



**EXAM INFORMATION PACKAGE
EXAM 621 POSTAL INSPECTOR VIRTUAL ASSESSMENT CENTER**

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Contents

- **Preparing for the Exam**
- **What to Expect in the Exam Room**
- **Reasonable Accommodation**
- **Frequently Asked Questions**
- **Exam Content**

Preparing for the Exam

Exam 621 is a proctored exam. It is completed in-person at a testing center.

Please arrive at the testing center 15 minutes prior to your appointment to allow time for the check-in process. Be sure to leave yourself enough time for traffic, finding the testing center location, parking, and getting to the exam room.

The exam is designed to be taken without interruptions or breaks.

You must bring your government-issued photo ID to the testing center.

If you are more than 15 minutes late for your exam appointment, you will not be permitted to take the exam.

After completing the exam, you will receive an email with your results.

What to Expect in the Exam Room

Upon arrival, you will be required to present one government-issued photo ID as specified in your appointment confirmation email. The first and last name on your ID must match the first and last name on your appointment. *You will not be permitted to take the exam if you do not present an ID which meets the stated requirements.*

Personal items, such as calculators, cellular phones, other electronic devices, watches, wallets, purses, hats, bags, coats, books and notes are not allowed in the testing room. You must store all personal items in a locker or locked storage area. The testing centers are not responsible for lost, stolen, or misplaced personal items.

Please do not bring anyone with you into the testing center, they will not be permitted to stay.

The exam will be administered and timed by the computer. All exam instructions will be provided on-screen during the exam. Before the exam starts, several instruction screens will explain how to complete the exam.

Other candidates might begin or end their exams at different times than you. In addition, the examiner is required to monitor the session frequently and will be entering and leaving the test room as needed. All reasonable efforts will be made to keep distractions to a minimum. The examiner will provide you with ear plugs or headphones and assist you with logging in to start the exam.

Once you complete the exam, raise your hand. The examiner will come to your workstation, ensure your exam has ended properly, and escort you out of the examination room.

Reasonable Accommodations

The U.S. Postal Service® is committed to providing reasonable accommodations to qualified examinees with disabilities who require accommodation for the examination in accordance with the Rehabilitation Act of 1973.

If you have a disability that will require a special testing arrangement, please make your request online before scheduling your exam. You will be asked to specify the nature of the disability and the accommodation needed. Supporting documentation to verify the existence of a protected disability or the need for accommodation may be required. The decision on granting reasonable accommodation requests will be made on a case-by-case basis.

For exam-related reasonable accommodation questions, please contact PIRecruitment@uspis.gov.

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

Frequently Asked Questions

How do I schedule my exam appointment?

You can schedule yourself for the exam by using the link provided in the exam invitation email. After completing the initial prompts, you will see a "Schedule Appointment" button that will direct you to the scheduling portal. The scheduling system does not permit appointments within 24 hours.

Test centers may vary regarding their operational days, times, and the exams they offer. If your preferred test center or time slot is unavailable, please consider selecting an alternative date or searching for other test centers. You have the option to select up to three test centers to compare appointment availability. If you are still unable to secure a seat, you may contact the Pearson scheduling team for assistance at [866-573-1934](tel:866-573-1934) (toll free) or [+1-919-750-0752](tel:+1-919-750-0752) (toll) available Monday–Friday, 7:00 a.m.–7:00 p.m. CT; closed on local holidays.

What if I need to reschedule (or cancel) my appointment?

To cancel and reschedule your appointment, use the link from your invitation email to access the scheduling system. Select the exam you would like to reschedule or cancel from "Upcoming Appointments." Once changes are made, click "Confirm Reschedule." You will receive an email confirming any changes to your appointment. **If you are within 48 hours of your scheduled appointment, you are not permitted to change your appointment. If you fail to attend your scheduled appointment, you will receive an ineligible exam result for that job vacancy.**

What happens if my test center closes unexpectedly?

If the test center closes, you will receive an email with information on how to reschedule your exam.

I have an issue during my exam. What should I do?

Please inform the examiner as soon as the issue occurs. A case will be filed, with most cases investigated and resolved within 3-5 business days.

How long will it take to get the exam results?

As soon as you finish the exam, you will be emailed your Notice of Result (NOR).

How long are the results of the exam valid?

Your exam results are valid through the expiration date shown on your NOR. If you are an employee, your exam result may be valid for longer, based on your situation and in accordance with Postal policy. If you are an external applicant, your results will be maintained in the applicant tracking system and will be automatically included with your application if you apply for other vacancies requiring this exam.

I'd like to know what questions I answered wrong so that I can study for the next time. Where can I get that information?

That information will not be provided. The only feedback you will receive is the information on your NOR.

Exam Content

Exam 621 is a virtual assessment center with three exams.

The Virtual Assessment Center (VAC) measures knowledge, skills, and abilities required for the postal inspector role.

Each exam part is timed. The total time for the virtual assessment center is four hours. This is only an estimate. Individuals tend to complete the exams in less time.

Each exam is listed below with the associated time to complete.

- Situational Judgment Exam – 75 minutes
- Inbox Exam – 75 minutes
- Writing Exam – 60 minutes

For the Situational Judgment Exam and Writing Exam, if you finish the exam early, you will have an opportunity to review your answers for that exam.

When time runs out for each exam, the system will advance to the next exam.

To complete the VAC, you must answer every question in each exam before time expires. You cannot leave any question unanswered. Leaving any question left unanswered or timing out of the exam will result in an ineligible score and you will no longer be considered.