

# MAIL SECURITY E!TRAINING

**Cost-Effective and Convenient  
(And for FMR 41 CFR 102-192 Compliance)**

## Course Topics

The Role of Mail Center  
Security Awareness  
Theft Prevention and Identity Protection  
Mail Terrorism  
Postal Hazards  
Hate Mail and Threats  
Non-Lethal Booby-Traps  
Unintentional Powder Incidents  
Powder Hoax Threats  
Biological and Chemical Hazards  
Bombs and Explosive Devices  
Creating a Culture of Security  
Policies and Procedures  
Personal Protective Equipment  
Physical Security  
Access and Visitor Control  
Mail Screening Techniques and Technologies  
Fundamental Mail Screening  
Work Environment Protection  
X-ray Inspection  
Suspect Item Identification  
Incident Response Procedures



**Individual and  
Group  
Enrollments  
Available**

Training doesn't last.

It needs to be regularly refreshed. That is why, for federal facilities, one of the requirements for FMR 41 CFR 102-192 compliance is that all mail services personnel be trained in all aspects of the mail security plan and that training status be re-certified at least annually. For private sector companies this federal regulation doesn't apply but the good sense behind it does.

Our *Mail Security for Managers and Staff* E!Training course has been designed to make it possible for you to offer that training to your personnel without the complexities of trying to coordinate travel and work schedules. The training is web-delivered--each participant can log-in to the training when it is convenient for them. It's available 24/7 and only requires an internet connection. No special software is needed. Nothing is downloaded to the computer.

It's good training. It's certainly cost-effective. What's more is that each individual who completes the course receives *Certification of Secure Mail Training*. The group administrator also receives certification that training was provided and successfully completed by the various group members. Such documentation, of course, supports your report of FMR41 CFR 102-192 compliance as well as being proof of your due diligence.

We have provided training certification to thousands of participants. For their facilities web-delivered E!Training has been the sensible and successful path to federal regulatory compliance, increased awareness and improved security.



[www.mailroomsafety.us](http://www.mailroomsafety.us)

# Training Made Convenient

## Partial List of Clients Already Using This E!Training

U. S. Dept. of State  
Veterans Administration  
NASA  
U.S. Dept. of Commerce  
UC – Berkeley  
U.S. Dept. of Defense  
U.S. Dept. of Homeland Security  
Forest Laboratories  
Fidelity Investments  
Georgia Power  
Honeywell  
Knights of Columbus  
National Basketball Assoc.  
Janus Capital  
U.S. Citizenship and Immigration Services  
Occidental Petroleum  
Raytheon  
Omaha Public Power  
Pfizer, Inc.  
Salk Institute  
Southern California Edison  
Stetson University  
San Diego College  
U.S. Dept. of Interior  
USDA  
U.S. Office of Personnel Management  
Texas Dept. of Public Safety.

Regardless of your type of organization, you need a secure mail center staffed by trained and alert personnel. If you are a federal facility you also need annual training certification for all mail services personnel in order to comply with **FMR 41 CFR 102-192**. Compliance isn't meant to come without work, but at least the required training doesn't have to be a nightmare of coordination and costs.

Web-delivered E!Training can be offered to all of your personnel regardless of their location.

It's available 24/7 at their convenience and from any location that has a computer and internet connectivity. No special software is needed.

Importantly, not only do your personnel receive high quality training, but also you receive documentation that you have made training available and that your personnel have successfully completed it. All personnel, upon completion of the course and achievement of a passing exam grade, receive a Certificate of Secure Mail Training. This documentation is also provided to the group/facility point of contact.

Enrollment is easy. It can be done by individuals or by group. Upon enrollment, log in information is provided to each participant. Participants can commence training when it is convenient to their schedule. There is no need to complete the course in one sitting. When you log out, your place in the course is automatically maintained so that you can resume progress when you next log in.

The designated point of contact for each group enrollment is provided a progress and completion report at least weekly, and more often if desired.

For purposes of FMR 41 CFR 102-192 compliance, E!Training may be the most cost-effective solution available. It is certainly the most convenient way to make the required training available to your personnel.

It also provides an affordable means to extend the availability of training to logical recipients outside of the mail center (such as Security, Reception, and Shipping/Receiving).

It assures that new personnel can be "brought up to speed" upon hiring, without having to wait for the next training cycle.

It establishes a uniform level of training for all mail services personnel, even those in remote locations.



# How It Works

## **ENROLLMENT AND PARTICIPATION**

### E!Training Costs

**Individual Enrollment:**  
\$45 per person

**Group Enrollment:**  
Choose the plan that works best for you

**Standard Group:** \$300 per group (Includes up to 7 participants)

**Mid-size Group:** \$500 per group (Includes up to 15 participants)

**Custom Group:**  
\$200 group set-up fee plus \$20 per participant (Example: A group of 10 would cost \$200 set-up fee plus a participant fee of  $10 \times \$20 = \$200$  for a total group cost of \$400. Additional participants can be added to the group at a cost of \$20 each at any time over the next 12 months)

**Unlimited Group:** Initial flat-rate fee of \$2500 provides unlimited enrollment for 45 days. Client has option to extend unlimited enrollment period at rate of \$1500/month after initial period expires.

**Branded Group:** Course content, attachments, and materials are customized to client. Contact us for more information, quote and proposal

**Enrollment:** Individual and group registrations can be initiated and paid for online or by telephone, fax or e-mail. Payment is typically by credit card. Once registered, individuals will be provided a confirmation and log-on information by e-mail. For groups, the designated point of contact (POC) will be provided a confirmation and instructions for providing the list of participants. Each participant will be provided log-in information by e-mail. Unused group spaces are maintained for 6 months. New group members may be added at any time within that period at no additional cost.

**Participation:** All individual or group participants will be provided a web address (URL) for purposes of logging in. No special software is needed. The course is available 24/7. The participant connects to the internet, navigates to the provided web address, and logs in with the provided username and password. After logging in for the first time, the participant will be directed to the beginning of the course for tips and navigation instructions. During subsequent log-ins the participant will automatically be directed to the place in the course at which the most recent log-out occurred.

**Certification:** After completing all course modules the participant is permitted to take the final exam, consisting of true/false and multiple-choice questions. The exam is immediately graded. For any incorrect answers, the correct answer is provided and explained. The participant may retake the exam if necessary. After achieving a passing grade on the final exam, the participant is awarded the Certificate of Secure Mail Training. If the participant is part of a group enrollment, a copy of the certification is also sent to the Group Administrator/POC.

**Progress/Completion Reports:** The designated POC for each group is provided a weekly progress and completion report. Additional or more frequent reports may be requested at no additional charge. At the conclusion of the group training the POC is provided a summary report and documentation of each participant's certification.

**Custom and Branded Programs:** Course name and content may also be customized to precisely reflect and reinforce the policies and procedures of the client. The course presents information, procedures and practices that are widely appropriate. That content can be modified, with client input, and made client-specific. There would likely be an additional charge for modifications.



# Course Content and Organization

## Sections and Chapters

### Welcome/ Introduction

#### Section One

##### The Role of the Mail Center

- The Role of the Mail Center

#### Section Two

##### Security Awareness

- Security Awareness
- Theft Prevention and Identity Protection
- Powder Incidents
- Mail Terrorism
- Postal Hazards
- Hate Mail, Threats and Hoaxes
- Non-Lethal Booby-traps
- Biological and Chemical Hazards
- Bombs and Explosive Devices

#### Section Three

##### Mail Center Security and Safety

- The Mail Security Program
- Policies and SOP
- Creating a Culture of Security
- Training, Rehearsal, Practice
- Physical Security
- Personal Protective Equipment

#### Section Four

##### Mail Screening Techniques and Technologies

- Screening Strategies and Equipment
- Fundamental Mail Screening Procedures
- X-ray Inspection
- Suspect Item Identification

#### Section Five

##### Incident Response Procedures

- Suspect Item Response Procedures

*Mail Security for Managers and Staff* has been designed to provide training and certification in all subject areas that are included within facility mail security plans as outlined in Federal Regulations 41 CFR 102-192. It is used to provide initial training or training re-certification for personnel and managers who work in mail services. It can also be valuable training for other personnel who, while not directly employed in mail services, may have a role with mail and deliveries such as those employed in security, reception, shipping/receiving and other related activities.

The course is self-paced and does not have to be completed in one session. Participants may log in and out as often as they choose. Course progress is automatically book-marked. A moderate pace will bring completion in approximately 2 hours, although many finish the course in less time.

This course is narrated. The course script is available for downloading and can be used, particularly by those who have hearing disabilities, instead of or along with the audio narration to accompany the visual material.

The course is organized into five main sections with each section comprised of distinct chapters.

Section One is called *The Role of the Mail Center*. It discusses the critical importance of the mail center, its vulnerabilities, and the challenge of making mail centers secure and safe.

Section Two, *Security Awareness*, discusses the types of threats that mail operations face and the various hazards that can arrive by mail.

Section Three, *Mail Center Security and Safety*, introduces the Mail Security Plan and its components.

*Mail Screening Techniques and Technologies*, the fourth section, provides an overview of screening strategies and discusses the proper use of various equipment that can assist in the screening process. It provides a detailed discussion and instruction in suspect item identification, fundamental mail screening, x-ray safety and utilizing x-ray equipment to inspect the mail.

The fifth section discusses *Incident Response Procedures*. It presents recommended procedures to follow when confronted with various types of suspicious items and under various circumstances.

A final exam is available at the end of the course after all course material has been completed. Achievement of a passing grade on the exam earns a Certificate Of Secure Mail Training for the participant. The exam can be retaken if a passing score is not achieved.

# E!Training Registration

## GROUP ENROLLMENT NOTES

Participant names do not need to be provided at the time of group enrollment.

Once the group is enrolled, spaces for participation by group members remain available for 6 months.

All Participants do not need to be registered at same time, they can be registered as available.

Unused spaces remain available for 6 months from the time that the group is first set-up. If all initial spaces have been used additional spaces can be added at any time within 12 months from set-up at the same rate as initial spaces.

For additional information or special circumstances please inquire

by e-mail  
[service@mailroomsafety.us](mailto:service@mailroomsafety.us)

or by telephone  
410-377-4530

### ON-LINE ENROLLMENT: use our secure shopping cart

Use this link or copy and paste it into your browser window:

<http://02ad3aa.netsolstores.com/etraining.aspx>

You can also get there by going to our website:

[www.mailroomsafety.us](http://www.mailroomsafety.us)

From there go to the sales catalog and then to the E!Training section.

You can also use this form and e-mail it to  
[service@mailroomsafety.us](mailto:service@mailroomsafety.us) or  
Fax it to 410-630-6816 or by Tel. 410-377-4530

Organization/Group Name \_\_\_\_\_  
Designated Point of Contact \_\_\_\_\_  
E-mail address \_\_\_\_\_ Telephone \_\_\_\_\_  
Credit Card Holder Name \_\_\_\_\_  
Credit Card Number \_\_\_\_\_  
Expiration Date \_\_\_\_\_ 3 or 4-digit Security Code \_\_\_\_\_  
E-mail address to send receipt \_\_\_\_\_  
Billing address for credit card \_\_\_\_\_  
\_\_\_\_\_

#### **Amount to be charged :**

Qty. \_\_\_\_\_ Individual Enrollments x \$45 each = \_\_\_\_\_

Qty. \_\_\_\_\_ Standard Group Enrollments (7 spaces) x \$300 = \_\_\_\_\_

Qty. \_\_\_\_\_ Mid-Size Group Enrollments (15 spaces) x \$500 = \_\_\_\_\_

Custom Group: Qty. \_\_\_\_\_ spaces x \$20 each = \_\_\_\_\_ plus \$200 Initial  
Group Set-up fee = \_\_\_\_\_ total

\_\_\_\_\_ Unlimited Group: Initial fee of \$2500 provides unlimited spaces and access  
for 45 days (starting date to be determined by client) 1 x \$2500 = \_\_\_\_\_