

Retail Service Talk

August 21, 2024

UPDATE: HAZMAT Question Guidelines for Retail Employees

Starting 8/20/24, the Retail System Software (RSS) workflow has been updated to require SSAs to provide the reason “Why”, should they attempt to use the HAZMAT bypass function instead of having the customer respond on the Customer Display Unit (CDU).

The Postal Service accepts and processes millions of pieces of mail and packages on a daily basis. Customers who use our services may not always be accustomed to USPS mailing requirements and associated regulations. Therefore, it is important that we adhere to retail acceptance requirements, such as asking the entire HAZMAT question.

The customer must first read the Notice of Civil Penalty Statement (from Poster 318) on the Customer Display Unit (CDU) and press “Continue” to proceed with the transaction. The Civil Penalty Statement reads: “If you knowingly mail items or materials that are dangerous or injurious to life, health, or property — you may be held liable for civil penalties, costs associated with cleanup, damages and even criminal penalties.”

The Sales and Service Associate (SSA) must then verbally ask the HAZMAT question: “Do any of your articles contain anything liquid, fragile, perishable or potentially hazardous such as lithium batteries, perfume, mercury or aerosols?” per Publication 52, Section 251, “Guidelines for Acceptance Personnel.” If the customer responds “Yes,” the SSA should process the HAZMAT packages first. The SSA must also ask any follow up questions to ensure they can safely accept each package. The customer assumes responsibility for accurately declaring the contents of each package by answering the HAZMAT question on the CDU. If contents are not known, the SSA must reject the package.

SSAs must not answer the HAZMAT question for a customer on the CDU or bypass the HAZMAT question unless a special circumstance exists - such as listed below. RSS will now require SSAs to identify the circumstance should they attempt to bypass the normal workflow.

Those special circumstances include the following:

- Customer physically unable to respond (508 compliance)
 - Customer is still required to answer verbally “Yes” or “No” to the HAZMAT Question
- CDU – Non-Responsive (Continue and contact Help Desk after transaction)*
 - Customer is still required to answer verbally “Yes” or “No” to the HAZMAT Question
- Calculate Postage Due or Price quote (Customer **NOT** present)
- None of the above (Return to Home Screen) transaction cancelled
 - Utilize this button if you bypass accidentally



*Note: If CDU Non-Responsive choice is selected, it will require a supervisor override. Help Desk ticket will need to be called in by close of business.

When the Hazmat question does not appear on the CDU screen or after the customer has tried to answer the question and the CDU freezes, it will be necessary to reboot the CDU during the transaction.

- Reboot function: Press and hold the red X, and a Power Screen will pop up. Press Reboot. It may take a few minutes.
- Office will also need to contact IT Help Desk (800) 877-7435 (by COB) for new device to be sent the next day. (Notate actions taken and the ticket # on the SSRD Daily Review Log)



CDU (Verifone M440)

To Reset CDU:

Press and hold the red X, and a Power Screen will pop up. Press Reboot. It may take a few minutes.

CDU Still Non-Responsive?

Confirm verbal response from customer and select the answer by using the bypass RSS Screen.

(An RSS terminal reboot is recommended when no customers in line, if the CDU reboot doesn't fix the issue. Then contact IT Help Desk for a new CDU to be shipped next day Priority Mail Express. Notate: ALL actions taken and the ticket # on SSRD Daily Review Log.)

If you have any additional questions, please contact USPS Retail BV6DB0@usps.gov

SSRD - Daily Review

SSRD - Daily Review										Post Office	RA - Employee Name		
Target Goals:	105% ↑	20% ↓	4:30 ↓	95% ↑									
SSRD Date	Performance	Exceeded Earned	WTL Risk Factor (2:1 ratio)	Expedited Sales	Supv's Initials	RA Initial	Date of Employee Review						
								HAZMAT RESPONSE Disabled Customer/508 Compliance	HAZMAT RESPONSE CDU - Non-Responsive (List Action: Reboot CDU, Move to next RSS/Reboot RSS/Help Desk Ticket (800) 877-7435	HAZMAT RESPONSE Postage Due / Price quote - Customer NOT present	Time: Response Y or N Comment:	Time: Response Y or N Ticket# Comment:	Time: Response Y or N Comment:
								Time: Response Y or N Comment:	Time: Response Y or N Ticket# Comment:	Time: Response Y or N Comment:	Time: Response Y or N Comment:	Time: Response Y or N Comment:	Time: Response Y or N Comment:
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