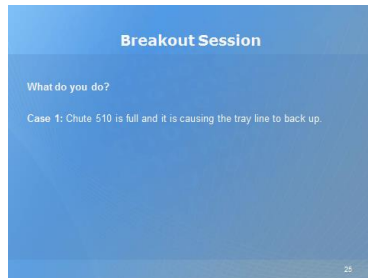| Slide 23 Cont		Load Group 1 Breakout Activity	Problem statement: The graphics for the conveyors on your panel(s) turns black. Solutions to look for:
Breakout Session What do you do? Case 1: Chute 510 is full and it is causing the tray line to back up.			- Immediately have the maintenance MOS clerk dispatch an ET to the control room. - Contact the MDO and inform him/her that you have lost the graphics to _____ belts. - Contact the maintenance supervisor or manager and inform them of the same. - Work with both mail processing and maintenance supervisors in coordinating where and how to move the mail through the conveyors manually. This would depend on how long the system remained down.

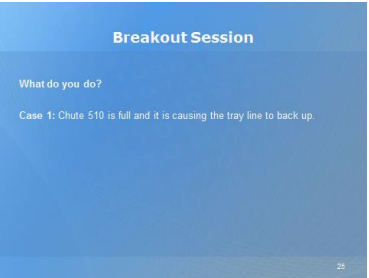| Slide 23 Cont		Load Group 2 Breakout Activity	Problem Statement: Maintenance investigates a PSM 3 call and then reports that Parcel Sorter #3 has crashed.
			Solutions to look for: • Ask maintenance personnel for an estimated time of repair. • Once you have the estimated down time, contact a MDO and inform him/her of the crash and the downtime. The downtime will determine what the next steps will be. • You may have to work with maintenance to direct mail to a particular belt or sorter. Have them clear jams to help with filling conveyors to maximum level by asking maintenance personnel to jog up belts. • You will need to contact the SDO and coordinate the movement of personnel to where you need them the most, maybe adding manual keyers to the other sorter. • If the downtime is estimated to be several hours, you will work with maintenance and mail processing personnel to devise a method of removing mail from the conveyors down to the floor to a manual operation. • You may also work with transportation to redirect certain vans to particular inbound docks.

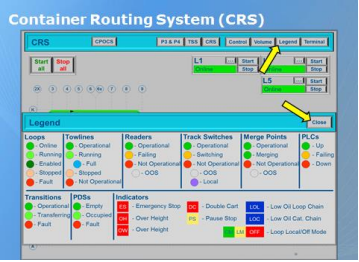| Slide 23 Cont			Load Group 3 Breakout Activity	Problem Statement: The trays on both PSM 3 and 4 are full and cannot accept any more mail.
				Solutions to look for:
				• First try and figure out what is causing the backup. Look for clogged chutes, tipper failures, full missent chutes, induction units sending all mail to missent. These are done by pulling FMPCS reports. If needed ask for assistance from maintenance personnel.
				• Inform the MDO of the sorter's condition and you are trying to find out what is causing the backup.
				• You may need to ask maintenance to stop both SSIUs and/or take induction units out of service.
				• You may even pull down some or all of the manual keyers until the sorters are returned to normal.
				• Once this is done, the mail is normally sent to the missent chute after recirculating on the PSMs for 3-5 revolutions.
				• Contact the SDO and let them know the sorter is backed up and the mail will be "raining down" the missent chute soon, so more personnel will be needed to "man" the chute. By this time the issue causing the backup should have been corrected and then you can inform everyone to go back to normal conditions.

| Slide 23 Cont		Load Group 4 Breakout Activity	Problem Statement: A mail handler calls into the control room on the phone and states they smell smoke. Solutions to look for:

Problem Statement: A mail handler calls into the control room on the phone and states they smell smoke.
Solutions to look for:

- Ask the mail handler to identify the area, column, room, or equipment where they smell smoke and to stay and direct maintenance personnel when they arrive.
- Inform the maintenance dispatcher of a smoke smell reported at XX. DO NOT SAY "a report of fire" unless it is a report of fire. Maintenance has protocols they employ when responding to certain calls and usually a "fire" means evacuation of the building. Anyone within earshot of a maintenance radio may panic for no reason.
- Contact the MDO and inform them of the smoke smell at XX.
- Be ready to stop any or all equipment if maintenance requests.
- Be ready to call out an evacuation order over the PA if requested by the Lead MDO. The lead MDO makes the decision to evacuate an area or the building and they work with maintenance personnel in making that decision.
- Do not give the maintenance dispatcher any other calls while they investigate the smoke smell. Normal procedures call for maintenance to clear their channel so they can direct responses depending on what they discover. Hold your calls and write them down for later dispatching after maintenance gives the all clear.
- DO NOT get on the radio or telephone and tell personnel we have a fire at a XX, this will only incite panic. If someone calls on the radio or telephone, tell them maintenance is investigating a smoke smell.

Breakout Session

What do you do?

Case 1: Chute 510 is full and it is causing the tray line to back up.

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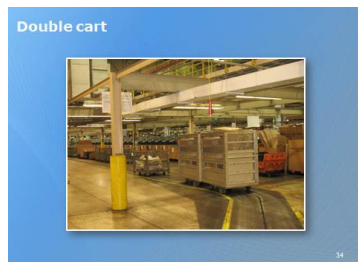| **Slide 24**		Figure 4-19	On your tour, you will encounter many situations where you will have to diagnose and troubleshoot processing systems. This includes communicating with the right personnel to determine if assistance is required. In this section, we will cover troubleshooting basics on some of the processing machines.
Slide 25	*2 bullet clicks*	Figure 4-20	Let's start with Loops (Container Routing System (CRS)/Tow Lines). First let's look at the legend used to support the graphics for the CRS we will be looking at. From this screen, if you click on **Legend**, this will pop up. It shows the colors and symbols that may appear based on various conditions of the system. Selecting "**close**" hides the legend. So, for example: When Loops are running they are green. If stopped, it will be a red color. However, this could be a preset (discussed later). If so, you need to notify maintenance (via radio). Maintenance will go to panel to check and they will notify you when it is ok to start the loop again.
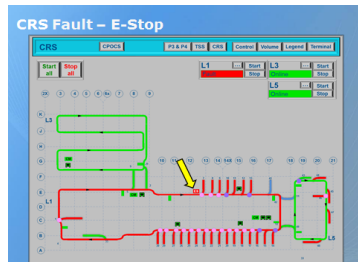
| Slide 26	1 bullet click	Figure 4-21	Now we'll look at E-Stops on the CRS (Emergency Stops). An E-stop allows any employee to stop equipment immediately when a serious situation that creates a hazardous condition for employees or the equipment exists. E-stops will either be push buttons or pull cords.
			In this case we have an ES fault due to an E-stop **activated** at the location shown on the screen.
			E-stops must be reset by supervisors or maintenance after investigating the cause for it being pressed or pulled and verifying that the hazard has been eliminated.
Slide 27	1 bullet click	Figure 4-22	A double cart (DC) contains two containers that are **"piggy backing"** each other. Primarily CPOCS monitors this situation, stops the CRS and reports the fault as we'll see on the next slide.
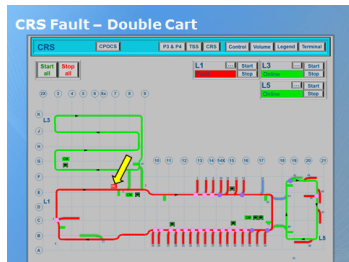
Slide 28	1 bullet click	Figure 4-23	Here we see a double cart fault (DC). Double carts are **detected** by sensors located along the CRS system. Once this fault has been cleared, the sensor is reset by floor personnel and the system is restored to service. There may be instances where floor personnel may identify a double cart condition before the sensors identify it. In that case the system may be stopped by an E-stop or a system stop. The employee who stopped the system should notify control to report the instance and give an OK that the system can be restarted.

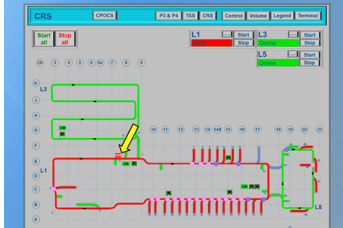|			
Slide 29 	*2 bullet clicks*	Figure 4-24	In the case of Over width (OW) or Over height (OH), a parcel may be too wide, too tall or may project beyond the clearance parameters of the system. In either case, the parcel will stick out of its container and trip a detection sensor. MFC will notify the appropriate Supervisor to reconfigure the container. The Loop control panel should have indicators telling you where the **sensor** for an over width was triggered. First, call it out over the PA system for an over width or over height detector tripped at the specific **location** and for someone to reconfigure or rearrange the container. If nothing is found, and it is not reset within a minute or two send an SDO out to check the condition. Depending on their response, you may have to send out maintenance.
Slide 30 	*1 bullet click*	Figure 4-25	Overwidth (OW) and overheight (OH) detectors are located along the path of the CRS. When tripped, the CRS will stop and you will get an indication as shown **here.** Notify the appropriate area supervisors or floor personnel to correct the condition and reset the detector. Once reset, the system can be restarted
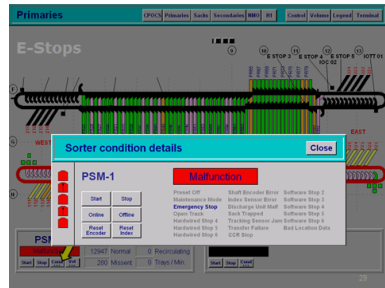
Slide 31	1 click	Figure 4-26	Now let's look at sorter E-Stops. Again, E-stops are pull cords or push buttons which stop loops or sorters. Various people may pull an E-stop on a system. Normally, an E-Stop will illuminate on the CPOCS or FMPCS screen to indicate where the switch was triggered. If no indicator shows for a conveyor belt, then it will be given out to Maintenance as a fault or dropped preset call.
		Use pointer	On a Sorting Machine, if nothing shows where the switch was triggered or tripped, first look on your monitors for the effected sorter. Look for a beacon or light indicating an **emergency** stop. If you don't see one, make a telephone call to the induction station platform and ask if anyone tripped the E-Stop or if they can see an E-Stop beacon/light.
			Depending on their answer, it will help you to direct maintenance to the correct area. If you can determine the area where the E-Stop was tripped, dispatch maintenance to that area. If no determination can be made, then send maintenance up to the sorter and let them know you do not know where the e-stop was tripped.
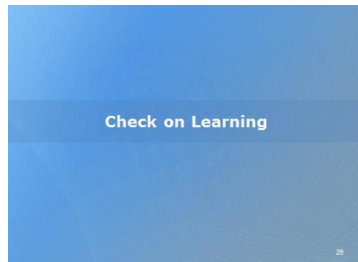
Slide 32			Ok, let's take a few polls….
			Poll 1-4 Select the best question to this answer. (Jeopardy style poll) Pull cords or push buttons that stop loops or sorters **What are E-Stops?** - What is a Double cart? - What is a Fault condition? **Poll 1-5** True or False: In the event of an E-Stop notify the area supervisor or maintenance to investigate and reset. **TRUE** **Poll 1-6** In the case of Over width (OW) detection, the OW detector identifies a parcel that: Weighs too much **Sticks out of its container** Is wider than 20 inches

Slide 33	3 bullet clicks	Figure 4-27	A jammed chute is caused by mail clogging a chute at either the head end or tail end of a **conveyor** belt. It can also be caused by a malfunctioning, dirty, or misaligned sensor. **Head** end and **tail** end jams prevent the conveyor belts from running. This condition is indicated by a red color in the chute at the end of the conveyor belt. Notify maintenance about the condition and location.
Jammed chute-Head end/Tail end			On this CPOCS screen, a BUS indicator has appeared at the head end chute of conveyor B3-4. B3-4 has turned yellow to indicate that it is waiting to be able to restart.
			Using your CCTV monitors, visually check to see if you can determine the reason for the blockage. Before giving out a call, ensure all downstream conveyors, in this case only B3-4A, are running. Once you are satisfied with the conveyor conditions, dispatch a maintenance person by giving the call out as a "Head end at conveyor B3-4".
			Do not advance slide

| Slide 33 continued Jammed chute-Head end/Tail end		Figure 4-27 *Use pointer*	Once the jam has been cleared at the head end chute, B3-4 should start running again. If a chute is blocked at the tail end, a TES sensor will trigger and show a TES indication. When the TES is triggered, the belt will automatically start running in an attempt to clear the jam. You will need to use the CCTV to determine the cause, if possible. This screen shows a TES on conveyor B6-1 and B6-1 is now green and running. If the jam does not clear by itself in a minute or two, you will need to make the call "Tail end at conveyor B6-1".
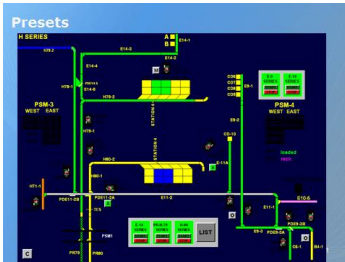
Slide 34	2 bullet click	Figure 4-28	*Facilitator: Allow the SME to discuss difference between CPOCS and FMPCS.* Presets are normally indicated as a **grey** color on the CPOCS graphics, or a blinking red Fault indicator. This indicates a conveyor has lost its pre-set. You must dispatch maintenance to the call by telling them "E11-2 (for example) has a fault or a dropped preset". Once **preset**, a yellow color will indicate that a conveyor has received pre-set. *(Pause for E11-2 to turn green, then proceed)* Clicking on E11-2 will bring up the dialog box to allow you to put the conveyor back in service. It's important to remember that you need to use the All Call and radio to ensure that all personnel are clear of the conveyor before restarting it.
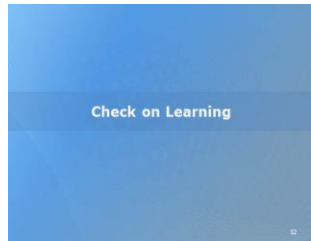
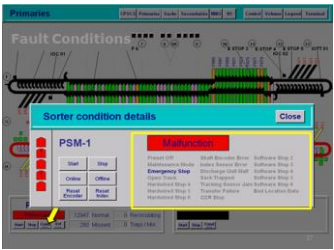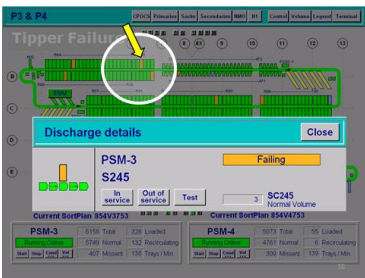| Slide 35			Poll 1-7
Check on Learning			Select the best question to this answer- Mail that is clogged at the head end of the conveyor belt (Jeopardy style question) What is a Chute full? **What is a Jammed chute?** What is a dropped preset? **Poll 1-8** Select True or False. Without Preset, CPOCS cannot operate a conveyor. **TRUE**

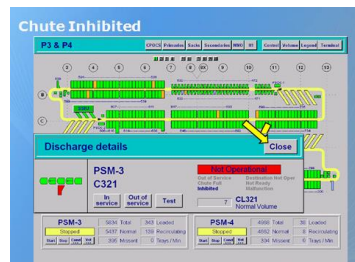| Slide 36	2 bullet clicks	Figure 4-29	A Fault condition is a communication fault, jam fault, index sensor error, or shaft encoder error. **FMPCS** screen fault indicators will determine what you tell maintenance. For **example**, if the display shows index sensor error, you may try to reset the sensor and then restart the machine after performing your safety clearing of personnel. It may restart or go down again for an index sensor error. In that case, you will dispatch maintenance. Your call will include "We are showing an index sensor error on PSM 1……" Maintenance will troubleshoot, repair, and let you know when to restart the machine. This just one example of several different fault conditions you may be faced with and each one will have a particular procedure to follow. These will be discussed in more detail during the on the job training.
Slide 37	2 bullet clicks	Figure 4-30	A tipper failure indicates there is a problem with the sorter tipping trays onto chutes. This condition is indicated by an **orange** color on a chute. The MFC will perform a **test** before dispatching maintenance to repair a tipper failure. It is very likely that at any given time, your screen will show multiple occurrences of tipper failures. This is not unusual.
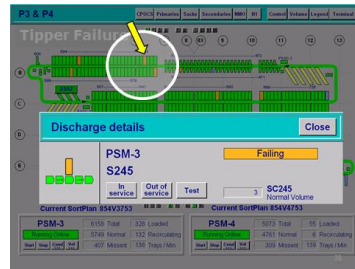
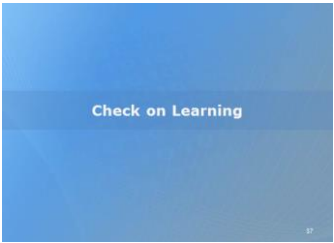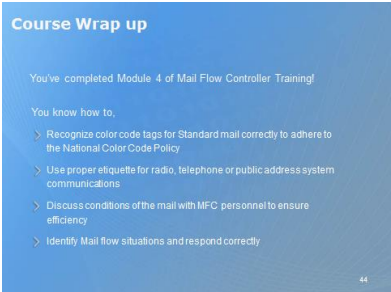| Slide 38	2 bullet clicks	Figure 4-31	A chute full condition could be a blocked sensor indicating the chute is full, preventing mail from being tipped. There are multiple conditions that can cause the sensor to be blocked, such as debris, sensor misalignment, a faulty sensor, a stuck mail piece, or a full chute. This condition is indicated by **blue** color on chute. Depending on sorter **conditions** in FMPCS, you may have to contact floor personnel or supervisor to visually inspect the chute.
Slide 39	2 bullet clicks	Figure 4-32	Whenever a container is full or must be dispatched, removing the container from its location will cause the chute feeding into that container to become inhibited. This will appear as a **red** chute on your screen. If it remains red for a noticeable period of time, you should notify the area supervisor or floor personnel to replace the missing container or report any other condition which may be causing the chute too be inhibited. **This** may include an E-stop at that location or sensor malfunction of some type (misaligned or faulty)
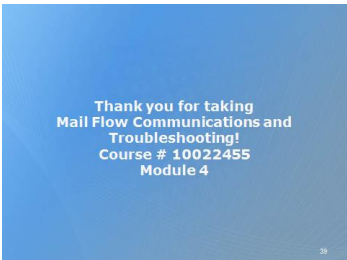
Slide 40 Check on Learning			**Poll 1-9** Causes for a Fault condition include: **(All are correct)** **Communications fault** **Jam fault** **Index sensor** **Encoder error**

Slide 41	5 bullet clicks	Figure 4-33	Now that you've been through Module 4 of Mail Flow Controller, you should have a better understanding of communication operations when troubleshooting mail flow situations to support you in monitoring and controlling the mail efficiently.
Course Wrap up You've completed Module 4 of Mail Flow Controller Training! You know how 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 44			**Now** you know how 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 Module 4 concludes your web training for Mail Flow Controller. The next phase of your training will be on the job training at your plant.
Slide 42	1 bullet click	Figure 4-34	**Thank** you for taking Mail Flow Communications & Troubleshooting.
Thank you for taking Mail Flow Communications and Troubleshooting! Course # 10022455 Module 4 39			