



USPS Postal

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1. Mail carriers frequently work outdoors in all weather conditions. Which response best describes your attitude toward outdoor work?

- A. I prefer indoor environments and would find extended outdoor work very challenging
- B. I can work outdoors briefly but prefer to minimize exposure to extreme weather
- C. I am comfortable working outdoors for extended periods in a variety of weather conditions
- D. I enjoy outdoor work only in pleasant weather and would struggle in heat or cold

2. Compare the two address entries. Are they identical, or how do they differ? Entry A: 2847 Maple Drive, Portland, OR 97201 Entry B: 2847 Maple Drive, Portland, OR 97201

- A. The entries are identical
- B. Different street number
- C. Different street name or type
- D. Different ZIP code

3. Coding Guide: Code A — Street addresses numbered 1–499 Code B — Street addresses numbered 500–999 Code C — Street addresses numbered 1000 and above Code D — PO Box or Rural Route addresses Which code applies to: 347 Elm Street?

- A. Code A
- B. Code B
- C. Code C
- D. Code D

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4. You discover a package addressed to a house where the former resident has moved and the new occupants are unknown. What is the correct action?

- A. Deliver the package to the current occupants of the address
- B. Return the package to the sender with a notation such as 'Return to Sender — Moved'
- C. Leave the package at the address regardless of who lives there
- D. Open the package to find contact information for the original recipient



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5. When you encounter an unfamiliar delivery address that is difficult to locate, what is your best course of action?

- A. Skip the address and return to the post office without attempting delivery
- B. Leave the mail in the closest mailbox you can find
- C. Use available resources such as route maps, GPS, or ask a nearby resident before making a final decision
- D. Deliver the item to a neighbor's address and assume they will forward it

6. Compare the two address entries. Are they identical, or how do they differ? Entry A: 1563 N. Elm Street, Chicago, IL 60614 Entry B: 1563 N. Elm Street, Chicago, IL 60641

- A. The entries are identical
- B. Different street number
- C. Different street name or type
- D. Different ZIP code

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7. Coding Guide: Code A — Street addresses numbered 1–499 Code B — Street addresses numbered 500–999 Code C — Street addresses numbered 1000 and above Code D — PO Box or Rural Route addresses Which code applies to: PO Box 4421?

- A. Code A
- B. Code B
- C. Code C
- D. Code D

8. While delivering mail, you notice a strong gas leak smell coming from a residential property. No one appears to be home. What should you do?

- A. Ring the doorbell repeatedly and enter the property to investigate
- B. Leave the area safely, call 911, and report the location and situation to your supervisor
- C. Continue your route and assume the homeowner will notice upon returning
- D. Locate the gas shutoff valve and attempt to close it yourself



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9. Mail delivery requires significant physical effort including walking, lifting, and carrying. Which statement best describes your attitude toward the physical demands of the job?

- A. I prefer work that involves minimal physical activity
- B. I can handle moderate physical activity but fatigue quickly under heavy demands
- C. I am comfortable performing sustained physical tasks throughout an entire work shift
- D. I enjoy occasional physical work but prefer to take frequent rest breaks

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10. Compare the two address entries. Are they identical, or how do they differ? Entry A: 904 Westbrook Avenue, Denver, CO 80203 Entry B: 940 Westbrook Avenue, Denver, CO 80203

- A. The entries are identical
- B. Different street number
- C. Different street name or type
- D. Different ZIP code

11. Coding Guide: Code A — Street addresses numbered 1–499 Code B — Street addresses numbered 500–999 Code C — Street addresses numbered 1000 and above Code D — PO Box or Rural Route addresses Which code applies to: 783 Oak Avenue?

- A. Code A
- B. Code B
- C. Code C
- D. Code D

12. You receive contradictory instructions from two different supervisors regarding the same task. What is the best approach?

- A. Follow the instructions of the more senior supervisor without question
- B. Complete whichever task seems easier and ignore the other instruction
- C. Bring the conflict to both supervisors' attention to seek a clear, unified direction
- D. Do nothing until one supervisor withdraws their instruction

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13. You are assigned a particularly large volume of mail one day and must complete your entire route within your standard shift. How do you approach this?

- A. I become stressed and may not finish all deliveries within the allotted time
- B. I ask a coworker to take half my workload so I can manage it
- C. I organize and prioritize my deliveries systematically and work efficiently to complete the route on time
- D. I request an extension to the shift deadline whenever the workload is heavy

14. Compare the two address entries. Are they identical, or how do they differ? Entry A: 7721 Fernwood Court, Austin, TX 78701 Entry B: 7721 Fernwood Drive, Austin, TX 78701

- A. The entries are identical
- B. Different street number
- C. Different street name or type
- D. Different ZIP code

15. Coding Guide: Code A — Street addresses numbered 1–499 Code B — Street addresses numbered 500–999 Code C — Street addresses numbered 1000 and above Code D — PO Box or Rural Route addresses Which code applies to: 1245 Pine Road?

- A. Code A
- B. Code B
- C. Code C
- D. Code D

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16. You attempt to deliver a package that requires a signature, but no one answers the door. What is the appropriate course of action?

- A. Leave the package in the mailbox without any notification
- B. Complete a delivery notice and make the package available for pickup or schedule a redelivery attempt
- C. Leave the package on the porch or doorstep without documentation
- D. Deliver the package to a neighbor and ask them to sign on behalf of the recipient



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17. A customer approaches you on your route and complains that a package they were expecting was never delivered. How do you respond?

- A. Tell the customer there is nothing you can do and to contact the post office by phone
- B. Argue that delivery issues are not your personal responsibility
- C. Listen to the customer, express empathy, and provide available information such as how to track the package or contact the post office
- D. Ignore the complaint and continue your route without engaging with the customer

18. Compare the two address entries. Are they identical, or how do they differ? Entry A: 3309 S. Harbor Blvd, Santa Ana, CA 92704 Entry B: 3309 S. Harbor Blvd, Santa Ana, CA 92704

- A. The entries are identical
- B. Different street number
- C. Different street name or type
- D. Different ZIP code

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19. Coding Guide: Code A — Street addresses numbered 1–499 Code B — Street addresses numbered 500–999 Code C — Street addresses numbered 1000 and above Code D — PO Box or Rural Route addresses Which code applies to: 52 Maple Drive?

- A. Code A
- B. Code B
- C. Code C
- D. Code D

20. Before starting your route, you notice your mail tray contains several pieces addressed to a completely different carrier route. What should you do?

- A. Deliver all the mail including the mis-sorted pieces to avoid any delays
- B. Set aside the mis-sorted mail, return it to your supervisor, and deliver only the correct mail for your route
- C. Throw away the extra mail to keep your route manageable
- D. Hold the extra mail in your vehicle and deliver it the following day



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21. You notice that a coworker consistently leaves early before finishing their assigned route, causing delays and extra work for others. What is the most appropriate action?

- A. Immediately report the coworker to management without speaking to them first
- B. Silently absorb the extra work without mentioning it to anyone
- C. Speak privately with the coworker to understand the situation, then escalate to a supervisor if the behavior continues
- D. Complain to other coworkers to build support before taking any formal action

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22. Compare the two address entries. Are they identical, or how do they differ? Entry A: 156 W. Jackson Boulevard, Indianapolis, IN 46202 Entry B: 165 W. Jackson Boulevard, Indianapolis, IN 46202

- A. The entries are identical
- B. Different street number
- C. Different street name or type
- D. Different ZIP code

23. Coding Guide: Code A — Street addresses numbered 1–499 Code B — Street addresses numbered 500–999 Code C — Street addresses numbered 1000 and above Code D — PO Box or Rural Route addresses Which code applies to: Route 6, Box 88?

- A. Code A
- B. Code B
- C. Code C
- D. Code D

24. During your route, you observe a person tampering with a residential mailbox — opening it and removing mail. What is the most appropriate action?

- A. Physically confront the individual and demand they stop immediately
- B. Continue your route and assume the person is the homeowner
- C. Note the person's description, location, and time, then report the incident to your supervisor or law enforcement
- D. Yell at the person loudly from your vehicle to scare them off

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25. Which of the following best describes how you prefer to receive work instructions?

- A. I prefer to figure out job tasks entirely on my own, without any guidance
- B. I require detailed, step-by-step supervision for every individual task I perform
- C. I am comfortable receiving clear initial guidelines and then working independently to complete my tasks
- D. I prefer frequent supervisor check-ins throughout the day to ensure I am on track

26. Compare the two address entries. Are they identical, or how do they differ? Entry A: 5528 Oakmont Trail, Nashville, TN 37201 Entry B: 5528 Oakmont Trail, Nashville, TN 37021

- A. The entries are identical
- B. Different street number
- C. Different street name or type
- D. Different ZIP code

27. Coding Guide: Code A — Street addresses numbered 1–499 Code B — Street addresses numbered 500–999 Code C — Street addresses numbered 1000 and above Code D — PO Box or Rural Route addresses Which code applies to: 999 Cedar Lane?

- A. Code A
- B. Code B
- C. Code C
- D. Code D

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28. You accidentally back your delivery vehicle into a customer's fence post, causing visible damage. What should you do?

- A. Drive away without reporting the incident since the damage appears minor
- B. Leave a handwritten apology note but do not file any official report
- C. Report the incident to your supervisor immediately and complete all required accident documentation
- D. Attempt to repair the fence yourself during your break to avoid a formal report

29. You realize you have delivered a letter to the wrong address. Which approach best describes how you handle this?

- A. Attempt to conceal the mistake to avoid any consequences
- B. Acknowledge the mistake, take corrective action immediately, and inform the appropriate person
- C. Assume the error is minor and that someone else will correct it
- D. Blame the unclear labeling on the envelope for causing the confusion



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30. Compare the two address entries. Are they identical, or how do they differ? Entry A: 812 Riverside Drive, Cincinnati, OH 45202 Entry B: 812 Riverside Drive, Cincinnati, OH 45202

- A. The entries are identical
- B. Different street number
- C. Different street name or type
- D. Different ZIP code



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Answer Key & Explanations

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1. C — I am comfortable working outdoors for extended periods in a variety of weather conditions

City and rural mail carriers must deliver mail in all weather. Comfort with sustained outdoor work in varying conditions is essential for carrier positions.

2. A — The entries are identical

Both entries are exactly the same: 2847 Maple Drive, Portland, OR 97201. Every element matches.

3. A — Code A

The address number 347 falls within the range 1–499, so Code A applies.

4. B — Return the package to the sender with a notation such as 'Return to Sender — Moved'

When a recipient has moved and forwarding information is unavailable, the correct procedure is to return the package to the sender with the appropriate notation. Delivering to unknown occupants or opening a package are never acceptable.

5. C — Use available resources such as route maps, GPS, or ask a nearby resident before making a final decision

A responsible carrier uses all available tools — maps, GPS, local knowledge — before deciding a delivery cannot be completed. Skipping or misdirecting mail is not an acceptable first response.

6. D — Different ZIP code

The ZIP codes differ: Entry A shows 60614, Entry B shows 60641. These are transposed digits — a common data entry error.

7. D — Code D

PO Box addresses fall under Code D regardless of the box number.

8. B — Leave the area safely, call 911, and report the location and situation to your supervisor

A suspected gas leak is a public safety emergency. Leave the area safely, call 911, and notify your supervisor. Do not enter the property or handle utility emergencies yourself.

9. C — I am comfortable performing sustained physical tasks throughout an entire work shift

Carrier positions require ongoing physical activity each shift. Candidates should be prepared for sustained demands: walking several miles and handling packages of varying weights.

10. B — Different street number

The street numbers differ: Entry A shows 904, Entry B shows 940. These transposed digits would cause delivery to the wrong address.

11. B — Code B

The address number 783 falls within the range 500–999, so Code B applies.



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12. C — Bring the conflict to both supervisors' attention to seek a clear, unified direction

When supervisory instructions conflict, the most professional approach is to clarify the situation with both parties to obtain a clear, agreed direction. Unilateral decisions without clarification can lead to errors.

13. C — I organize and prioritize my deliveries systematically and work efficiently to complete the route on time

Effective time management is essential for carriers. The ability to prioritize and work systematically under heavier loads — without relying on others or deadline extensions — is a key competency.

14. C — Different street name or type

The street type differs: Entry A ends with 'Court', Entry B ends with 'Drive.' These are different types of streets at different physical locations.

15. C — Code C

The address number 1245 is 1000 or above, so Code C applies.

16. B — Complete a delivery notice and make the package available for pickup or schedule a redelivery attempt

When a signature-required package cannot be delivered, complete a delivery notice for the customer and return the package to the post office for pickup or redelivery.

17. C — Listen to the customer, express empathy, and provide available information such as how to track the package or contact the post office

Professional customer interaction requires active listening, empathy, and providing helpful information. Even if the carrier cannot personally resolve the issue, they can guide the customer to appropriate resources.

18. A — The entries are identical

Both entries are exactly the same: 3309 S. Harbor Blvd, Santa Ana, CA 92704. All components match.

19. A — Code A

The address number 52 falls within the range 1–499, so Code A applies.

20. B — Set aside the mis-sorted mail, return it to your supervisor, and deliver only the correct mail for your route

Returning mis-sorted mail to a supervisor for proper redistribution is the correct action. Delivering wrong-route mail causes customer complaints; discarding or holding mail is never acceptable.

21. C — Speak privately with the coworker to understand the situation, then escalate to a supervisor if the behavior continues

Addressing workplace concerns professionally starts with direct, private communication. If the behavior continues, escalating to a supervisor is the appropriate next step.

22. B — Different street number

The street numbers differ: Entry A shows 156, Entry B shows 165. The transposed digits 5 and 6 result in a completely different address.

23. D — Code D

Rural Route addresses (Route X, Box Y) fall under Code D, along with PO Box addresses.



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24. C — Note the person's description, location, and time, then report the incident to your supervisor or law enforcement

Mail theft is a federal crime. Carriers should not physically confront suspects — it can be dangerous. Document the observation (description, location, time) and report it to a supervisor or law enforcement immediately.

25. C — I am comfortable receiving clear initial guidelines and then working independently to complete my tasks

Postal carriers typically work independently after receiving route assignments and instructions. The ability to understand guidelines and self-manage throughout a shift is a critical skill.

26. D — Different ZIP code

The ZIP codes differ: Entry A has 37201, Entry B has 37021. The transposed middle digits would route mail to a different delivery zone.

27. B — Code B

The address number 999 is the upper boundary of the 500–999 range, so Code B applies.

28. C — Report the incident to your supervisor immediately and complete all required accident documentation

Accidents involving postal vehicles must always be reported promptly to a supervisor and documented through official channels, regardless of how minor the damage appears. Failure to report can result in serious disciplinary action.

29. B — Acknowledge the mistake, take corrective action immediately, and inform the appropriate person

Integrity and accountability are core values for postal employees. Acknowledging errors, correcting them promptly, and reporting when necessary is the professional and ethical approach.

30. A — The entries are identical

Both entries are identical: 812 Riverside Drive, Cincinnati, OH 45202. Careful comparison confirms every element is the same.



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