

# Virtual Entry Assessment (VEA)

## Candidate Guide

### What is the Virtual Entry Assessment?

The Virtual Entry Assessment (VEA) is a test that is required for some USPS jobs, including Rural Carrier Associate, City Carrier Assistant, Mail Handler Assistant, Postal Support Employee (PSE) Mail Processing Clerk, and PSE Sales and Services/Distribution Associate. Applicants must earn a passing score on the VEA to be considered for these jobs.

There are four different versions of the VEA, for each of the following job groups.

Exam #	Exam Name	Job Group
474	VIRTUAL ENTRY ASSESSMENT – MC	Mail Carrier
475	VIRTUAL ENTRY ASSESSMENT – MH	Mail Handler
476	VIRTUAL ENTRY ASSESSMENT – MP	Mail Processing
477	VIRTUAL ENTRY ASSESSMENT – CS	Customer Service Clerk

### How can you prepare for the Virtual Entry Assessment?

You do not need to study for the VEA. The VEA can be taken online on a computer, laptop, tablet, or smart phone. When taking the test, make sure you have a good internet connection and a quiet place with no distractions. It is recommended that you complete the exam in one sitting if possible, but not required.

### What to expect

When you apply for a job that requires the VEA, an email will be sent to you with instructions to take the test. (Monitor your spam folder, just in case.) From the date and time that the email invitation is sent, you will have three days (72 hours) to complete the VEA. The VEA generally takes about 30-45 minutes to complete. Start the test as soon as possible after receiving the email invitation. If you apply to multiple jobs that require the same version of the VEA, you will need to complete the VEA within 72 hours of the first VEA invitation. If you are not able to complete the VEA within 72 hours, then you will be removed from consideration for that position. However, you will be able to apply to other positions and take the test in the future.

You must score at least 70% to pass the VEA. If you do not pass the VEA, then you cannot be considered for the position (or any other positions in that job group) and you will not be able to retake that version of the VEA for one year. However, you will be able to take other versions of the VEA if you apply to a position that requires a different version of the VEA.

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## Virtual Entry Assessment (VEA) Exercises

This guide provides descriptions of the types of exercises included on the VEA. Different versions of the VEA may contain different exercises; not all exercises are in every version of the VEA.

- Realistic Job Preview
- Work Situations
- Checking for Accuracy
- What Motivates You
- Tell Us Your Story
- Describe Your Work Style

### Realistic Job Preview



The VEA begins with a Realistic Job Preview that provides information about USPS jobs. This includes what the work is like, daily tasks, and rewards and challenges of the job. You are encouraged to consider this information when deciding whether the job is right for you. There are no questions in this section. This is the only section of the VEA that is not scored.

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## Work Situations

You are rushing to complete a task that is due soon when a coworker comes to you asking for urgent help with something you know a lot about.  
*What would you be most and least likely to do?*

Most ← Pick One of Each → Least

<input type="radio"/>	Tell him you will help him shortly, if you reach a good stopping point.	<input type="radio"/>
<input type="radio"/>	Drop what you are doing and help your coworker.	<input type="radio"/>
<input type="radio"/>	Explain that you cannot help because you have a deadline to meet.	<input type="radio"/>
<input type="radio"/>	Explain your deadline and ask if you can help when you are finished.	<input type="radio"/>

Exit

The Work Situations section asks you to react to job-related situations. In this section, you are presented with job-related situations and four possible responses. For each situation, you are instructed to pick the answer you are most likely to do and the answer you are least likely to do.

## Checking for Accuracy

• Compare the Original ID to the Computer ID

For each item below, select Match or Error based on the location information.

	Original ID	Computer ID	Verify ID Number	
			Match	Error
Location A	93168776	93168776	<input type="checkbox"/>	<input type="checkbox"/>
Location B	93169534	93169547	<input type="checkbox"/>	<input type="checkbox"/>
Location C	93164499	93164499	<input type="checkbox"/>	<input type="checkbox"/>
Location D	93165566	93165567	<input type="checkbox"/>	<input type="checkbox"/>

Exit ▶ Replay ◀ Back Next ▶

The Checking for Accuracy section instructs you to check whether the customer information on the screen matches USPS records or if there is an error.

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## What Motivates You

Example: You'll be shown a series of paired statements like those you see here, and asked to indicate which statement best reflects what you'd prefer in your job. At times, both statements may be things you want in your job. That's okay. Simply choose the statement that is *most* important to you.

I prefer a job where...

I work at my own pace OR All are treated with respect and dignity

Exit

The What Motivates You section prompts you to share what drives you to succeed. For the items in this section, you will be instructed to choose one of two statements that most closely reflects your job preferences.

## Tell Us Your Story

How much experience do you have in jobs similar to the one for which you are applying?

None

Less than 6 months

6 months-1 year

1-2 years

2-5 years

5-10 years

More than 10 years

Exit

In the Tell Us Your Story section, you will be asked a series of questions about your work history. If you do not have prior work experience, think of examples from school, sports, or other activities when answering these questions.

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## Describe Your Work Style

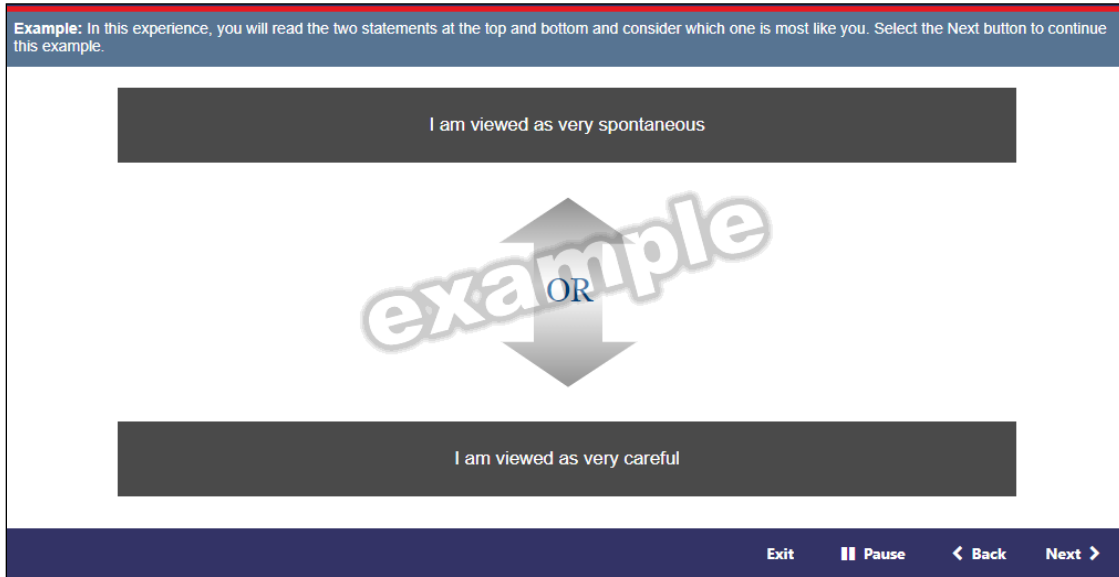
**Example:** In this experience, you will read the two statements at the top and bottom and consider which one is most like you. Select the Next button to continue this example.

I am viewed as very spontaneous

OR

I am viewed as very careful

Exit   Pause   Back   Next



In the Describe Your Work Style section, you will be instructed to choose which of two statements is more like you.

### Reasonable Accommodation

The United States Postal Service provides accommodations to qualified applicants with disabilities that are necessary to enable them to have an equal opportunity to participate in the application process and to be considered for a job, as required by the Rehabilitation Act of 1973.

Anyone may complete the version of the VEA that is compliant with Section 508 of the Rehabilitation Act by clicking the accommodation link on the launch page.

If you require additional accommodation for the assessment, email [ExamAdmin@usps.gov](mailto:ExamAdmin@usps.gov) for further assistance before your assessment deadline. Decisions on granting reasonable accommodations are made on a case-by-case basis.

Information about the Postal Service's reasonable accommodation process is available at <http://about.usps.com/publications/pub316.pdf>.

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