

USPS SALES AND SERVICES ASSOCIATE PRACTICE EXAM (SAMPLE)

STUDY GUIDE



**SAMPLE STUDY GUIDE
WITH LIMITED QUESTIONS**

**VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE**

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What action should be taken for anonymous mail articles weighing 13 oz or more?**
 - A. Cancel postage and return to sender
 - B. Apply an AVSEC Clearance Stamp
 - C. Forward it to the main processing center
 - D. Send it as registered mail only
- 2. Which of the following can be purchased with a debit card?**
 - A. All postage services
 - B. Money orders
 - C. Passport fees to the Department of State
 - D. Pre-cancelled stamps
- 3. What advantage does Priority Mail offer in terms of its supplies?**
 - A. Limited packaging options
 - B. Free packaging and supplies
 - C. Additional charges for supplies
 - D. Only cardboard boxes available
- 4. What does the Premium Forwarding Service (PFS) offer?**
 - A. Forwarding of packages only
 - B. Rerouting of only standard mail
 - C. Reshaping and rerouting all mail through Priority Mail
 - D. Delivery confirmation services
- 5. What should be written at the bottom of an international article?**
 - A. The sender's address
 - B. The country name in all capital letters
 - C. The recipient's address
 - D. A description of the contents
- 6. What type of mailpiece is not eligible for Every Door Direct Mail?**
 - A. Registered mail
 - B. Flat-sized mailpieces over 3.3 oz.
 - C. Letters under 1 oz.
 - D. Priority mail

- 7. What action does the Post Office take if a PO Box is not paid by the 10th day after the due date?**
- A. Mail is held for an additional month
 - B. The box is closed and all mail is returned to sender
 - C. A late fee is applied immediately
 - D. The PO Box remains open for another 10 days
- 8. What is the term used for a parcel suspected of containing hazmat that is not properly packaged or labeled?**
- A. Declared Hazmat
 - B. Undeclared Hazmat
 - C. Regulated Hazardous Material
 - D. Identified Hazardous Package
- 9. How can a customer initiate a domestic insurance claim with USPS?**
- A. Only in person at a retail unit
 - B. Online, by mail, or at a postal retail unit
 - C. Only through the phone
 - D. Only via a written letter
- 10. What is the purpose of bait money orders?**
- A. To promote mail services
 - B. To aid in investigations of postal burglaries and robberies
 - C. To provide customer rewards
 - D. To enhance mail recovery programs

Answers

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

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Explanations

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1. What action should be taken for anonymous mail articles weighing 13 oz or more?

- A. Cancel postage and return to sender
- B. Apply an AVSEC Clearance Stamp**
- C. Forward it to the main processing center
- D. Send it as registered mail only

For anonymous mail articles that weigh 13 oz or more, the appropriate action is to apply an AVSEC Clearance Stamp. This procedure is part of the security protocols established by the USPS to ensure safety and compliance with regulations concerning mail handling. The AVSEC Clearance Stamp indicates that the package has been properly screened for security purposes, which is especially critical for anonymous mail due to the potential risk factors associated with unidentified senders. The emphasis on security measures aligns with the USPS's commitment to maintaining the safety and integrity of mail service. Applying the AVSEC Clearance Stamp helps in further processing the mail correctly under the established guidelines. Given the weight of the mail (13 oz or more), additional scrutiny is necessary, hence the requirement for the stamp to ensure proper handling and security checks have been conducted before it is allowed to enter the mailstream.

2. Which of the following can be purchased with a debit card?

- A. All postage services
- B. Money orders**
- C. Passport fees to the Department of State
- D. Pre-cancelled stamps

A debit card can be used to purchase money orders from the USPS. This option is correct because the USPS accepts debit card payments as a valid form of payment for money orders, making it a convenient choice for customers who prefer electronic payment methods. In contrast, while a debit card can be used for various services, it is essential to note that not all postage services may allow debit card payments under specific circumstances, such as at certain kiosks or locations. For passport fees, the USPS generally requires payment via checks or money orders made out to the Department of State, rendering debit cards unsuitable for those transactions. Pre-cancelled stamps are typically sold for cash or by credit, which may not include debit card transactions in every situation.

3. What advantage does Priority Mail offer in terms of its supplies?

- A. Limited packaging options
- B. Free packaging and supplies**
- C. Additional charges for supplies
- D. Only cardboard boxes available

Priority Mail offers the advantage of providing free packaging and supplies to customers. This means that when customers choose to use Priority Mail services, they can get all the necessary packaging materials, such as boxes and envelopes, at no extra cost. This feature is particularly appealing to customers because it simplifies the shipping process and reduces overall costs. The inclusion of free supplies enables users to prepare their shipments quickly and efficiently, making it a convenient option for both individuals and businesses. The benefits of this offering can enhance the customer's shipping experience, allowing for more frequent use of USPS services without the additional financial burden of purchasing packaging materials separately. This capability contributes to Priority Mail's value proposition in terms of speed, reliability, and cost-effectiveness.

4. What does the Premium Forwarding Service (PFS) offer?

- A. Forwarding of packages only
- B. Rerouting of only standard mail
- C. Reshaping and rerouting all mail through Priority Mail**
- D. Delivery confirmation services

Premium Forwarding Service (PFS) provides a convenient solution for customers who temporarily need their mail rerouted to a different address. Specifically, this service allows individuals to have their entire mail—both letters and packages—forwarded to them through Priority Mail. The advantage of this option is that it offers reliability and speed, ensuring that all types of mail are delivered in a timely manner. The correct choice highlights that PFS reshapes and reroutes all types of mail, not just certain categories like standard mail or packages. This service is particularly beneficial for those on extended vacations or temporary relocations because it allows for comprehensive mail management without the need to change the delivery address permanently. Moreover, using Priority Mail ensures that the forwarded mail arrives faster and includes tracking options for increased peace of mind. In contrast, other options mentioned do not accurately represent the full scope of the service. For instance, saying it only forwards packages or reroutes standard mail does not encompass the entirety of what PFS offers. Similarly, mentioning delivery confirmation services is not specific enough to capture the essential function of mail reshaping and delivery through Priority Mail.

5. What should be written at the bottom of an international article?

- A. The sender's address
- B. The country name in all capital letters**
- C. The recipient's address
- D. A description of the contents

Writing the country name in all capital letters at the bottom of an international article is an important step in ensuring that the mail is processed and delivered correctly. This practice helps postal workers quickly identify the destination country, which is essential when handling pieces that are crossing international borders. When the country name is formatted in all capital letters, it stands out visually, reducing the risk of misinterpretation or mishandling. This format adheres to postal regulations and enhances clarity, particularly in cases when the presentation of an address may vary significantly between different countries. Using clear, standardized formatting not only helps ensure that articles reach their intended destinations but also facilitates efficient sorting and handling by postal systems worldwide.

6. What type of mailpiece is not eligible for Every Door Direct Mail?

- A. Registered mail
- B. Flat-sized mailpieces over 3.3 oz.**
- C. Letters under 1 oz.
- D. Priority mail

Every Door Direct Mail (EDDM) is a service provided by USPS that allows businesses to send promotional materials to specific geographic areas without needing to have a specific recipient's name or address. However, certain mailpieces are not eligible for EDDM, and understanding the eligibility requirements is crucial for effective mailing campaigns. Flat-sized mailpieces over 3.3 oz. are not eligible for EDDM because the service is designed specifically for lightweight promotional items. EDDM is intended for mailings that typically weigh less than 3.3 ounces, which helps streamline the production and delivery processes involved. This weight limit ensures that mailpieces can be efficiently processed and delivered as bulk mail, allowing businesses to take advantage of cost savings when reaching a broad audience. In contrast, other options such as registered mail, letters under 1 oz., and Priority mail have their own specific characteristics and services. Registered mail is a secure mailing service that requires proof of mailing and delivery, while Priority mail is a faster delivery option for time-sensitive items. Letters under 1 oz. can fall within the EDDM guidelines, as they are generally lightweight and suitable for bulk mailing initiatives, making them eligible for this specific service.

7. What action does the Post Office take if a PO Box is not paid by the 10th day after the due date?

- A. Mail is held for an additional month
- B. The box is closed and all mail is returned to sender**
- C. A late fee is applied immediately
- D. The PO Box remains open for another 10 days

The Post Office takes the action of closing the PO Box and returning all mail to the sender if the payment is not made by the 10th day after the due date. This policy is in place to ensure that customers fulfill their financial responsibilities regarding their PO Box rental. If the fee is not received within the specified time frame, it becomes necessary for the Post Office to close the box to prevent continued occupancy without payment. Returning the mail to sender is also a measure to ensure that mail is not left unattended in a box that is no longer active, which can lead to potential security and organization issues. This strict adherence to the fee schedule helps maintain the operation and efficiency of postal services.

8. What is the term used for a parcel suspected of containing hazmat that is not properly packaged or labeled?

- A. Declared Hazmat
- B. Undeclared Hazmat**
- C. Regulated Hazardous Material
- D. Identified Hazardous Package

The term for a parcel suspected of containing hazardous materials that is not properly packaged or labeled is "Undeclared Hazmat." This designation highlights the risk associated with shipments that may contain dangerous goods without the appropriate compliance regarding packaging and labeling. Proper labeling and packaging of hazardous materials are crucial for safety during transport. If a package is suspected to contain such materials but lacks the necessary warnings or safety symbols, it is classified as undeclared. This situation poses potential dangers in case of leaks or accidents, making it essential for postal services and shipping entities to identify and manage these parcels carefully. In contrast, declared hazardous materials are those that have been properly identified and labeled according to regulations. Regulated hazardous material refers to substances that are controlled under various regulatory frameworks, while identified hazardous packages would imply that the package has been recognized as containing hazardous materials, but doesn't necessarily denote issues with labeling or packaging. Thus, the terminology used directly references the status of the packaging and its compliance with safety standards.

9. How can a customer initiate a domestic insurance claim with USPS?

- A. Only in person at a retail unit
- B. Online, by mail, or at a postal retail unit**
- C. Only through the phone
- D. Only via a written letter

To initiate a domestic insurance claim with USPS, a customer has multiple avenues available—online, by mail, or at a postal retail unit. This flexibility is designed to accommodate various customer preferences and needs. Filing a claim online allows for a convenient and efficient process, as customers can complete and submit their claims directly through the USPS website. This method is often quicker than traditional methods, allowing customers to manage their claims from home without needing to visit a physical location. Customers also have the option to initiate a claim by mail, which can be helpful for those who prefer to keep a paper trail or who might not be as comfortable with online submissions. Additionally, visiting a postal retail unit provides a face-to-face opportunity where customers can receive assistance if they have questions or need guidance throughout the process. This multi-channel approach enhances customer service and ensures that all users, regardless of their preferences for technology or in-person interactions, can easily engage with USPS for their insurance claim needs.

10. What is the purpose of bait money orders?

- A. To promote mail services
- B. To aid in investigations of postal burglaries and robberies**
- C. To provide customer rewards
- D. To enhance mail recovery programs

The purpose of bait money orders is specifically to aid in investigations of postal burglaries and robberies. These money orders are intentionally set up with certain tracking mechanisms and patterns to catch criminals in the act or to trace their activities. When a criminal decides to steal money orders, the use of bait money orders allows law enforcement to gather evidence, track the movement of the stolen money, and potentially apprehend the individuals involved in these illegal activities. By employing bait money orders, the postal service can bolster its security measures and enhance its ability to investigate and mitigate the impact of such crimes. The other options revolve around promoting services or rewarding customers, which while important for business operations, do not align with the specific function of bait money orders in the context of criminal investigations and security measures employed by the postal service.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://uspssalesandservicesassoc.examzify.com>

We wish you the very best on your exam journey. You've got this!

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