

LABOR RELATIONS



August 22, 2019

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:**  
7016 3560 0000 7963 1783

Dear Brian:

As a matter of general interest, the Postal Service is revising the question related to hazardous materials by adding the word "mercury".

In light of recent events related to mercury found in the mailstream, the purpose of the revision is to ensure the safety of all employees. Several documents, including, but not limited to, handbooks, training courses, forms, will be updated with the subject revision. Enclosed is a list of those documents, identifying the current and revised language.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rickey R. Dean".

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure

Effective August 30, 2019, the word "mercury" is being added to the end of the current HAZMAT question. This will impact both Retail System Software (RSS) and Mobile Point of Service mPOS) Please note that the Self-Service Kiosk (SSK) HAZMAT Screen will not change.

The current question reads as, "**Does any of your articles contain anything fragile, liquid, perishable or potentially hazardous, such as lithium batteries or perfume.**"

The new HAZMAT question will read as "**Do any of your articles contain anything fragile, liquid, perishable or potentially hazardous, such as lithium batteries, perfume or mercury.**"

Other references impacted by the change:

### **Hazardous Materials Program Website:**

[https://blue.usps.gov/aviationsecurity/hazardous\\_materials\\_program.htm](https://blue.usps.gov/aviationsecurity/hazardous_materials_program.htm)

#### **Part 2: Standard Operation Procedures: Handling and Processing of Hazardous Materials**

##### **Section 8 Facility Specific Procedures**

###### **803.1. Customer Operations:**

Current: Ensure that mailer responds to the question: Does this parcel (item, article) contain anything fragile, liquid perishable or potentially hazardous such as lithium batteries or perfume?"

Proposed: Ensure that mailer responds to the question: "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

#### **Standard Operation Procedures: Handling and Processing of Hazardous Materials Approved Postal Provider**

##### **Part 2 Section 8 Acceptance Procedures**

###### **801 Customer Operations:**

Current: Ensure that mailer responds to the question: Does this parcel (item, article) contain anything fragile, liquid perishable or potentially hazardous such as lithium batteries or perfume?"

Proposed: Ensure that mailer responds to the question: "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

#### **HAZMAT Talks:**

##### **Hazardous Materials Stand up Talk #1**

###### **Page 4**

Current Verbiage: To help you determine mailability, always make sure the mailer responds to the HAZMAT question (either verbally or when prompted by POS for all parcels and bulky flat mail, "Does this parcel (item, article) contain anything liquid, fragile perishable or potentially hazardous such as lithium batteries or perfumes?"

Proposed Verbiage: To help you determine mailability, always make sure the mailer responds to the HAZMAT question (either verbally or when prompted by RSS for all

parcels and bulky flat mail, "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

## **Hazardous Materials Stand up Talk #2**

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**Current Verbiage:** The Postal Service has developed procedures for the safe acceptance, handling and delivery of hazardous materials. One of the procedures to keep hazardous materials out of the mailstream is asking the HAZMAT question and performing detailed examination of the item to look for nonmailable markings and labels. What is the HAZMAT question? For all parcels and bulky flat mail you must ask the question, "Does this parcel (item, article) contain anything liquid, fragile perishable or potentially hazardous such as lithium batteries or perfumes?"

**Proposed Verbiage:** The Postal Service has developed procedures for the safe acceptance, handling and delivery of hazardous materials. One of the procedures to keep hazardous materials out of the mailstream is asking the HAZMAT question and performing detailed examination of the item to look for nonmailable markings and labels. What is the HAZMAT question? For all parcels and bulky flat mail you must ask the question, "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

## **HAZMAT Question in Various Languages**

### **English**

**Current Verbiage:** Does this item contain anything liquid, fragile, perishable or potentially hazardous such as batteries or perfume?

**Proposed Verbiage:** "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

### **Other languages include:**

Chinese	German	Portuguese (Brazil)
Dutch	French	Russian (Russia)
French	Hebrew	Spanish (Spain Modern Sort)
Italian	Japanese	Greek
Korean	Polish	Swedish

## **USPS Training**

**Current Verbiage:** Does this item contain anything liquid, fragile, perishable or potentially hazardous such as batteries or perfume?

**Proposed Verbiage:** "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

### **Training Courses Available for Hazardous Materials**

INSP Identifying and Handling HAZMAT  
HERO Online  
USPS Course Code 2018INSP0675SS01

### **INSP HAZMAT Familiarization**

HERO Online

USPS Course Code 2018INSP0562CR04

**INSP HAZMAT Familiarization**

HERO Online

USPS Course Code 2017INSP0007CR05

**USPS Retail Partners HAZMAT and Dangerous Goods Training**

NCED External

USPS Course

**Sales and Services Associate Academy Training - Participant Guide**

Classroom – Course 10026754

NSN # 7610180004125

**Module 7: Hazardous (HAZZMAT), Restricted, and Perishable Materials.**

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Current Verbiage: "Does this item contain anything liquid, fragile, perishable or potentially hazardous materials such as lithium batteries or perfume?"

Proposed Verbiage: "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

**USPS Forms Page**

<https://blue.usps.gov/formmgmt/4999.htm>

**PS Form 4000B Employee Observation**

Current Verbiage: Asked the customer whether the parcel (item, article) contained anything liquid, fragile, perishable or potentially hazardous such as lithium batteries or perfume?"

Proposed Verbiage: Asked the customer "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

**Retail Customer Experience**

<https://www.usps-rce.com/Pages/Tools/ProgramFAQs.aspx>

**USPS (United States Postal Service) Mystery Shopping – Shopper Guidelines**

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Current Verbiage: When approaching the counter, place your package on the counter and Wait for the clerk to make a mail class offering and note if the clerk does any of the following: Asked the Hazmat question. Whether the parcel contained anything liquid, fragile, perishable or anything potentially hazardous such as lithium batteries or perfume.

Proposed Verbiage: When approaching the counter, place your package on the counter and Wait for the clerk to make a mail class offering and note if the clerk does any of the following: Asked the Hazmat question, "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

## **Regular Survey**

### **Page 4**

Current Verbiage: "Did the clerk ask whether the parcel (item, article) contained anything Liquid, fragile, perishable or potentially hazardous such as lithium batteries or perfumes?"

Proposed Verbiage: Did the clerk ask, "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

## **CPU Survey**

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Current Verbiage: "Did the clerk ask whether the parcel (item, article) contained anything Liquid, fragile, perishable or potentially hazardous such as lithium batteries or perfumes?"

Proposed Verbiage: Did the clerk ask, "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

## **Approved Shipper Survey**

### **Page 2**

Current Verbiage: "Did the clerk ask whether the parcel (item, article) contained anything Liquid, fragile, perishable or potentially hazardous such as lithium batteries or perfumes?"

Proposed Verbiage: "Did the clerk ask, "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

## **HAZMAT Survey**

### **Page 5**

Current Verbiage: "Did the clerk ask whether the parcel (item, article) contained anything Liquid, fragile, perishable or potentially hazardous such as lithium batteries or perfumes?"

Proposed Verbiage: "Did the clerk ask, "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

## **What makes up the perfect Transaction?**

### **#5 Safety – HAZMAT**

Current Verbiage: Required to ask: "Do any of your articles contain anything liquid, fragile perishable or potentially hazardous such as lithium batteries or perfume?"

Proposed Verbiage: Required to ask: "Do any of your articles contain anything liquid, fragile perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

## Postal Products and Service Translator

<https://blue.usps.gov/hr/jobs-workforce/diversity-inclusion/multilingual-tools-aids.htm>

Current Verbiage: Does this item contain anything liquid, fragile, perishable or potentially hazardous such as batteries or perfume?

Proposed Verbiage: "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

Arabic	German	Portuguese
Chinese	Hindi	Russian
Chinese Traditional	Korean	Spanish
French	Polish	Vietnamese

## Fact Sheets for International Products and Services

<https://blue.usps.gov/hr/jobs-workforce/diversity-inclusion/multilingual-tools-aids.htm>

Current Verbiage: Does this item contain anything liquid, fragile, perishable or potentially hazardous such as batteries or perfume?

Proposed Verbiage: "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"

Arabic	German	Portuguese
Chinese	Hindi	Russian
Chinese Traditional	Korean	Spanish
French	Polish	Vietnamese

## Approved Shipper License Agreement

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Current Verbiage: You must ask the customer: "Does the parcel (item, article) contain anything liquid, fragile, perishable or potentially hazardous?"

Proposed Verbiage: "Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume or mercury?"