

**East Bay Municipal Utility District
MESSENGER/MAIL CLERK
STUDY GUIDE
June 2026**

The following questions are examples of the types of items that will appear on the written test. The written test will cover the following subject areas:

- Map Reading
- Learning Postal Regulations
- Learning New Procedures
- Interpreting Postal Rates

This study guide has sample test questions covering:

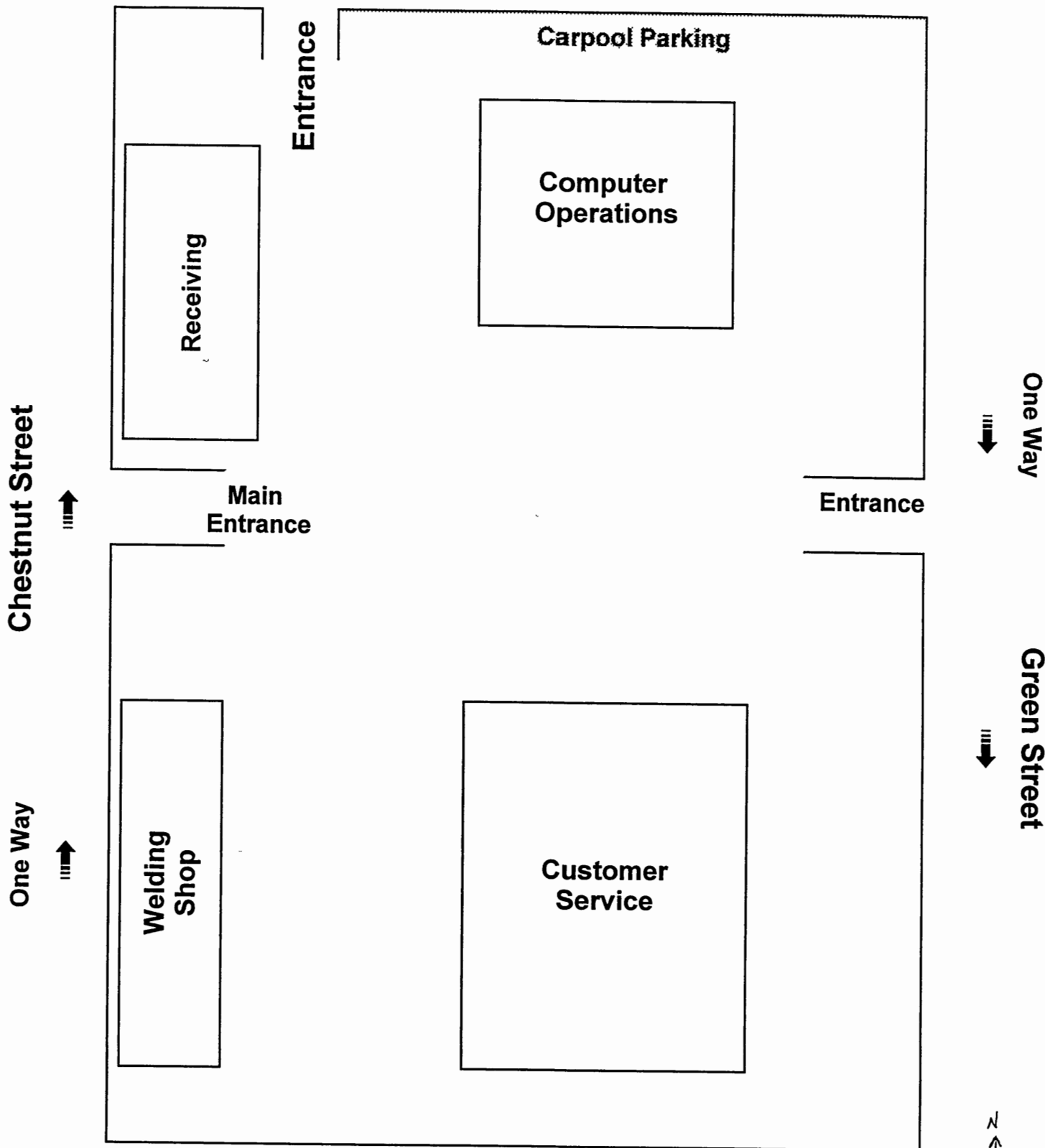
- Map Reading
- Learning New Procedures
- Interpreting Postal Rates

The **Learning Postal Regulations** section of the written test will test your ability to read information regarding postal regulations and answer questions about those regulations.

Keep in mind that these are the **TYPES** of items that may appear in the written test, and the actual written test will cover all of the subject areas in more detail as well as contain questions of varying difficulty.

ANSWERS TO SAMPLE TEST QUESTIONS MAY BE FOUND AT THE END OF THE STUDY GUIDE.

Hawthorne Street



Main Entrance

Entrance

Entrance

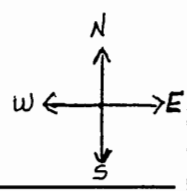
One Way

Green Street

Chestnut Street

One Way

Mason Street



Questions S1 – S3 refer to Map 1; use this map to answer the questions which follow below. Circle “Agree” if you agree with the statement based on the information contained in Map 1. Circle “Disagree” if you disagree with the statement.

S1. Traffic on Chestnut Street flows west to east.

AGREE DISAGREE

S2. Traffic on Hawthorne Street flows both north and south.

AGREE DISAGREE

S3. The Receiving Building is east of the Computer Operations Building.

AGREE DISAGREE

Questions S4 – S6 refer to Map A. Use Map A to answer the questions that follow below. Circle “Agree” if you agree with the statement based on the information contained in Map A. Circle “Disagree” if you disagree with the statement.

S4. If you were driving from Madison Heights (N-7) to Auburn Heights (L-2) via Route 75, the best exit to take from Route 75 is Adams Road.

AGREE DISAGREE

S5. South Lyon (C-7) is farther north than West Highland (C-2).

AGREE DISAGREE

S6. The best surfaced roads from Airport #40 (G-12) to Worden (C-10) are Ford Road to Sheldon Road to Territorial Road to Pontiac Road to Worden.

AGREE DISAGREE

Questions S7 – S9 refer to information found on the insert titled “Postage Rates, Fees and Information.” Use the insert to answer the questions that follow below. In making calculations to determine your answers, use only the information from this “Postage Rates, Fees and Information” insert. DO NOT rely on your knowledge of current postal rates. You may use a calculator when answering these questions.

S7. How much postage is needed to send 10 magazines, weighing 12 ounces each and mailed third class?

- a. \$12.80
- b. \$11.80
- c. \$20.90
- d. \$14.16

S8. How much will it cost to mail a letter weighing 7 ounces to a city in Zone 4?

- a. \$1.24
- b. \$2.71
- c. \$3.57
- d. \$5.66

S9. How much postage is needed to mail a package weighing 17 ounces and sent fourth class to a city in Zone 6?

- a. \$14.92
- b. \$7.61
- c. \$2.40
- d. \$2.13

Items S10 – S12 refer to the information contained below and on the following page.

Below is a list of Mail Routing Procedures and separate lists of departments, department managers, their secretaries, and department clerks of the Acme Manufacturing Company. On the next page is the Mail Slot Directory of the Acme Manufacturing Company. Study these two pages carefully and then use the information to answer questions S10 – S12 about where mail addressed in certain ways should be delivered.

You may refer back to these reference pages when answering the questions.

**MAIL ROUTING PROCEDURES
ACME MANUFACTURING COMPANY**

1. All mail marked “Personal” should go directly to the person to whom it is addressed.
2. All mail addressed to department manager should go to the secretary in the department.
3. All mail addressed to a department which is not listed should go to Mail Slot Number 51.
4. All mail addressed to a department – but not to any one person – should go to the department clerk.

<u>Department</u>	<u>Manager</u>	<u>Secretary</u>	<u>Clerk</u>
Customer Service	Smith	Cash	Thompson
Technical Services	Hoffman	Zoll	Reed
Programming	Davis	Claiborne	Wilson
Administration	Taylor	Barnes	Edwards

**MAIL SLOT DIRECTORY
ACME MANUFACTURING COMPANY**

MAIL ROOM	Mail Slot Number 51
<u>Person</u>	<u>Mail Slot Number</u>
Barnes	11
Cash	60
Claiborne	24
Davis	33
Edwards	67
Hoffman	28
Reed	36
Smith	44
Taylor	19
Thompson	53
Wilson	41
Zoll	70

You may use the Routing Procedures and Mail Slot Directory on the two preceding pages to find the number of the mail slot where each piece of "Mail" shown should be placed. Choose which mail slot number you should route each piece of "Mail" shown.

S10. Acme Mfg Company
Personnel Department

- a. 51
- b. 67
- c. 11
- d. 19

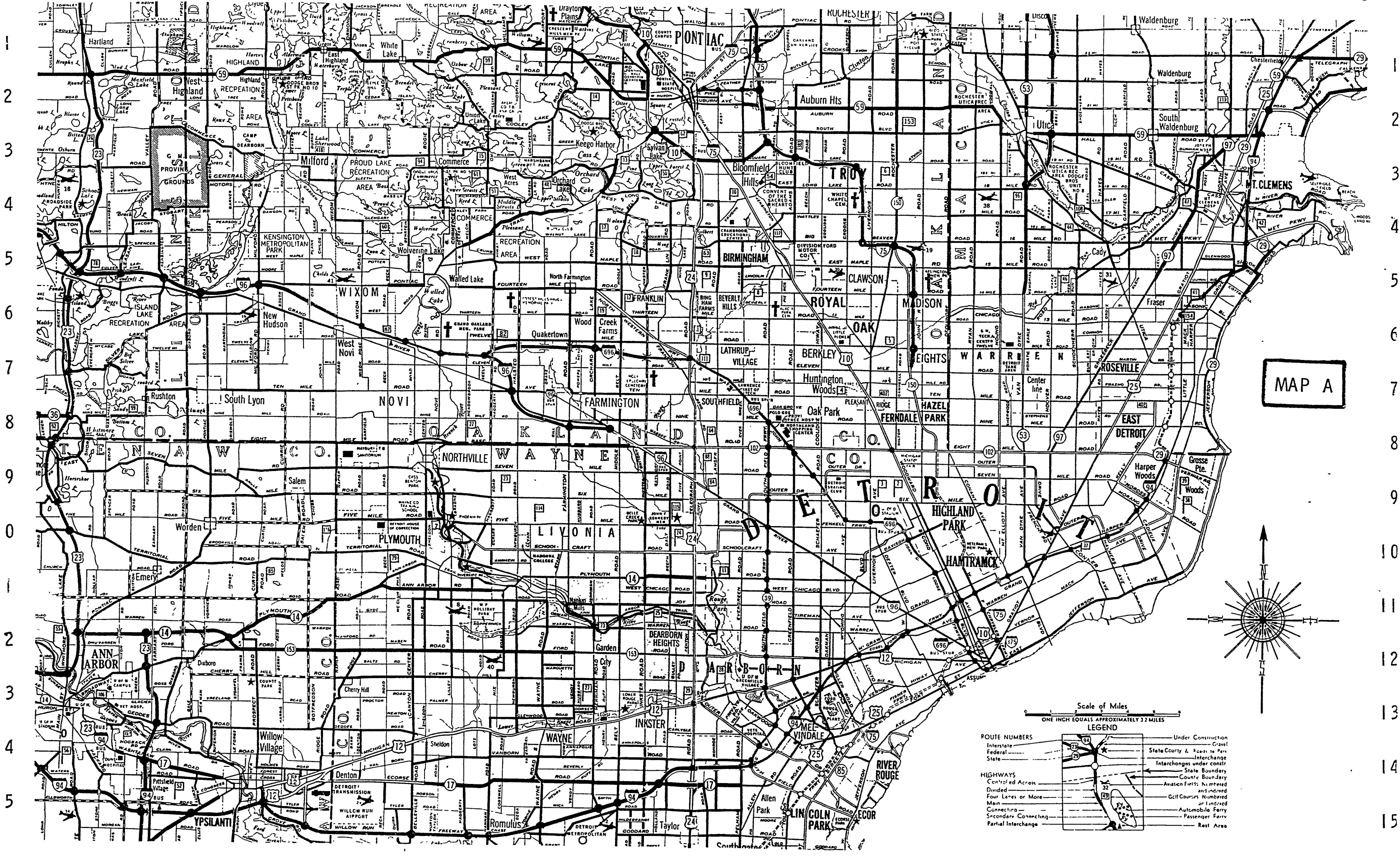
S11. Acme Manufacturing Co.
Technical Services Dept
Attn: Ms. Hoffman

- a. 36
- b. 70
- c. 28
- d. 51

S12. Acme Mfg. Company
Customer Services Dept.

- a. 44
- b. 51
- c. 53
- d. 60

A B C D E F G H I J K L M N O P Q R S T U



MAP A

Scale of Miles
 ONE INCH EQUALS APPROXIMATELY 3.2 MILES

ROUTE NUMBERS

- Interstate
- Federal
- State

HIGHWAYS

- Controlled Access
- Divided
- Four Lanes or More
- Main
- Connecting
- Secondary Connecting
- Partial Interchange

LEGEND

- Under Construction
- State County & Road to Park
- Interchange
- Interchanges under constr
- State Boundary
- County Boundary
- Aviation Fields numbered
- and numbered
- Golf Courses Numbered
- or Indexed
- Automobile Ferry
- Passenger Ferry
- Rest Area

A B C D E F G H I J K L M N O P Q R S T U

STAMPS, ENVELOPES, AND POSTAL CARDS
ADHESIVE STAMPS AVAILABLE

Purpose	Form	Denomination and prices
Regular postage	Sheets	1, 2, 3, 4, 5, 7, 10, 12,* 13,* 14, 15,* 17, 18,* 19,* 20,* 22, 25, 28,* 29,* 30, 35,* 37, 39, 40, and 50 cents: \$1, \$2,* and \$5
	Books	20 22-cent (\$4.40), 5 22-cent (\$1.10), 10 22-cent (\$2.20), 3 \$10 75 (\$32.25) 3 \$12.85 (\$38.55)
	Coils of 100	17-cent, 20-cent,* 22-cent (Dispenser and stamp affixer for use with these coils are also available.)
	Coils of 500	1, 2, 3, 4, 5, 6, 10, 12, 13,* 14, 15,* 17, 18, 20,* 22-cents, and \$1
Coils of 3,000	1, 2, 3, 4, 5, 6, 10, 12, 13,* 14, 15,* 17, 18, 20,* 22, and 25-cents	
International Airmail postage	Single or sheet	33, 39, and 44¢

*will be discontinued when stock is exhausted

ENVELOPES AVAILABLE

	Denomination	Selling price each
Regular.....	22¢	Less than 500 27¢

POSTAL CARDS AVAILABLE

Kind	Selling Price each
Single	14¢
Reply (14¢ each half) ...	28¢

SPECIAL SERVICES — DOMESTIC MAIL ONLY
INSURANCE

For Coverage Against Loss or Damage Fees (in addition to postage)	Fee
Liability	
\$0.01 to \$25	\$0.50
25.01 to 50.....	1.10
50.01 to 100.....	1.40
100.01 to 150.....	1.80
150.01 to 200.....	2.10
200.01 to 300.....	3.00
300.01 to 400.....	3.70
400.01 to 500.....	4.40

REGISTRY For Maximum Protection and Security

Value	Fees in addition to postage	
	For articles covered by Postal Insurance	For articles not covered by Postal Insurance
\$0.01 to 100	3.60	3.55
\$100.01 to 500.00	3.90	3.80
500.01 to 1,000.00	4.25	4.15
For higher values, consult Postmaster		

ADDITIONAL SERVICES

CERTIFIED MAIL..... (In addition to postage)	\$0.75
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CERTIFICATE OF MAILING..... (For Bulk mailings, and firm mailing books, see Postmaster)	\$0.45
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ADDITIONAL SERVICES FOR INSURED, CERTIFIED AND REGISTERED MAIL

Restricted Delivery*	\$1.25
Return Receipts*	
Requested at time of mailing:	
Showing to whom and when delivered	\$0.70
Showing to whom, when, and address where delivered.....	\$0.90
Requested after mailing:	
Showing to whom and when delivered	\$4.50

*Not available for mail insured for \$25 or less

COD

Consult Postmaster for fee and conditions of mailing

SPECIAL DELIVERY FEE (In addition to required postage)

Class of Mail	Weight		
	Not more than 2 pounds	More than 2 pounds but not more than 10 pounds	More than 10 pounds
First Class	\$2.95	\$3.15	\$4.00
All other classes	3.10	3.60	4.50

SPECIAL HANDLING Third and Fourth Class Only (in addition to required postage)

10 pounds and less	\$1.10
More than 10 pounds	\$1.60

MONEY ORDERS For safe transmission of money

\$0.01 to 25.00	\$0.75
25.01 to 700	1.00



POSTAGE RATES, FEES, AND INFORMATION

SIZE STANDARDS FOR DOMESTIC MAIL

MINIMUM SIZE

Pieces which do not meet the following requirements are prohibited from the mails
a All pieces must be at least .007 of an inch thick, and
b All pieces (except keys and identification devices) which are 1/4 inch or less thick must be:
(1) Rectangular in shape,
(2) At least 3 1/2 inches high, and
(3) At least 5 inches long
NOTE: Pieces greater than 1/4 inch thick can be mailed even if they measure less than 3 1/2 by 5 inches

NON STANDARD MAIL

All First-Class mail weighing one ounce or less and all single-piece rate Third-Class mail weighing one ounce or less is nonstandard (and subject to a 10¢ surcharge in addition to the applicable postage and fees) if

- Any of the following dimensions are exceeded:
Length—11 1/2 inches,
Height—6 1/2 inches,
Thickness—1/4 inch, or
- The piece has a height to length (aspect) ratio which does not fall between 1 to 1.3 and 1 to 2.5 inclusive (The aspect ratio is found by dividing the length by the height. If the answer is between 1.3 and 2.5 inclusive, the piece has a standard aspect ratio.)

EXPRESS MAIL
NEXT DAY SERVICE

AN OVERNIGHT DELIVERY SERVICE THAT'S FAST, RELIABLE, CONVENIENT AND ECONOMICAL.**

Express Mail Service is available 7 days a week, 365 days a year, for mailable items up to 70 lbs. in weight and 108 inches in combined length and girth.

Flat rates: up to 2 lbs., \$10.75; over 2 lbs. and up to 5 lbs., \$12.85; 6-70 pound rates vary by weight and distance (zones).

Service features include insurance; shipment receipt; and Record of Delivery at the destination post office.

Consult Postmaster or Customer Service Representative for additional information and a copy of your local Express Mail network directory.

**The Postal Service will refund, upon application to originating office, the postage for any Express Mail shipments not meeting the service standard except for those delayed by strike or work stoppage

EXPRESS MAIL
NEXT DAY SERVICE

FIRST CLASS

LETTER RATES:

1st ounce	22¢	For Pieces Not Exceeding (oz.)	The Rate	For Pieces Not Exceeding (oz.)	The Rate
Each additional ounce	17¢	1	\$0.22	7	\$1.24
		2	0.39	8	1.41
		3	0.56	9	1.58
		4	0.73	10	1.75
		5	0.90	11	1.92
		6	1.07	12	2.09

FOR PIECES OVER 12 OUNCES SEE FIRST-CLASS ZONE RATED (PRIORITY) MAIL RATES

CARD RATES

Single Postal Cards sold by the post office	14¢ each.
Double postal cards sold by the post office	28¢ (14¢ each half)
Single post cards	14¢ each
Double post cards (reply-half of double post card does not have to bear postage when originally mailed)	28¢ (14¢ each half)
Presort rate	Consult Postmaster
Business reply mail	Consult Postmaster

Note: To qualify for card rates, a card may not be larger than 4 1/2 by 6 inches, nor smaller than 3 1/2 by 5 inches. The thickness must be uniform and not less than 0.007 of an inch.

FIRST-CLASS ZONE RATED (PRIORITY) MAIL

Weight over 12 ounces and not exceeding pound(s)	Rate						
	Local zones 1, 2, and 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	
1	\$ 2.40	\$ 2.40	\$ 2.40	\$ 2.40	\$ 2.40	\$ 2.40	
2	2.40	2.40	2.40	2.40	2.40	2.40	
3	2.74	3.16	3.45	3.74	3.96	4.32	
4	3.18	3.75	4.13	4.53	4.92	5.33	
5	3.61	4.32	4.86	5.27	5.81	6.37	
6	4.15	5.08	5.71	6.31	6.91	7.68	
7	4.58	5.68	6.39	7.09	7.80	8.67	
8	5.00	6.23	7.07	7.87	8.68	9.68	
9	5.43	6.81	7.76	8.66	9.57	10.69	
10	5.85	7.39	8.44	9.44	10.45	11.70	
11	6.27	7.97	9.12	10.22	11.33	12.71	
12	6.70	8.55	9.81	11.01	12.22	13.72	
13	7.12	9.12	10.49	11.79	13.10	14.73	
14	7.55	9.70	11.17	12.57	13.99	15.74	
15	7.97	10.28	11.86	13.36	14.87	16.75	
16	8.39	10.86	12.54	14.14	15.75	17.75	
17	8.82	11.44	13.22	14.92	16.64	18.76	
18	9.24	12.01	13.90	15.70	17.52	19.77	
19	9.67	12.59	14.59	16.49	18.41	20.78	
20	10.09	13.17	15.27	17.27	19.29	21.79	
21	10.51	13.75	15.95	18.05	20.17	22.80	
22	10.94	14.33	16.64	18.84	21.06	23.81	
23	11.36	14.90	17.32	19.62	21.94	24.82	
24	11.79	15.48	18.00	20.40	22.83	25.83	
25	12.21	16.06	18.69	21.19	23.71	26.84	
26	12.63	16.64	19.37	21.97	24.59	27.84	
27	13.06	17.22	20.05	22.75	25.48	28.85	
28	13.48	17.79	20.73	23.53	26.36	29.86	
29	13.91	18.37	21.42	24.32	27.25	30.87	
30	14.33	18.95	22.10	25.10	28.13	31.88	
31	14.75	19.53	22.78	25.88	29.01	32.89	
32	15.18	20.11	23.47	26.67	29.90	33.90	
33	15.60	20.69	24.15	27.45	30.78	34.91	
34	16.03	21.26	24.83	28.23	31.67	35.92	
35	16.45	21.84	25.52	29.02	32.55	36.93	
36	16.87	22.42	26.20	29.80	33.43	37.93	
37	17.30	23.00	26.88	30.58	34.32	38.94	
38	17.72	23.57	27.56	31.36	35.20	39.95	
39	18.15	24.15	28.25	32.15	36.09	40.96	
40	18.57	24.73	28.93	32.93	36.97	41.97	
41	18.99	25.31	29.61	33.71	37.85	42.98	
42	19.42	25.89	30.30	34.50	38.74	43.99	
43	19.84	26.46	30.98	35.28	39.62	45.00	
44	20.27	27.04	31.66	36.06	40.51	46.01	
45	20.69	27.62	32.35	36.85	41.39	47.02	
46	21.11	28.20	33.03	37.63	42.27	48.02	
47	21.54	28.78	33.71	38.41	43.16	49.03	
48	21.96	29.35	34.39	39.19	44.04	50.04	
49	22.39	29.93	35.08	39.98	44.93	51.05	
50	22.81	30.51	35.76	40.76	45.81	52.06	
51	23.23	31.09	36.44	41.54	46.69	53.07	
52	23.66	31.67	37.13	42.33	47.58	54.08	
53	24.08	32.24	37.81	43.11	48.46	55.09	
54	24.51	32.82	38.49	43.89	49.35	56.10	
55	24.93	33.40	39.18	44.68	50.23	57.11	
56	25.35	33.98	39.86	45.46	51.11	58.11	
57	25.78	34.56	40.54	46.24	52.00	59.12	
58	26.20	35.13	41.22	47.02	52.88	60.13	
59	26.63	35.71	41.91	47.81	53.77	61.14	
60	27.05	36.29	42.59	48.59	54.65	62.15	
61	27.47	36.87	43.27	49.37	55.53	63.16	
62	27.90	37.45	43.96	50.16	56.42	64.17	
63	28.32	38.02	44.64	50.94	57.30	65.18	
64	28.75	38.60	45.32	51.72	58.19	66.19	
65	29.17	39.18	46.01	52.51	59.07	67.20	
66	29.59	39.76	46.69	53.29	59.95	68.20	
67	30.02	40.34	47.37	54.07	60.84	69.21	
68	30.44	40.91	48.05	54.85	61.72	70.22	
69	30.87	41.49	48.74	55.64	62.61	71.23	
70	31.29	42.07	49.42	56.42	63.49	72.24	

Exception: Parcels weighing less than 15 pounds and measuring over 84 inches in length and girth combined are chargeable with a minimum rate equal to that for a 15 pound parcel for the zone to which addressed.

SECOND CLASS

(Newspapers and periodicals with second-class mail privileges)

For copies mailed by the public, the rate is the applicable single piece third- or fourth-class rate

THIRD CLASS

Circulars, books, catalogs, and other printed matter; merchandise, seeds, cuttings, bulbs, roots, scions, and plants, weighing less than 16 ounces.

0 to 1 oz	0.22	Over 6 to 8 ozs	0.98
Over 1 to 2 ozs	0.39	Over 8 to 10 ozs	1.08
Over 2 to 3 ozs	0.56	Over 10 to 12 ozs	1.18
Over 3 to 4 ozs	0.73	Over 12 to 14 ozs	1.28
Over 4 to 6 ozs	0.88	Over 14 but less than 16 ozs	1.38

BULK RATE CONSULT POSTMASTER

FOURTH CLASS

(PARCEL POST) ZONE RATES CONSULT POSTMASTER FOR WEIGHT AND SIZE LIMITS

NONMACHINABLE SURCHARGE:

A parcel mailed to a ZIP Code destination outside the BMC service area for your post office is subject to a surcharge of \$0.90 in addition to the rate shown in this table if

- A It is nonmachinable according to the standards prescribed in Domestic Mail Manual section 753 or
- B It weighs more than 35 pounds

WITHIN (INTRA-BMC) BMC DISCOUNT.

A parcel mailed to a ZIP Code destination shown below is for delivery within the BMC service area for your post office and is eligible for a discount of \$0.18 from the rate shown in this table

WITHIN (INTRA-BMC) BMC ZIP CODE DESTINATION FOR YOUR POST OFFICE ARE-

Weight 1 pound and not exceeding (pounds)	Local	Zone							
		1-2	3	4	5	6	7	8	
2	1.35	1.41	1.51	1.66	1.89	2.13	2.25	2.30	
3	1.41	1.49	1.65	1.87	2.21	2.58	2.99	3.87	
4	1.47	1.57	1.78	2.08	2.54	3.03	3.57	4.74	
5	1.52	1.65	1.92	2.29	2.86	3.47	4.16	5.62	
6	1.58	1.74	2.05	2.50	3.18	3.92	4.74	6.49	
7	1.63	1.82	2.19	2.71	3.51	4.37	5.32	7.36	
8	1.69	1.90	2.32	2.92	3.83	4.82	5.91	8.25	
9	1.75	1.99	2.46	3.13	4.15	5.26	6.49	9.12	
10	1.80	2.07	2.59	3.34	4.48	5.71	7.07	10.00	
11	1.85	2.13	2.70	3.49	4.71	6.03	7.49	10.62	
12	1.90	2.20	2.79	3.65	4.94	6.34	7.89	11.23	
13	1.94	2.26	2.89	3.79	5.15	6.63	8.27	11.78	
14	1.98	2.32	2.98	3.92	5.35	6.90	8.62	12.30	
15	2.02	2.37	3.06	4.04	5.54	7.15	8.94	12.79	
16	2.06	2.42	3.14	4.16	5.71	7.39	9.25	13.24	
17	2.10	2.48	3.22	4.27	5.88	7.61	9.54	13.67	
18	2.14	2.52	3.29	4.38	6.03	7.83	9.81	14.08	
19	2.18	2.57	3.36	4.48	6.18	8.03	10.07	14.46	
20	2.21	2.62	3.43	4.58	6.33	8.22	10.32	14.83	
21	2.25	2.67	3.49	4.67	6.47	8.41	10.56	15.18	
22	2.28	2.71	3.56	4.76	6.60	8.59	10.79	15.51	
23	2.32	2.75	3.62	4.85	6.73	8.76	11.01	15.83	
24	2.35	2.80	3.68	4.94	6.85	8.92	11.22	16.14	
25	2.39	2.84	3.74	5.02	6.97	9.08	11.42	16.43	
26	2.42	2.88	3.80	5.10	7.08	9.23	11.61	16.72	
27	2.45	2.92	3.85	5.18	7.20	9.38	11.80	16.99	
28	2.48	2.96	3.91	5.25	7.30	9.52	11.98	17.28	
29	2.52	3.00	3.96	5.33	7.41	9.66	12.16	17.52	
30	2.55	3.04	4.01	5.40	7.51	9.80	12.33	17.77	
31	2.58	3.08	4.07	5.47	7.61	9.93	12.50	18.01	
32	2.61	3.12	4.12	5.54	7.71	10.06	12.68	18.24	
33	2.64	3.15	4.17	5.61	7.81	10.19	12.82	18.47	
34	2.67	3.19	4.22	5.68	7.90	10.31	12.97	18.70	
35	2.70	3.23	4.26	5.74	7.99	10.43	13.12	18.91	
36	2.73	3.26	4.31	5.81	8.08	10.54	13.27	19.12	
37	2.76	3.30	4.36	5.87	8.17	10.66	13.41	19.33	
38	2.79	3.33	4.41	5.93	8.25	10.77	13.55	19.53	
39	2.82	3.37	4.45	5.99	8.34	10.88	13.69	19.73	
40	2.85	3.40	4.50	6.05	8.42	10.98	13.83	19.92	
41	2.88	3.44	4.54	6.11	8.50	11.09	13.96	20.11	
42	2.91	3.47	4.58	6.17	8.58	11.19	14.09	20.29	
43	2.94	3.50	4.63	6.23	8.66	11.29	14.21	20.47	
44	2.97	3.54	4.67	6.28	8.74	11.39	14.34	20.65	
45	3.00	3.57	4.71	6.34	8.81	11.49	14.46	20.82	
46	3.02	3.61	4.76	6.39	8.89	11.59	14.58	20.99	
47	3.05	3.64	4.80	6.45	8.96	11.68	14.69	21.16	
48	3.08	3.67	4.84	6.50	9.03	11.77	14.81	21.32	
49	3.11	3.70	4.88	6.55	9.10	11.86	14.92	21.48	
50	3.14	3.74	4.92	6.61	9.17	11.95	15.03	21.64	
51	3.17	3.77	4.96	6.66	9.24	12.04	15.14	21.80	
52	3.19	3.80	5.00	6.71	9.31	12.13	15.25	21.95	
53	3.2								

ANSWERS TO SAMPLE TEST QUESTIONS

S1. DISAGREE

S2. DISAGREE

S3. DISAGREE

S4. AGREE

S5. DISAGREE

S6. AGREE

S7. b

S8. a

S9. d

S10. a

S11. b

S12. c