

Mandatory Stand-Up Talk

April 15, 2020

Detached Mail Unit guidance Business Mail Entry customer interactions

Because of the coronavirus pandemic, some of our commercial customer facilities with Detached Mail Units (DMUs) have implemented precautionary screening procedures for visitors, such as requiring temperatures to be taken and/or responding to medical questions before entering.

The Postal Service has received inquiries from such customers asking that Business Mail Entry (BME) personnel who accept and verify mail at a DMU comply with these measures.

While we are sensitive to the needs of our commercial customers, in order to ensure protection of our employees' confidential medical information, employees are not permitted to submit to temperature readings or medical questionnaires at DMUs.

If confronted by this or any other medical-related request, politely inform the customer that it is a U.S. Postal Service position that you cannot consent to additional screening.

If management or other facility personnel feels you cannot verify mail at the DMU through the usual process, you should immediately:

- Provide the DMU mailer's point of contact with the prepared customer letter, which outlines the Postal Service's position and process for these situations. (**Note to manager/supervisor: have copies of the customer letter WITH BMEU CONTACT INFORMATION COMPLETED available to distribute when this talk is given.**)
- Contact your BME manager or supervisor to work with the mailer to make alternate arrangements for mail acceptance.

Thank you for your attention. Stay safe — and thank you for your professionalism and commitment, and for all you do for our customers, your co-workers and the Postal Service.

#