

Standard Operating Procedures Handling and Processing of Hazardous Materials



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November 24, 2014

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Standard Operating Procedures for the Handling, Processing and Transporting of Hazardous Materials

PART 1

Section 1 INTRODUCTION

The United States Postal Service (USPS) is dedicated to providing a safe working environment for employees, protecting the general public, and maintaining the reliability and security of the mail. Improperly accepted, handled, and transported hazardous materials (HAZMAT) represent a significant threat to these goals. These standard operating procedures (SOP) have been developed to assist USPS employees responsible for accepting, handling, processing and transporting mail containing, or believed to contain, hazardous materials. They provide detailed instructions for the actions that must be taken by USPS employees to minimize potential risks related to hazardous materials. These procedures are effective immediately and may not be altered in any way. A copy of these procedures must be easily accessible at all times to all employees who handle hazardous materials.

Section 2 APPLICABILITY

The standard operating procedures in this document apply to the following groups:

- Processing and Distribution Centers/Facilities (P&DC/F)
- Network Distribution Centers (NDC)
- Consolidation/Deconsolidation Facilities (C/DF)
- Auxiliary Service Facilities (ASF)
- International Service Centers (ISC)
- Logistics and Distribution Centers (LDC)
- Surface Transportation Centers (STC)
- Priority Mail Annexes (PMA)
- Customer Service Post Offices (PO)
- Contract Postal Units (CPU)
- Village Post Offices (VPO)
- Business Mail Entry Units (BMEU)
- Mail Recovery Centers (MRC)

This SOP provides guidance to all USPS groups. For other questions or further assistance, contact the Inspection Service Homeland Security Coordinator (HSC) for your district. A directory can be found at: blue.usps.gov/aviationsecurity/ under the "Directory" tab.

Section 3 DEFINITION OF HAZMAT

The USPS defines hazardous material as any article or substance designated by the U.S. Department of Transportation (DOT), as being capable of posing an unreasonable risk to health, safety, and property during transportation. In international commerce hazardous materials are known as "dangerous goods."

This definition is very broad and includes many common, everyday use items which could include, but are not limited to:

- Fuels (gasoline, butane, propane, etc.) and items containing fuel (cigarette lighters, camp stoves)
- Perfumes, aftershaves, and colognes
- Cosmetics (nail polish, nail polish remover, astringent)
- Aerosols (spray paint, hairspray)
- Mercury and items containing mercury (some thermometers)
- Cleaning supplies (ammonia, bleach, lye)
- Household solvents (turpentine, acetone, mineral spirits)
- Paints (oil and solvent based) and paint thinners
- Pesticides (e.g. flea collars), herbicides, and rodenticides
- Strike Anywhere Matches
- Batteries (lithium, wet cell)
- Pool chemicals

Many hazardous materials are relatively safe in common use, but may exhibit potentially dangerous characteristics under certain circumstances, such as careless handling, exposure to extreme temperatures, excessive vibration during transport, improper packaging, or storage in proximity to incompatible materials.

Section 4 BASIC INFORMATION

401 General Mailability

Under the United States Code (39 USC 3001 & 18 USC 1716), all matter that is outwardly, or is of its own force dangerous or injurious to life, health, or property is nonmailable. However, some hazardous materials and otherwise restricted or perishable matter are permitted to be mailed when USPS requirements specified in the International Mail Manual (IMM) Sections 135 and 136, and Publication 52, *Hazardous, Restricted, and Perishable Mail*, (PUB 52) are satisfied. These requirements include quantity and concentration limitations, specific packaging, labeling, and declaration procedures. Certain items also have specific mail class requirements that must be met to allow mailability. These requirements are mandatory and any mailpiece not meeting all of these requirements is considered nonmailable.

The USPS maintains stricter requirements for hazardous materials transported by air with additional quantity restrictions, packaging, labeling, marking, and documentation requirements. Many hazardous materials acceptable for mailing may not be transported by air.

The IMM and PUB 52 are excellent mailability resources and can be found on the Postal Explorer website at pe.usps.com.

402 Mailable and Nonmailable HAZMAT

Mailable HAZMAT

The Postal Service accepts a small number of hazardous materials for mailing. The quantities allowed are small enough so that the materials present minimal hazard to life, health or property. Mail containing hazardous materials within USPS quantity and concentration limitations that is properly packaged, marked, declared by mailers, and properly accepted by the USPS in accordance with the IMM and PUB 52 is mailable. Mailpieces containing hazardous materials must be identified by appropriate hazard warnings, labels, or markings placed on the outer packaging. All labels and markings must be displayed exactly as specified in PUB 52 and may include: "Magnetized Material;" "Dry Ice;" "Biological Substance, Category B;" "ORM-D" or DOT-approved Square-on-Point; or similar markings.

Only HAZMAT meeting all USPS requirements is considered mailable.

Nonmailable HAZMAT

Any parcel suspected of containing hazardous materials as described in IMM Section 136 and PUB 52, which is not properly labeled or identified as such (undeclared), or containing prohibited hazardous materials is nonmailable. Mail, especially parcels containing undeclared and nonmailable HAZMAT may exhibit some of the following characteristics:

- Sound of broken glass or contents
- Stains, leakage or unusual odor
- Delivery or return address information (e.g. chemical company, laboratory, medical facility)
- Preprinted markings on the box (e.g. aerosol, hair spray, bleach, etc.)
- Manufacturer's name (i.e. Joe's Chemicals, Butane Lighters 'R Us)
- A shifting weight or liquid sound
- Wrapped in tape or plastic
- Prohibited DOT labels and markings

Not all mail with these characteristics actually contains hazardous materials. Mail with delivery or return addresses indicating the potential to contain hazardous materials must be closely examined for other potential indicators of hazardous materials and handled accordingly.

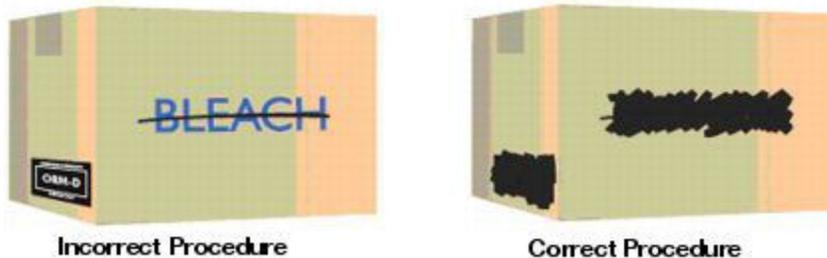
Mail should not be removed from the mailstream solely on the basis of a delivery or return address.

It is the responsibility of the mailer to comply with all postal and non-postal regulations regarding the mailing of hazardous materials. However, all mail acceptance and delivery personnel are required to inspect mail for evidence of hazardous materials and to ask the mailers if their mail contains anything potentially hazardous. This action helps prevent nonmailable items from entering the mailstream. Despite these efforts, nonmailable parcels are sometimes accepted. Employees must not assume that an accepted mailpiece meets all requirements. All employees share the responsibility to look for nonmailable hazardous materials and remove them from the mailstream.

Any employee suspecting that a mailpiece contains nonmailable hazardous materials must treat that item as though it contains hazardous materials and immediately notify their supervisor.

403 Reused Packaging

As stated in PUB 52, Section 227, a container improperly identified by content is not acceptable for mailing. Therefore, reused packaging, boxes, and containers bearing inapplicable markings or labels associated with hazardous, prohibited, or restricted materials are prohibited in the mailstream unless these markings have been removed or completely obliterated. If these labels or markings can still be read or identified, they are not sufficiently obliterated.



Examples of commonly-encountered reused boxes include liquor/wine/beer boxes, cosmetics boxes, cleaning supply boxes, etc. Certain potentially hazardous, restricted and prohibited matter is nonmailable by statute or regulation. Because of safety concerns, compliance with all federal, state and local laws governing the transportation of hazardous, restricted and prohibited materials, as well as privacy statutes, the Postal Service must assume that all markings and labels on a package identify the actual contents.

If markings and labels on a parcel have not been properly obliterated, the parcel must be handled as though it contains the indicated contents. In most cases, these types of parcels must be handled as undeclared HAZMAT. Packages of this nature must be isolated and removed from the mailstream.

USPS employees may not remove, cross out, or obliterate markings or labels on a mailpiece, even if directed to do so by a mailer. Only the mailer or the mailer's authorized representative may perform these actions.

404 Air Transportation

All hazardous materials accepted for mailing as First-Class Mail, First-Class Package Service, Priority Mail, and Priority Mail Express must meet air transportation mailability requirements. Mailable hazardous materials sent using those products may or may not be transported via air depending on the distance between the point of origination and the point of destination, and the ability of the USPS to obtain an air carrier between those two points.

405 Surface Transportation

All hazardous materials accepted as Standard Mail, Standard Post, Parcel Select, or Package Services must meet the surface transportation mailability requirements.

Section 5 HAZMAT MAILABILITY

501 Other Regulated Material (ORM-D) – Consumer Commodity – Limited Quantity

ORM-D is a limited quantity of a HAZMAT material that presents a low risk of hazard during transportation due to its form, quantity, and packaging; and is permitted in domestic mail only.

ORM-D materials are potentially mailable, but subject to Postal Service quantity and packaging standards. Not all hazardous materials are permitted to be shipped as ORM-D consumer commodity materials.

Consumer commodity is the proper shipping name of an ORM-D material that is packaged and distributed in a quantity and form intended or suitable for retail sale, and designed for individual consumption for personal care or household use purposes. With restrictions, materials classified as ORM-D consumer commodities are permitted in surface transportation only. ORM-D consumer commodity-eligible materials that meet the more stringent USPS standards for air transportation may be classified as either consumer commodity, or mailable limited quantity, materials and are permitted to be transported by air if accompanied by a completed shipper's declaration.

Limited quantity is the maximum amount of a specific hazardous material that is exempted from the labeling or packaging requirements in 49 CFR. Almost all limited quantity materials are nonmailable. Most hazardous material permitted to be shipped as a limited quantity does not qualify under the Consumer Commodity, Mailable Limited Quantity, or ORM-D categories.

Mailable Limited Quantity is a hazardous material in hazard Classes 4, 5, 8 or portions of 9 that presents a limited hazard during transportation (specifically air transport), and is mailable in USPS air networks under certain conditions and in limited quantities.

It is important to note that not all materials classified as ORM-D and limited quantity consumer commodity material are mailable.

Timeline: the Department of Transportation has amended the 49 CFR regulations regarding the ORM-D classification. The ORM-D classification is being eliminated using a phased out approach. These materials may still be mailed, but classified as a limited quantity with a new label. There is a transition period for mailers to comply with this new rule.

A limited quantity package containing a consumer commodity may be renamed "Consumer Commodity" and reclassified as ORM-D **for surface transportation only**.

However, the former ORM-D-AIR material offered **for air transportation** must use the new square-on-point "Y" label shown below.

Examples of limited quantity labels for air transportation and surface transportation are displayed below.

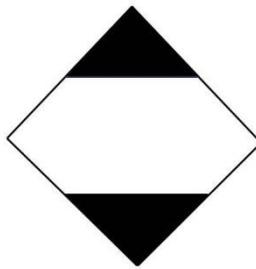
Only ORM-D, mailable limited quantity and consumer commodity materials that meet USPS quantity limitations and packaging requirements are mailable in domestic mail (PUB 52, section 325)

Graphic ORM-D

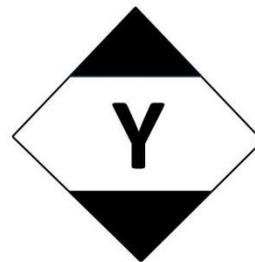


(until December 31, 2020)

Surface



Air



502 Infectious Substances

Infectious substances are any human or animal material, including excreta, secretions, blood and its components, tissue, and tissue fluids known or reasonably expected to contain a pathogen. A pathogen is a microorganism that can cause disease in humans or animals. Examples of pathogens include bacteria, viruses, fungi, and other infectious agents.

Infectious substances must be assigned to either Category A or Category B as appropriate. A

Category A infectious substance is transported in a form capable of causing permanent disability or life threatening or fatal disease in otherwise healthy humans or animals when exposure occurs. **All Category A materials are nonmailable. This includes all materials required to be classified under UN2814 or UN2900.**

All infectious substances not meeting the definition of Category A are classified as Category B. Category B infectious substances with a proper shipping name "Biological Substance, Category B" (UN3373) are permitted in the mail only when they are prepared according to PUB 52, Section 346, and the applicable packaging instruction.

503 Sharps and Regulated Medical Waste

Sharps medical waste includes medical waste objects that are capable of cutting or penetrating skin or packaging material and are contaminated with a pathogen or may become contaminated with a pathogen derived from the medical treatment, diagnosis, immunization, or biomedical research of a human or animal. Sharps include used medical waste such as needles, syringes, scalpels, broken glass, culture slides, culture dishes, broken capillary tubes, broken rigid plastic, and exposed ends of dental wires.

**Sharps Medical Waste containing a suspected
Category A infectious substances is not mailable.**

Regulated Medical Waste means a soft waste material (other than a sharp) derived from the medical treatment, diagnosis immunization, or biomedical research of a human or animal. Soft medical waste includes items such as used rubber gloves, swabs, gauze, tongue depressors, and other similar material.

Sharps and Other Regulated Medical Waste containing a Category B infectious substance is permitted for mailing only using Merchandise Return Service with First-Class Mail or Priority Mail service, and is subject to the requirements in PUB 52, Section 346.322. Mailpieces must be marked with identification number UN3291.

504 Used Health Care Products

Used Health Care Products are medical, diagnostic, or research devices or pieces of equipment, or a personal care products used by consumers, medical professionals, or pharmaceutical providers, that does not meet the definition of a diagnostic specimen, biological product, regulated medical waste, or sharps waste, is contaminated with potentially infectious body fluids or materials, and is not decontaminated or disinfected to remove or mitigate the infectious hazard prior to transport.

A used health care product known or reasonably suspected to contain a Category A material is nonmailable. A used health care product not suspected to contain an infectious material, or that is known or suspected to contain a Category B infectious substance and is being returned to the manufacturer or manufacturer's designee is mailable with First-Class Mail, Priority Mail, or Priority Mail Express service subject to the requirements in PUB 52, Section 343.323 and Packaging Instruction 6E.

505 Other Nonregulated Materials

505.1 Forensic Material

Forensic material containing a biological material, such as tissue, body fluid, excreta, or secreta, and sent on behalf of a federal, state, local, or Indian tribal government agency can be mailed as a nonregulated material, using PUB 52 Packaging Instruction 6F, if it is not known or suspected to contain a Category A or Category B infectious substance. Forensic material known or suspected to contain a Category A infectious substance is nonmailable. Forensic material known or suspected to contain a Category B infectious substance as identified in PUB 52, Section 346.321 is mailable with First-Class Mail, Priority Mail, or Priority Mail Express service, subject to the requirements in PUB 52, Section 346.324 and Packaging Instruction 6F.

505.2 Nonregulated Materials

Nonregulated materials as defined in PUB 52, Section 346.325 are not subject to regulation as hazardous materials but must be properly packaged when presented for mailing. PUB 52, Packaging Instruction 6G, *Nonregulated Infectious Materials* provides mailing instructions for biological products, blood collected for the purpose of blood transfusion, blood products and blood components collected for the purpose of transfusion, dried blood spots, forensic material not known or suspected of containing a Category A or Category B infectious substance.

505.3 Exempt Human or Animal Specimens

Exempt human or animal specimens are human or animal samples (including, but not limited to, secreta, excreta, blood and its components, tissue and tissue fluids, and body parts) transported for routine testing not related to the diagnosis of an infectious disease. Typically, exempt human specimens are specimens for which there is a low probability that the sample is infectious, such as specimens for drug or alcohol testing; cholesterol testing; blood glucose level testing; prostate-specific antigens (PSA) testing; testing to monitor heart, kidney, or liver function; pregnancy testing; and testing for diagnosis of noninfectious diseases such as cancer biopsies.

Exempt human or animal specimens in PUB 52, Section 346.326 are not subject to regulation as hazardous materials and are permitted in the mail when prepared according to PUB 52 Packaging Instructions 6H.

506 The International Biohazard Symbol

The International Biohazard Symbol can be used on either the inner primary receptacle, the outer shipping package, or in both locations. For a reference, use PUB 52, Section 346.321 and Packaging Instruction 6C.



Section 6 UNIVERSAL REQUIREMENTS

The following items are required at all facilities.

601 HAZMAT Placards

Mail Transport Equipment (MTE) containing hazardous materials is required to bear placards on all sides indicating the presence of hazardous materials at all times, including containers that are staged for dispatch or in transit between facilities. Facilities using the Mail Transport Equipment Labeler (MTEL) system, will generate a placard using the MTEL program, select the appropriate surface route for the MTE and select HAZMAT or enter HAZMAT into the comments section. If no surface route is available, contact your Network Specialist or your Area Distribution Networks representative.

Facilities not using the MTEL system will make a photocopy of the HAZMAT placard in Appendix A.

602 HAZMAT Staging Area

Each facility is required to establish at least one HAZMAT staging area. The purpose of the HAZMAT staging area is to provide a safe, established area to stage hazardous materials awaiting transportation and nonmailable mailpieces awaiting disposition. Mailable and nonmailable HAZMAT should be separated in the staging area(s). The location of the staging area(s) must be in a section of the facility away from traffic flows where hazardous materials will be protected from accidental damage. Do not locate HAZMAT staging areas near break rooms, cafeterias, air intakes, or battery charging rooms. The authorized MTE for the HAZMAT staging area is the:

- General Purpose Mail Container (EIRS 66 - may also be referred to as APC All Purpose Container)
- Eastern Region Mail Container (EIRS 68), or a Post Con

The use of hampers (EIRS 61/61P), U-Carts (EIRS 62), pallet boxes, and Over-the-Road (OTR) containers for staging HAZMAT is prohibited due to material incompatibility.

If MTE is not available, HAZMAT mailpieces may be staged in properly placarded flat trays (tubs) while awaiting dispatch or delivery. HAZMAT parcels must never be staged directly on the floor or in otherwise unprotected locations. The staging area must be clearly identified and contain a copy of this SOP, as well as the following required items:

- Management Instruction DM-601-09-3, *Hazardous Materials Acceptance and Handling Policy, March 2, 2009*
- PS Form 6813, *Non-Mailable Item Fact Sheet*
- PS Form 6812, *Non-Mailable Item Fact Sheet Log*
- PS Form 6814, *Air Transportation HAZMAT Log* (for facilities that tender to airlines)
- Label 180, *Air Carrier Rejected Mail* at International Service Centers (ISC)
- Label 127, *Surface Transportation Only*
- Tag 44, *Sack Contents Warning*
- DECDDD4, *Prohibited Item Return Label* (alcoholic beverages)

- DECCDD5, *Prohibited Item Return Label* (markings prohibited in international mail)

In addition to the materials listed above, employees who work at the staging area must have online access to the DMM, IMM, and PUB 52. These documents can be found on the *USPS.gov* Policy Net page or on Postal Explorer at *pe.usps.com*. The facility manager is responsible for ensuring that employees know how to access these documents. A HAZMAT staging area checklist is included in Appendix B of this SOP.

603 Nonmailable Item Fact Sheet and Log

Each nonmailable item staged in the facility HAZMAT staging area is required to have a *Nonmailable Item Fact Sheet* (PS Form 6813) attached until final disposition. This form is used to record information about each nonmailable mailpiece, including a description, customer contact, and final disposition information. Each fact sheet initiated must be entered into the *Non-Mailable Item Fact Sheet Log* (PS Form 6812). Completed *Non-Mailable Item Fact Sheets* and *Log Sheets* must be retained for a minimum of 375 days following the final disposition of the mailpiece or the last entry on the log book and be available for review at the HAZMAT staging area.

604 Air Transportation HAZMAT Log

All facilities performing flight assignment must keep a log, using PS Form 6814, *Air Transportation HAZMAT Log*, of all HAZMAT mail assigned to air transportation. Each facility is required to maintain 375 days of log book entries.

605 Posters

Each facility is required to display Poster 298, *Department of Transportation Domestic Hazardous Materials Warning Labels*, in a location where it will be viewed on a regular basis by employees responsible for handling mail. Poster 318, *Civil Penalty Notice* and Poster 37, *Is Your Package Safe to Mail?*, should be displayed in a prominent location near the retail counter.

Poster 702, *Prohibited International Mail, Dangerous Goods Warning Labels*, is the international equivalent to the domestic Poster 298, and is also a good resource.

All forms, posters, notices, manuals, and publications are available on the Postal Service intranet Blue page, under the “Essential Links” tab, under PolicyNet.

Section 7 HAZMAT HANDLING

701 General HAZMAT Handling Procedures

Guidelines for Handling Parcels Containing Hazardous Materials

- Do not throw, drop, or slide parcels containing hazardous materials
- Separate HAZMAT parcels from other mail items
- Separate mailable HAZMAT parcels from nonmailable HAZMAT parcels during movement in the facility and at the HAZMAT staging area
- Separate nonmailable HAZMAT parcels during staging and transportation by placing them in a flat tray (tub) that will contain potential leakage. Line the flat tray with a plastic bag, if necessary
- Stage HAZMAT parcels in a HAZMAT staging area
- HAZMAT parcels must be handled manually and are not permitted to enter mechanized/automated equipment. An exception to this rule is that ORM-D can be placed on mechanized/automated equipment at a Network Distribution Center or Surface Transportation Center
- Do not place HAZMAT parcels in sacks, except that "Biological Substances, Category B (UN 3373)" may be placed in a sack, pouch, tray or container provided a Tag 44, *Sack Contents Warning*, is attached

702 Receipt of HAZMAT

Employees must examine each HAZMAT item for proper markings, labels, and packaging, and inspect the items for damage and/or leakage. All processing of HAZMAT mail within the facility must be performed manually. HAZMAT should not be permitted to enter mechanized/automated equipment. An exception to this rule is that ORM-D can be placed on mechanized/automated equipment at a National Distribution Center or a Surface Transportation Center.

During local culling procedures, employees must remove all items bearing HAZMAT markings from the mailstream.

703 Distribution/Sortation of HAZMAT

Hazardous material is prohibited in all mechanized processing. All HAZMAT mail must be handled manually in accordance with the general HAZMAT handling procedures.

All employees share the responsibility to watch for improperly accepted and handled HAZMAT. Any HAZMAT mailpiece discovered in mechanized processing must be immediately removed and manually routed to the HAZMAT staging area.

704 Dispatch of HAZMAT

Employees should remain aware of any HAZMAT that is not allowed via air transportation per PUB 52. Only air-eligible HAZMAT may be dispatched for air transport.

When HAZMAT mail is transported to another facility via surface transportation, it must be separated from non-HAZMAT mail in properly placarded MTE. The placards (one on each side) should clearly indicate that the MTE contains hazardous materials. Multiple pieces may be placed in a single MTE as long as the individual parcels are separated from each other to prevent their contents from leaking on other parcels. Larger parcels that will not fit into a flat tray (tub) must be protected from damage. HAZMAT container(s) must be secured on the "tail-end" of the vehicle or "tailgated" and be the last container placed on a truck and the first container that comes off when it is unloaded at the destination.

Prior to dispatch for surface transportation, the driver must be notified that the shipment contains HAZMAT mail and advised of its location on the vehicle. The HAZMAT must remain tailgated for all further stops. The presence of HAZMAT shall also be noted in the comments field on the *Contract Vehicle Route Record*, PS Form 5398A. In addition, drivers will be instructed to advise the destination facility that HAZMAT is on board so they will be prepared to handle it properly.

The transportation of HAZMAT contained in mail is exempt from DOT regulations requiring trailer placards and shipping papers. Drivers of vehicles containing mailable HAZMAT mail are not required to possess any special certificates or licenses beyond what is required to transport non-HAZMAT mail.

705 Disposition

HAZMAT parcels must have a disposition **before** close of business each day. HAZMAT staging areas must be cleared of all mailable HAZMAT prior to close of business.

PART 2

Section 8 FACILITY SPECIFIC PROCEDURES

801 Processing and Distribution Centers / International Service Centers

These procedures are specific to Processing and Distribution Centers and must be followed.

After the initial examination of the mailpiece is complete, properly marked, labeled, and packaged, mailable HAZMAT items must be separated into two categories: parcels eligible for air transportation and parcels eligible for surface transportation only.

Parcels meeting all requirements for air transportation can be routed to the facility flight assignment area or immediately prepared for dispatch to the applicable facility responsible for air transportation routing. Parcels destined for surface transportation only can be immediately routed for transportation to the Surface Transportation Center (STC), Network Distribution Center (NDC) or Consolidation/Deconsolidation Facility (C/DF) that provides the most

expeditious surface transportation for the parcel, assuming the current logistics order is followed.

Any sack, tray, pouch, or container bearing a Tag 44, *Sack Contents Warning*, can be routed directly to the manual distribution operation.

Mailable HAZMAT mailpieces that have been refused for transportation by an air carrier and are returned to a processing/distribution facility must not be rerouted to another air carrier, even if the parcel meets all requirements for air transportation. Each mailpiece refused for air transportation must have a Mailpiece Incident Report (MIR) generated and the MIR must then accompany the mailpiece. Also, Label 127, *Surface Transportation Only* must be attached to each mailpiece and the mailpiece must be routed to the STC, NDC or C/DF network for surface transportation.

All employees operating flight assignment tools such as, but not limited to, Surface Air Management System (SAMS) must be trained to recognize HAZMAT by their markings, labels, and other characteristics. HAZMAT mailpieces assigned for air transportation must meet all requirements for air transportation as described in PUB 52. Any mailpiece not meeting all requirements for air transportation must have a MIR generated and attached to the mailpiece and must have a Label 127, *Surface Transportation Only*, affixed. The mailpiece must then be returned to the HAZMAT staging area for routing on surface transportation.

Operators of all flight assignment tools must select the "H" class table when assigning HAZMAT mailpieces for air transport. The "H" class designation must be identified on the Destination and Routing (D&R) tag affixed to the outside of each HAZMAT mailpiece, or on each sack/pouch placard bearing a Tag 44, *Sack Contents Warning*. Hazardous material mail must never be assigned to any other mail class such as "P" (Priority Mail), "F" (First-Class Mail), "E" (Express Mail), or "G" (Perishable). If an "H" class carrier is not available to transport the mailpiece, a Label 127, *Surface Transportation Only*, must be affixed and the parcel must be returned to the HAZMAT staging area for routing on surface transportation.

Operators of all flight assignment systems must be aware of the early closeout times that are in effect regarding the dispatch/tendering of HAZMAT mail to air carriers. HAZMAT mailpieces must be tendered to the airline at least two hours prior to close out of the assigned flight. Following flight assignment in the facility, HAZMAT mailpieces must be tendered to the air carriers according to the tendering and closeout procedures described below.

At facilities that are not equipped with flight assignment tools, mail is assigned to the air carriers using a manual manifest. In this case, all HAZMAT mailpieces shall be recorded separately and tendered to the air carrier according to the tendering and close out procedures below.

When placing mail in airline provided containers, employees must inspect each mailpiece for evidence of HAZMAT. Any mailable HAZMAT mailpiece that meets the standards for air transportation must be held out and tendered as an outside piece.

801.1 Tendering and Closeout Procedures

All HAZMAT mail must be tendered to the air carriers at mutually agreed upon locations to ensure that the items are properly transferred. Prior to the items being tendered, the USPS employee tendering the mail must:

- Examine all mailpieces containing HAZMAT to ensure they are properly labeled and the packaging is intact
- Ensure there is no leaking or damaged HAZMAT to be tendered
- Notify the air carrier's personnel that HAZMAT is being tendered
- Ensure the mailer has properly completed a shipper's declaration (as applicable) in triplicate and that it is firmly attached to the HAZMAT mailpiece
- Tender the HAZMAT mailpiece and the manifest at least two hours prior to close out of the flight to which the items have been assigned. If the manifest is transmitted to the air carrier electronically, a copy of the manifest must be provided to the air carrier when the parcels are tendered. The USPS does not retain a copy of the shipper's manifest

After completing the procedures listed above, the USPS employee must record an entry into the *Air Transportation Hazardous Materials Log*. The air carrier's representative is responsible for ensuring the information on the manifest, including the number of pieces, weight, and the appropriate shipper's certification is incorporated into the aircraft load manifest and that the pilot is notified accordingly. Mailpieces containing hazardous material items must not be commingled with non-HAZMAT mail, placed into airline furnished containers or tendered at the normal closeout time with non-HAZMAT mail.

**Under no circumstances should HAZMAT mailpieces
be tendered without all proper documentation.**

801.2 Air Carrier Refusal Procedures

The pilot has the final right of refusal, per DOT regulations. If the rejected items are properly prepared and identified per USPS regulations, and the carrier refusing the items is authorized to transport HAZMAT (as per the "H" tables) the following procedures must be followed:

a. Complete a PS Form 2759, *Report of Irregular Handling of Mail*, and generate a MIR for each mailpiece rejected by the air carrier, for USPS informational use.

Each field of the form must be populated and the additional information listed below must also be noted on the form or an attachment:

- Name and address of mailer
- The type and amount of HAZMAT
- The reason for refusal given by air carrier

b. Make the applicable entry in the *Air Transportation Hazardous Materials Log*.

c. Affix Label 180, *Air Carrier Rejected Mail*, or endorse the address side of the mailpiece as follows: "Refused for Air Transportation by (insert air carrier name and flight information) for (insert reason)."

d. Affix Label 127, *Surface Transportation Only*, to each HAZMAT mailpiece refused by the air carrier.

e. Immediately return any mailpiece to the HAZMAT staging area to be routed for surface transportation.

**The complete standards for any piece refused by an air carrier
can be found in PUB 52, section 711.**

801.3 HAZMAT Incidents Involving Air Transportation

When a HAZMAT spill or leak occurs on an aircraft, the DOT requires the aircraft operator to complete a Form DOT F 5800.1 *Hazardous Materials Incident Report*. If a HAZMAT incident involving mail occurs on an aircraft, the facility that tendered the mail to the air carrier must obtain a copy of the *Hazardous Materials Incident Report* from the air carrier and immediately forward it to the manager, Transportation Security. If the air carrier does not complete a form or will not provide USPS with a copy, all obtainable information about the incident should be gathered and summarized for the manager, Transportation Security as soon as possible. Use the available information to generate a MIR for the incident.

802 National Distribution Centers (NDC) and Surface Transportation Centers (STC)

These procedures are specific to NDC and STC Centers (including LNDC). Note that Consolidation/Deconsolidation Facilities (C/DF), usually associated with an NDC, follow the same processes for HAZMAT as that applicable to an NDC.

In NDC and STC networks only, HAZMAT properly classified and prepared as an ORM-D consumer commodity does not have to be separated. ORM-D materials are permitted to be commingled with other mail and are permitted on mechanized equipment. All other HAZMAT mailpieces must be separated and handled manually. This is the only exception to the general HAZMAT handling procedures listed in Section V, Part A.

803 Customer Service Post Offices

803.1 Retail Operations

These procedures are specific to Customer Service facilities and must be followed when Retail Associates (RA) accept all parcels and bulky flat mail:

- a. Conduct a thorough examination of the mailpiece.
 - Check the delivery and return address
 - Conduct a visual inspection of all six sides of the mailpiece using these guidelines:
 - Look for HAZMAT labels (diamond shaped DOT labels, square-on-point, ORM-D, biohazard, etc.)
 - Look for characteristics of HAZMAT (list on page 6)
 - Look for reused HAZMAT packaging
 - Refer to Poster 138, *Keep the Mail Safe*, for a list of common HAZMAT items

- b. Ensure that the mailer responds to the question, “Does this parcel (item, article) contain anything fragile, liquid, perishable, or potentially hazardous, such as lithium batteries or perfume?”

- If the parcel contains HAZMAT, refer the customer to the lead RA or the supervisor to determine if the item is mailable
- Refer to PUB 52 or the IMM to determine mailability of the material and required packaging, labeling, documentation and mail class restrictions
- Use Notice 107, *Let's Keep the Mail Safe*, to help explain why the material is not mailable or properly packaged and provide them with a copy of PUB 52, Section 323
- If mailability of the material can't be determined, contact the local Business Mail Entry unit or mailing standards specialist for additional help

803.2 Delivery and Collection Operations

Delivery and collection employees should follow these procedures when accepting parcels and bulky flats:

- Conduct a thorough examination of all six sides of the mailpiece.
 - Look for HAZMAT labels (diamond shaped DOT labels, square-on-point, ORM-D, biohazard, etc.)
 - Look for characteristics of HAZMAT (list on page 6)
 - Look for reused HAZMAT packaging
- When possible, ask the question, "Does this parcel (item, article) contain anything liquid, fragile, perishable, or potentially hazardous, such as lithium batteries or perfume?"
 - If the answer is yes or there are any signs of HAZMAT on the mailpiece, leave Notice 128, *The Safety of the Mail is Everyone's Responsibility*, with the package and have the mailer contact the postmaster
- If a mailpiece is found in a collection box and exhibits any nonmailable HAZMAT characteristics (prohibited diamond shaped DOT labels) or the mailpiece is leaking or stained, leave the parcel in the collection box and contact your supervisor. The supervisor should follow the suspicious mail protocols (Publication 167B) and contact the Inspection Service.
- If mailable HAZMAT is collected, separate the mailable HAZMAT from other mail during transport. HAZMAT must be "tailgated" on postal vehicles and placed in a flat tray (tub) or other container if possible. Place mailable HAZMAT in the HAZMAT staging area on return to the office.

804 Business Mail Entry (BME)

These procedures are specific to Business Mail Entry Units and must be followed.

When asked by business mail customers for assistance in determining the mailability of hazardous materials, PUB 52 is the best resource. Be sure to:

- Ask for the proper shipping name, the United Nations (UN), or North American (NA) identification (ID) number for the material
- Use the Hazardous Materials Table (Appendix A), to determine the mailability (column e) and the proper packaging requirements (columns f and g)
- USPS Packaging Instructions are in Appendix C

804.1 Example of Hazardous Materials Table: Postal Mailability Guide

Hazardous Materials Descriptions and Proper Shipping Names (a)	Hazard Class (b)	ID Number (c)	DOT PG (d)	USPS Mailability (e)	Domestic Mail Air (f)	Domestic Mail Surface (g)
Sulfamic acid	8	UN2967	III	Only ORM-D or mailable limited quantity	8A	8A

If either the proper shipping name or the ID number of the material is not known, the mailability of the material cannot be determined unless further information can be provided. Direct the customer to request a hazardous materials mailability ruling from the Pricing and Classification Service Center (PCSC) as specified in PUB 52. Advise the customer that they must submit the request for a ruling in writing to the PCSC and that the request must include all of the items cited in PUB 52, section 215.

Note: The mailability of a compound or mixture cannot be determined by finding the mailability of individual components or ingredients. Therefore, the customer must provide the proper shipping name and/or the ID number of the complete compound or mixture.

804.2 Determining the Mailability of a Hazardous Material at the Time of Acceptance

At the time of mailing, the BME acceptance clerk is required to open and examine one piece of mail from each mailing to ensure content eligibility. As part of this step, the postal acceptance clerk must also take the following steps to determine the mailability of a hazardous material or a suspected hazardous material:

1. Ask the customer, "Does this mailing contain anything fragile, liquid, perishable, or potentially hazardous, such as lithium batteries or perfume?" If the mailer indicates that it does, then you must determine the following:

- Proper Shipping Name
- Mailability from Appendix A in PUB 52
- The proper packaging requirements per Appendix C in PUB 52
- That the representative mailpiece has proper markings and labels per the packaging requirements contained in PUB 52
- That the contents are packaged correctly by carefully opening a representative piece
- That all mailpieces in the mailing have the same contents, packaging and markings as the piece you opened by spot checking or sampling other pieces. If the mailpiece and mailing meets all requirements, the mail may then be accepted.

Reasons the mailpiece would be rejected:

- Mailpiece contains a nonmailable substance
- Proper shipping name cannot be determined
- The sample mailpiece is stained or leaking
- Improper markings or labels

- Prohibited markings or labels
- Improper packaging

Note: USPS employees must not alter the markings, labels or packaging of a hazardous material mailpiece. All changes to a mailpiece containing a hazardous material must be made by the mailer or the mailer's representative.

805 Mail Recovery Center

These procedures are specific to a Mail Recovery Center and must be followed.

The Mail Recovery Center (MRC) is tasked with final distribution or disposal of all "Dead Mail" generated network-wide across the Postal Service. Dead mail is matter deposited in the mail that is or becomes undeliverable and cannot be returned to the sender from the last office of address. Operations at the MRC include the opening, sorting and re-mailing or disposal of dead mail parcels, some of which may contain hazardous materials.

805.1 Handling of Hazardous Materials in MRC

The Postal Operations Manual (POM) Section 69 provides the USPS policy for the disposition of all dead mail. The policy for disposal of hazardous materials found in dead mail is provided in section 691.521 and states:

"The Postal Service destroys packages containing medicine, perishable items, liquids, and other articles likely to injure employees, damage equipment or other mail, or attract pests."

805.2 Opening Mail

As specified in the POM 691.2, the MRC opens dead parcels to find the name and address of the mailer or recipient and to deliver that person's property.

When opening parcels for any reason, the following procedure must be employed to minimize potential risks posed by declared and undeclared hazardous materials in the mail:

- a. Visual Examination: Prior to opening, all sides of the mail piece must be examined for labels, markings or declarations indicating the potential presence of hazardous materials. Evidence may include HAZMAT labels (diamond shaped DOT labels, limited quantity, ORM-D, biohazard) or preprinted markings (liquor, bleach, consumer commodity, chemical company, etc.). If evidence of potential hazardous materials is present, the parcel must be placed in the designated hazardous material storage area for disposal.
- b. Opening: If the visual examination of the parcel does not indicate the potential presence of hazardous materials, the parcel should be carefully opened according to local procedures. After opening, the contents of the parcel should be examined for the presence of hazardous materials. These materials may be in liquid, solid, or gas form. Many common items (see list on page 6 of this SOP) are classified as hazardous materials by the Postal Service. If there is any uncertainty about whether any item is a

hazardous material, a supervisor should be consulted to help make a decision about how the parcel should be handled.

- c. Hazardous Materials Handling: If hazardous materials are found in a parcel, the material must be immediately isolated and placed in the designated hazardous material storage area for disposal.

**Under no circumstances are hazardous materials
to be re-mailed or auctioned to the public.**

805.3 Disposal of Hazardous Materials

The disposal of hazardous materials is strictly regulated by federal, state, and local agencies. The improper disposal of hazardous materials, including disposal in dumpsters, facility garbage, or pouring them down the drain may result in fines or criminal penalties.

Hazardous material disposal must be coordinated by local Environmental Management Policy personnel to ensure that all required procedures are followed. Hazardous waste disposal policy is provided in Management Instruction EL-890-2007-5, *Integrated Waste Management*.

805.4 Leaking Packages

If a leaking parcel is discovered, it must be treated as a potential hazardous material release according to USPS policy contained in Management Instruction EL-810-2006-3, *Response to Hazardous Materials Releases*.

Section 9 DISPOSITION OF NONMAILABLE ITEMS

These procedures are applicable to all facilities that process and distribute mail. Nonmailable items are frequently found in the mailstream. When these mailpieces are discovered they should be immediately removed and taken to the HAZMAT staging area and be properly handled by close of business. These pieces must be separated from mailable HAZMAT mailpieces to prevent accidental reintroduction into the mailstream.

901 Mail Bearing Only Alcoholic Beverage Markings/Labels

Alcohol is restricted mail and prohibited from shipment through the USPS. Therefore, mailpieces bearing only alcoholic beverage markings and/or labels must be returned to the mailer and not be forwarded to the addressee.

- Return the mailpiece to the mailer (domestic, international, or APO/FPO/DPO address) via surface transportation after applying a DECDDD4, *Prohibited Item Return Label* over the destination address and a Label 127, *Surface Transportation Only*, to the parcel
- It is not necessary to contact the mailer

Mailpieces without a return address are handled in accordance with POM 692. These mailpieces must be forwarded via surface mail to the Mail Recovery Center. Certain alcoholic beverages (e.g. grain alcohol, high-proof rums, etc.) with a high alcohol concentration are classified as flammable liquids. Depending on the alcohol concentration and the total volume in the parcel, these mailpieces may bear flammable liquid markings/labels, ORM-D or limited

quantity markings, and/or UN3065 markings in addition to alcoholic beverage markings and are considered a hazardous material.

Mailpieces bearing both alcoholic beverage and hazardous materials markings/labels must be handled in accordance with procedures for nonmailable hazardous materials in Section 903 of this SOP.

902 Items prohibited in International and APO/FPO/DPO Mail

With very limited exceptions (certain biohazards, radioactive materials, and lithium batteries as specified in IMM 135), hazardous materials are prohibited in International Mail and APO/FPO/DPO Mail.

International and APO/FPO/DPO mailpieces bearing markings and labels indicating the presence of hazardous materials prohibited in International and APO/FPO/DPO mail must be returned to the mailer and not forwarded to the addressee under any circumstances. If the mailpiece meets domestic HAZMAT mailability requirements:

- Return the mailpiece to the mailer via surface transportation after applying a DECDDD5, *Prohibited Item Return Label* over the destination address and a Label 127, *Surface Transportation Only*
- Mailpieces without a return address or with labels and markings indicating contents prohibited in domestic mail must be handled in accordance with Section 403 of this SOP.

903 Nonmailable Hazardous and Restricted Items

Nonmailable items must be handled according to the following procedure, except mail bearing alcoholic beverage markings/labels only.

A PS Form 6813, *Non-Mailable Item Fact Sheet* must be initiated for each nonmailable mailpiece in the HAZMAT staging area. This fact sheet must be attached to the mailpiece and remain attached until final disposition. The nonmailable item must be segregated from the mailable HAZMAT and placed in a placarded container.

Each *Non-Mailable Item Fact Sheet* must be assigned a facility specific serial number. The serial number should be created using the current calendar year followed by a sequential four digit number (e.g. 15-0001, 15-0002. etc.). Each fact sheet initiated must be entered in the facility *Non-Mailable Item Fact Sheet Log* (PS Form 6812).

Each nonmailable item found in the mailstream must have a Mailpiece Incident Report (MIR) created and submitted to the MIR Tool (MIRT) in the Safety Toolkit (STK).

There are three ways to access the MIRT which is found on the Safety Toolkit website.

1. Those with access to the toolkit, go to: <http://safetyToolkit.usps.gov>
2. Those without access to the toolkit, go to: <http://safetytoolkit.usps.gov/IRT>
3. The A-Z Index on the Safety Resources page has a link to MIRT under "M" and a link under "S" for Spill and Leak Response

Following final disposition of the mailpiece, the MIR must be updated with final disposition. The *Fact Sheet* and *Fact Sheet Log* must be retained by the facility for at least 375 days. Completed fact sheets and fact sheet logs must be available for review in the facility HAZMAT staging area.

Under no circumstances should nonmailable hazardous materials be permitted to continue in the mailstream or be transported to another facility, including the Mail Recovery Center (MRC).

904 Customer Notification

Customer notification procedures play an important part in the process of safely handling items containing, or suspected of containing, hazardous materials.

The postal facility in possession of the parcel is responsible for making contact with the mailer. The facility manager must designate an employee or employees to make the required customer notifications.

The designated employee must contact the mailer or addressee to schedule a time for them to pick up any nonmailable package(s) or to correct any deficiencies in labeling and/or packaging as specified in PUB 52.

The following procedures should be used to resolve the disposition of nonmailable HAZMAT and parcels bearing nonmailable markings. All correspondence with the customer must be recorded in MIR and on the PS Form 6813, *Non-Mailable Item Fact Sheet* attached to the mailpiece.

- a. Contact the mailer and/or addressee first by phone and then follow up with a letter (using Certified Mail with return receipt). Example correspondence is included in Appendix A. Advise the mailer that the item in question cannot remain in the mailstream in its current condition. If the mailer's or addressee's phone number cannot be obtained through directory assistance or through contacting the Post Office serving the address, the Inspection Service may be contacted for assistance in obtaining contact information.
- b. Advise the mailer/addressee that they have two options:
 - The mailer, addressee, or a representative, may retrieve the item within two days at the facility where it is located
 - The mailer, addressee or a representative, may come to the facility within two days to correct any deficiencies in labeling, markings, packaging, etc
- c. If the mailer/addressee refuses to pick up the item or visit the facility to correct the problem(s), ask them to immediately send permission, in writing, (via mail, email or fax) for the USPS to dispose of the mailpiece. The written permission letter must include a detailed description of the item, a signature, and a date.
- d. After receipt of written permission from the mailer/addressee, consult the appropriate safety/environmental staff for guidance/assistance on disposal, as needed.

- e. If the mailer/addressee does not respond within two days after receipt of the first letter, follow up with a second letter using Certified Mail with a return receipt. This letter should state that the parcel's contents may be tested and disposed of, and the mailer may be liable for any charges incurred.
- f. If the mailer/addressee does not respond within two days upon receipt of the second letter, the mailpiece should be considered abandoned and should be properly disposed of as specified in POM 691. Some items may require special disposal as described below. These items must not be forwarded to a Mail Recovery Center. Disposal must be performed according to these guidelines.

905 Disposal of HAZMAT

In certain circumstances, parcels containing HAZMAT must be disposed of. The disposal of HAZMAT must be in compliance with federal, state, and local environmental regulations. Examples of improper disposal, which may result in criminal fines or penalties, include disposal of the hazardous materials in dumpsters or facility garbage or pouring the material down the drain.

Hazardous material disposal must be coordinated by local facility personnel. The appropriate safety/environmental staff should be consulted for guidance on applicable disposal regulations/responsibilities and for assistance in identifying local contractors that can properly dispose of the HAZMAT.

Section 10 HAZMAT SPILLS, RELEASES, INCIDENTS, AND EMERGENCIES

Any mailpiece exhibiting characteristics of suspicious mail or leaking an unknown powder, liquid or substance should be handled according to suspicious mail protocols (Publication 167B *Response Checklist for Suspicious Mail and Unknown Powders or Substances*) and by contacting the Inspection Service (1-877-876-2455).

Never allow employees to handle suspicious material.

The facility manager must ensure the Mail Incident Report (MIR) is completed within 48 hours of any incident. Complete an MIR for each nonmailable item found in the mailstream and submit to the MIR Tool (MIRT) in the Safety Toolkit (STK). Spills and leaks from mailpieces producing injury, illness, significant property damage, or disruption to operations also require an MIR be completed and submitted to the MIRT. Detailed instructions on completing the MIR are included in the Safety Toolkit. See Section 903 for information to access MIR.

Postal policy requires the attachment of the MIR to its respective mailpiece and that it be kept updated until final disposition. Always take nonmailable items, except those with only alcohol markings and labels, to the facility HAZMAT Staging Area. The Manager, Distribution Operations/facility manager and district Safety Office will be provided with a link to each MIR upon its initial submission.

The proper and consistent completion of MIRs is important to the ongoing development of the USPS HAZMAT, safety, and environmental programs, handling, and mailing standards.

Section 11 RESPONSIBILITIES

1101 Compliance

Compliance with the procedures outlined in this document is mandatory. Each facility manager is responsible for ensuring their facility is in full compliance at all times.

1102 Training

A training program designed to instruct employees on their responsibilities with regard to the safe handling of HAZMAT has been developed by the Transportation (Aviation Mail) Security Group. In addition, there are multiple hazardous materials training courses available in the Learning Management System (LMS):

EAS HAZMAT Acceptance and Handling Training (Course #10015092): This extensive three-hour course describes the USPS HAZMAT program and policies, identifies the risk of sending HAZMAT in the mail, and explains the responsibility of retail, delivery, and processing personnel and how they interrelate. Target audience: Supervisors and Managers.

OPS: Dangerous Goods & Export Compliance Awareness (Course #10023457 Web-based): This one-hour eLearning course explains the importance of protecting the mail, including dangerous goods, hazardous materials, and anonymous mail, and explains the responsibility of retail personnel and how they interrelate.

OPS: Dangerous Goods & Export Compliance Awareness (Course # 10023459 Classroom): This 30-minute classroom event explains the importance of protecting the mail, including dangerous goods, hazardous materials and anonymous mail, and explains the responsibility of delivery, processing and transportation personnel and how they interrelate.

USPS Hazardous Materials Inspect, Inquire, Inform (Retail Operations-Course #1820134): This is a 25-minute video taught in conjunction with HAZMAT Training Kit 81. The kit is also available on the Blue page at <http://blue.usps.gov/cpim/ftp/kits/kit81/welcome.htm>. Target Audience: Craft and EAS employees responsible for retail operations.

USPS Hazardous Materials Inspect, Inquire, Inform (Delivery Training-Course #1820135): This is a 23 minute video taught in conjunction with HAZMAT Training Kit 81. Target Audience: Craft and EAS employees involved in delivery operations.

Business Service Network (BSN) - Sales – Hazardous Materials Training (Course #54294-00): This is a two-hour HAZMAT awareness course. Target Audience: BSN and Sales employees.

Section 12 EXISTING POLICY, REFERENCES AND RESOURCES

Additional information about the existing USPS hazardous materials policy can be found in the following postal publications located on the USPS intranet at PolicyNet:

- International Mail Manual (IMM), Section 130
- PUB 52, *Hazardous, Restricted, and Perishable Mail*
- Administrative Support Manual (ASM) Section 733.22 (Safety and Security)
- POM Sections 139.117, 691.521
- MI DM-601-09-3, *Hazardous Materials Acceptance and Handling*
- MI DM 601-2009-1, *Civil Enforcement Authority for Hazardous Material*
- MI EL-810-2006-3, *Response to Hazardous Materials Releases*
- MI EL-890-2007-5, *Integrated Waste Management*
- HBK EL-812, *Hazardous Materials and Spill Response*
- HBK RE-6, *Facilities Environmental Guide*
- Notice 107, *Let's Keep the Mail Safe*

PART 3

Appendix A: Sample Documents

HAZMAT Standard Placard – Template – Figure A-1

HAZMAT Staging Area Checklist – Figure A-2

Customer Notification Letter (First) – Sample – Figure A-3

Customer Notification Letter (Second) – Sample – Figure A-4

Refund Instructions for Alcoholic Beverage Return – Figure A-5

Required Items at Customer Service Facilities – Figure A-6

HAZMAT Standard Placard – Template – Figure A-1

TO: _____

DATE: _____

Departure(s):

HCR: #

TRIP #s

CONTENTS: HAZMAT

Origin: _____

HAZMAT Staging Area Checklist – Figure A-2

Hazardous Materials (HAZMAT) Staging Area Checklist

- Staging area is away from traffic flow, well ventilated, away from air intakes, and protected from accidental damage.
- Staging area is not located near areas where employees congregate, like break rooms, cafeterias, etc. Staging area is not located near other potentially hazardous areas, such as battery charging rooms, furnace rooms, etc. The staging area is clearly marked.
- Hazardous Materials are staged in properly placarded reliable metal or plastic MTE.
- Separate placarded containers for mailable and nonmailable hazardous material.
- Hazardous materials transportation placards are readily available.
- IMM 130, and PUB 52 are readily available on the Postal Explorer website at *pe.usps.com*.
- A supply of Label 127, *Surface Transportation Only* and Tag 44, *Sack Contents Warning* are available.
- A supply of DECDDD4 and DECDDD5 labels are available.
- Facility-specific hazardous materials spill/leak SOP is readily available.
- SOP for the Handling and Processing of Hazardous Materials* is readily available.
- Management Instruction MI DM-601-09-3, *Hazardous Materials Acceptance and Handling*, is readily available.
- Each nonmailable item has a properly initiated PS Form 6813, *Non-Mailable Item Fact Sheet*, attached.
- Each nonmailable item has a properly initiated Mailpiece Incident Report (MIR) in the Safety Toolkit.
- PS Form 6812, Non-Mailable Item Fact Sheet Log*, is present and all nonmailable mailpieces are properly entered on it.
- A three-ring binder for completed *Non-Mailable Item Fact Sheets* and *Non-Mailable Fact Sheet Logs* is accessible and forms are properly completed.
- PS Form 6814, *Air Transportation HAZMAT Log* is accessible and up to date (*applicable only to facilities performing flight assignment*).

Customer Notification Letter (First) – Sample – Figure A-3

Date

Mailer or Addressee
Address

Certified #1234567890

Dear Mailer or Addressee:

We are holding a package at [name of facility] that was mailed [by you to (name and city) or [to you by (name and city)] via the United States Postal Service. The package is being held because (insert reason the parcel was held). We have been unable to reach you by telephone; therefore, we are contacting you via Certified Mail.

Unfortunately, we are unable to deliver the package to its final destination. Please call [name of facility] at [telephone number] to discuss the disposition of your package. There are several options open to you.

- You (or your representative) may visit [name of facility], which is located at [address of facility] to retrieve your parcel or to correct the deficiencies in the labeling, markings, or packaging within two days of receipt of this letter
- Or you may provide written authorization for the Postal Service to dispose of the parcel for you

If you decide to pick up your parcel, you will need to bring a picture ID; a government-issued driver's license or ID, or a valid passport with you. If you decide to authorize the Postal Service to dispose of your item, please send an email, a letter sent via First-Class Mail service, a Certified Mail letter, or a fax to [name of facility] stating that you authorize the Postal Service to dispose of your parcel. The permission letter must include the current date, a detailed description of the item, and your signature. You may be responsible for any disposal costs incurred.

Thank you for your cooperation in this matter.

Sincerely,

(Signed by designated person)

Name of person who signed it
Title
Email address
Phone number
Fax number

Customer Notification Letter (Second) – Sample – Figure A-4

Date

Mailer or Addressee
Address

Certified #2345678901

Dear Mailer or Addressee:

This letter is a follow up to the Certified Mail letter dated (insert date of the first Certified Mail letter), regarding a package we are holding at [name of facility] that was mailed [to you by (name and city)] or [by you to (name and city)]. The package is being held because [reason the parcel was held]. We were unable to reach you by telephone, so we sent you a Certified Mail letter [#] instructing you to make arrangements to retrieve or correct the package, or to provide us with written authorization to dispose of it within two days of receipt of the letter. The [letter came back to us on (date)] or [return receipt indicates you received the letter on (date)].

This is a reminder that you must provide the Postal Service with written authorization (via email, fax, First-Class Mail service, or Certified Mail) for the disposal of this package, or you must retrieve or correct the package at [name of facility], which is located at [address of facility] within two days upon receipt of this letter. If you do not respond, the package may be opened, tested, and disposed of, and you may be liable for all associated costs. If you decide to pick up your parcel, please bring picture identification (government-issued driver's license, or I.D., etc.) to [address and location where they should come to pick up the parcel at the facility].

If you have any questions regarding this package or the instructions in this letter please contact our office at (xxx) xxx-xxxx.

Thank you for your cooperation.

Sincerely,

(Signed by designated person)

Name of person who signed it
Title
Email
Phone number
Fax number

Refund Instructions for Alcoholic Beverage Return – Figure A-5

Refund Instructions

Mailpieces bearing alcoholic beverage markings/labels that have been returned to the sender may be presented at a retail window for a postage refund at the discretion of the Postmaster.

If the postage has not been cancelled, the mailer has the option of removing or completely obliterating the alcoholic beverage markings and labels so they can't be read and re-mailing the mailpiece.

If the postage has been cancelled, the markings and labels on the mailpiece cannot be obliterated sufficiently to allow re-mailing, or the mailer prefers to repackage the item, postage can be refunded to mailer using PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts*. To re-mail the item, the mailer must then repackage the item in an appropriate box without prohibited labels and markings.

Label DECDDD4

Important Customer Information

We regret that your mail is being returned to you because it bears alcoholic beverage (e.g., beer, wine, liquor) markings or labels. The Postal Service prohibits the mailing of alcoholic beverages [*Domestic Mail Manual* (DMM) 601.11.7]. Postal Service employees must assume that markings and labels on mail indicate the actual contents (DMM 601.5.1b). As such, all mail pieces containing alcoholic beverages and/or bearing alcoholic beverage markings are prohibited in the mail.

To determine if you are eligible for a postage refund, take this mail piece with the notice attached to the retail counter at a Post Office.

DECDDD4, July 2005 UNITED STATES POSTAL SERVICE®
PSN 7690-08-000-1490

Label DECDDD5

Important Customer Information

We regret that your mail is being returned to you because it bears the markings of items not permitted in international mail (e.g. hazardous materials, ORM-D, ORM-D-Air, dry ice, etc.). The Postal Service has strict guidelines for the mailing of items to international destinations (IMM 130). Postal employees must assume that markings and labels on mail indicate the actual contents. As such, all mail pieces containing nonmailable items and mail pieces bearing nonmailable markings are not permitted in international mail (IMM 131.1).

To determine if you are eligible for a postage refund take this mail piece, with this notice attached, to the retail window at a Post Office.

Required Items at Customer Service Facilities – Figure A-6

USPS Hazardous Materials Program Listing of Required Items at Customer Service Facilities

This checklist summarizes all reference materials and employee/customer education tools required by the U.S. Postal Service (USPS) Hazardous Materials (HAZMAT) Program.

1. Lobby

The facility must have the current Aviation Mail Security Hazardous Materials Posters and references properly displayed in the lobby:

- Poster 37, *Is Your Package Safe to Mail?*
- Poster 318, *Civil Penalty Notice*
- Notice 107, *Let's Keep the Mail Safe*

2. Counter

Retail Service Associates must have direct access to current copies of the following references and materials:

- *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM)
- PUB 52, *Hazardous, Restricted, and Perishable Mail*
- Poster 138, *Keep the Mail Safe* (September 2014 version)
- Label 127, *Surface Transportation Only* (No Fly Stickers)
- Notice 107, *Let's Keep the Mail Safe* (September 2012 version)

3. Hazardous Materials Staging Area(s)

The facility must have at least one designated hazardous materials staging area. Each staging area must have the following materials and references:

- Form 6812, *Non-Mailable Item Fact Sheet Logs*
- Form 6813, *Non-Mailable Item Fact Sheets*
- *Form 6814, Air Transportation HAZMAT Log* (Required for facilities who tender mail to airports)
- Approved Standardized Hazardous Materials Placards
- Label DECDDD4, *Prohibited Item Return Label* (Jan 2005 version)
- Label DECDDD5, *International Prohibited Item Return Label* (Jan 2006 version)
- MI DM-601-2009-3, *Hazardous Materials Acceptance and Handling Policy*
- This SOP for the *Handling and Processing of Hazardous Materials*
- PS Form 1770, *Mailpiece Spill or Leak Incident Report* (hard copy or electronic)
- Tag 44, *Sack Contents Warning Tag* (September 2006 version)
- Label 127, *Surface Transportation Only* (No Fly Stickers)
- Poster 298, *DOT Domestic Hazardous Materials Warning Labels* (September 2012 version)

In addition to the materials listed above, employees who work at the staging area must have ready access to the IMM and PUB 52 available online at Postal Explorer at pe.usps.com.

5. Carriers/Delivery Employees

If the facility operations include delivery and collection routes, carriers, collectors, and delivery employees must have access to the following while on their routes:

- Notice 128, *The Safety of the Mail is Everyone's Responsibility*, with local contact information printed on it (September 2012 version)