

# Standard Operating Procedures for the Handling and Processing of Hazardous Materials

## I. Introduction

The United States Postal Service (USPS) is dedicated to providing a safe working environment for our employees, safe-guarding the general public, and maintaining the reliability and security of the mail. Hazardous materials (HAZMAT), when improperly accepted, handled, and transported, represent a significant threat to these goals. These standard operating procedures (SOP) have been developed to assist USPS employees during the handling, processing, and transporting of mail containing, or believed to contain HAZMAT. These procedures provide detailed instructions for the actions that must be taken by USPS employees to minimize potential hazards during processing, distribution, and transportation. **These procedures are effective immediately and may not be altered in any way for local implementation.** A copy of these procedures must be accessible at all times to all employees who handle mail.

**Any mailpiece exhibiting the characteristics of suspicious mail or leaking an unknown powder or substance should be handled according to the brochure and poster titled "Immediate Response Actions – Suspicious Mail and Unknown Powders or Substances."**

## II. Definition of HAZMAT

The USPS has developed the following definition of HAZMAT:

*Hazardous material is 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, HAZMAT is known as "dangerous goods." (Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM) Section 601.10.1a)*

This definition is very broad and includes many items in common, everyday use. Common items often classified as hazardous materials include, but are not limited to:

- Fuels (gasoline, butane, propane, etc.) and items containing fuel (lighters, stoves, etc.)
- Perfumes, aftershaves, colognes
- Cosmetics (nail polish, nail polish remover, astringent, etc.)
- Aerosols (spray paint, hairspray, etc.)
- Mercury and items containing mercury
- Cleaning supplies (ammonia, bleach, lye, etc.)
- Household solvents (turpentine, acetone, mineral spirits, etc.)
- Paints (oil and solvent based) and paint thinners
- Pesticides, Herbicides, Rodenticides, etc.
- Matches
- Batteries (lithium, wet cell)
- Pool chemicals

Many HAZMAT 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; or storage in proximity to an incompatible material.

### III. Mailability / Recognition

#### a. 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. Some HAZMAT and otherwise restricted or perishable matter, however, are permitted to be mailed when USPS requirements specified in DMM 601.8 – 601.11 and supplemental criteria identified in Publication 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.

As specified in DMM 601.10, the USPS maintains strict requirements for HAZMAT transported by air. Many HAZMAT acceptable for mailing are not permitted to be transported by air. Other HAZMAT is acceptable for air transportation, but only with additional quantity restrictions, packaging, labeling, marking, and documentation requirements. For the purposes of HAZMAT acceptance and transportation, all HAZMAT in First Class, Priority, and Express Mail must meet all requirements for air transportation.

#### b. Mailable and Nonmailable HAZMAT

##### Mailable HAZMAT

Mail containing HAZMAT within USPS quantity and concentration limitations that is properly packaged, marked, and declared by mailers and properly accepted by the USPS in accordance with the DMM Section 601.10 and Publication 52 is mailable.

Mailpieces containing HAZMAT 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 DMM Section 601.10 and may include: "Cigarette Lighter," "Dry Ice," "ORM-D," or "ORM-D-Air," or similar markings.

Only HAZMAT meeting all USPS requirements are permitted in the mailstream.

##### Nonmailable HAZMAT

Any parcel suspected of containing HAZMAT as described in DMM 601.10 and Publication 52 **which is not properly labeled or identified as such (undeclared), or prohibited HAZMAT is nonmailable.** Mail, especially parcels, containing undeclared and nonmailable HAZMAT may be recognized by the following characteristics:

- Sound of broken glass or contents
- 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
- Prohibited DOT labels and markings

Obviously, not all mail with these characteristics contains HAZMAT. 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 mail stream solely on the basis of delivery or return address information.**

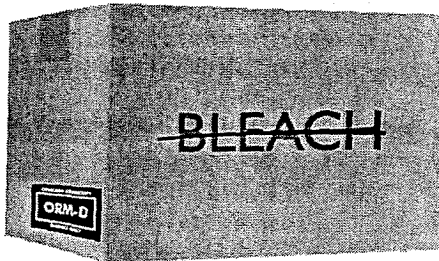
It is the responsibility of the mailer to obey all Postal and non-Postal regulations regarding the mailing of hazardous materials. The standard instructions for mail acceptance and delivery personnel require all mail to be inspected for evidence of hazardous materials and ask mailers if their mail contains hazardous materials to prevent them from entering the mailstream. Despite these efforts, nonmailable parcels are sometimes erroneously accepted. Employees must not assume that just because a mailpiece was accepted, it meets all requirements. All employees share the responsibility to look for nonmailable packages and suspected nonmailable HAZMAT, and have them removed from the mailstream.

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

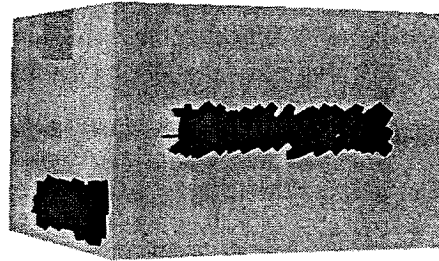
**Any mailpiece exhibiting the characteristics of suspicious mail or leaking an unknown powder or substance should be handled according to the brochure and poster titled "Immediate Response Actions – Suspicious Mail and Unknown Powders or Substances."**

#### **c. Re-used Packaging**

As stated in DMM 601.5.1b, a container improperly identified by content is not acceptable for mailing. Therefore, re-used 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.



**Incorrect Procedure**



**Correct Procedure**

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 that 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 content. A commonly encountered example is an alcoholic beverage box. While most alcoholic beverages are not hazardous materials, alcoholic beverages are prohibited from the mail as specified in DMM 601.11.7. As such, all mailpieces containing alcoholic beverages and/or with alcoholic beverage markings are prohibited in the mail.

If markings and labels on a parcel have not been properly obliterated, the parcel must be handled as though it contains the indicated contents. Mailpieces of this nature must be isolated and removed from the mailstream and taken to the facility HAZMAT staging area.

USPS employees may not remove, cross-out, or obliterate markings or labels on a mailpiece, even if directed to do so by a mailer. This may only be performed by the mailer or the mailer's authorized representative.

#### **d. ORM-D Material**

Other Regulated Materials (ORM-D) is a limited quantity of a HAZMAT that presents a limited hazard during transportation due to its form, quantity, and packaging. In almost all instances, the proper shipping name for an ORM-D material is "Consumer commodity". ORM-D materials having the proper shipping name of "Consumer commodity" are potentially mailable subject to USPS quantity and packaging standards. Not all HAZMAT are permitted to be shipped as an ORM-D Consumer commodity material.

Materials classified as ORM-D Consumer commodity are permitted on surface transportation only. ORM-D Consumer commodity materials that meet the more stringent USPS standards for air transportation may be classified as ORM-D-Air consumer commodity materials and are permitted to be transported by air if accompanied by a completed shipper's declaration.

It is important to note that not all materials classified as ORM-D and ORM-D-Air consumer commodity material are mailable. Only ORM-D and ORM-D-Air Consumer commodity materials that meet USPS quantity limitations and packaging requirements are mailable. (DMM 601.10)

#### **e. Diagnostic (Clinical) Specimens**

Diagnostic (clinical) specimens are any human or animal material, including excreta, secreta, blood and its components, tissue, and tissue fluids being transported for diagnostic or investigational purposes, but excluding live infected animals.

All clinical specimen samples must be assigned a risk group (1 - 4) by the mailer based on the specimens' ability to cause injury through disease. A description of the risk groups recognized by the USPS and associated criteria is contained in DMM Exhibit 601.10.17.2f. Risk Group 1 materials are judged to present very low risk. Risk Groups 2 and 3 generally represent low to moderate risk. Risk Group 4 materials present the highest risks.

Risk Group 1 materials are not regulated as HAZMAT by the USPS. These materials must meet packaging requirements in 601.10.17.10, but are not required to bear markings or labels on the outer packaging. Materials in Risk Groups 2, 3, and 4 are regulated as HAZMAT and must be packaged, marked, labeled and declared as specified in DMM 601.10.17.5 and DMM 601.10.17.6.

#### **f. Air Transportation**

All HAZMAT accepted for mailing at First-Class, Priority Mail, and Express Mail rates must meet the mailability requirements that apply to air transportation. Mailable HAZMAT sent at these rates 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. (DMM 601.10.1.e)

#### g. Surface Transportation

All HAZMAT accepted at Standard Mail or Package Services rates must meet the mailability requirements that apply to surface transportation. (DMM 601.10.1.f)

### IV. Universal Requirements

The following items are required at all facilities that process and distribute mail.

#### a) HAZMAT Placards

All MTE containing or holding HAZMAT are required to bear placards indicating the presence of HAZMAT. HAZMAT placards are required on all equipment containing or holding HAZMAT within a facility or in transportation between facilities. If the container has solid sides, a placard is required on each side. To generate a placard using the MTEL program (Mail Transport Equipment Labeler), you must select the appropriate surface route for the MTE and select HAZMAT or Type HAZMAT into the comments section. If your facility uses the MTEL system, you must create the placard using this system. However, if your facility does not use the MTEL system, you must manually create a HAZMAT placard. A copy of an example HAZMAT placard, which may be photocopied and used, is included in Appendix A.

#### b) 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 HAZMAT awaiting transportation and nonmailable mailpieces awaiting disposition and **is not intended to isolate suspicious mail or leaking mail items. Any mailpiece exhibiting the characteristics of suspicious mail or leaking an unknown powder or substance should be handled according to the brochure and poster titled "Immediate Response Actions – Suspicious Mail and Unknown Powders or Substances."**

The HAZMAT staging area should provide for the segregation of nonmailable items from mailable items awaiting transportation. The staging area(s) must be in a portion of the facility away from traffic flows where HAZMAT will be protected from accidental damage. The HAZMAT staging area should not be located near break rooms, cafeterias, air intakes, or battery charging rooms. The HAZMAT staging area is required to include reliable Mail Transport Equipment (MTE) to hold HAZMAT. The Mail Transport Equipment can be:

- GPMC (EIRS 66) (may also be referred to as APC All Purpose Container),
- ERM (EIRS 68), or a Post Con.

The use of hampers (EIRS 61/61P), U-Carts (EIRS 62), gaylords, and Over-the-Road (OTR) containers for staging HAZMAT is prohibited.

The staging area must be clearly identified and contain copies of these procedures, as well as:

- Publication 52
- DMM 601.10
- a copy of EL-812

- a supply of Nonmailable Item Fact Sheets and a binder for completed Nonmailable Item Fact sheets as noted in Section C below
- an Air Transportation Log Book (if applicable) as noted in Section D below
- an adequate supply of Surface Only Transportation Label 127
- an adequate supply of Tag 44s,
- the facility spill and leaking package SOP
- "Memorandum of Policy – Suspicious Mail and Unknown Powders or Substances"
- "Immediate Response Actions – Suspicious Mail and Unknown Powders or Substances"
- "Response Checklist – Suspicious Mail and Unknown Powders or Substances"

A comprehensive checklist of requirements for the HAZMAT staging area is included in Appendix B.

**c) Nonmailable Item Fact Sheet and Log Book**

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. A copy of PS Form 6183 and directions for use are included in Appendix C. This form must be used to record information about each nonmailable mailpiece including a description, records of customer contact and information about final disposition.

Each *Nonmailable Item Fact Sheet* initiated must be entered onto the facility Nonmailable Item Fact Sheet Log (PS Form 6812). Copies of PS Form 6812 and directions for use are included in Appendix D.

Completed fact sheets and fact sheet logs must be retained by the facility for a minimum of 375 days following final disposition of the mailpiece. Fact sheets and fact sheet logs must be placed in a three-ring binder and available for review in the facility HAZMAT staging area.

**d) Air Transportation HAZMAT Log Books**

All facilities performing flight assignment must keep a log of all HAZMAT mail assigned to air transportation. A copy of the required Air Transportation HAZMAT Log (PS Form 6814) is included in Appendix E.

Each facility is required to maintain a minimum of 375 days of log book entries on site for review.

**e) Posters**

Each facility is required to display Poster 298 *DOT Hazardous Materials Warning Labels* in a location where it will be viewed on a regular basis by employees responsible for handling mail. Suggested locations for this poster include near employee break rooms, near employee bulletin boards, near facility HAZMAT staging area, and in areas where flight assignment is performed.

## V. HAZMAT Handling

To maximize safety for our employees, the general public, and our transportation networks, the USPS has developed specific HAZMAT handling procedures applicable to facilities performing distribution and processing of mail. Due to the nature of operations and the types of mail typically handled, procedures for Bulk Mail Centers (BMCs) and Auxiliary Service Facilities (ASFs) are different from those required at Processing and Distribution Centers/Facilities (P&DC/Fs) and Air Mail Centers/Facilities (AMC/Fs). The required procedures for each type of facility are detailed below.

### Processing and Distribution Centers/Facilities (P&DC/Fs) and Air Mail Centers/Facilities (AMC/Fs)

The following procedures must be followed at Processing and Distribution Centers and Facilities, Air Mail Centers and Facilities, and all other facilities performing processing, distribution, and transportation of mail outside of the BMC network.

#### 1. General HAZMAT Handling Procedures

The following are the general handling procedures to be followed when dealing with mailable and nonmailable HAZMAT mailpieces:

- Do not throw, drop, or slide articles containing HAZMAT
- Segregate HAZMAT/suspected HAZMAT mail from non-HAZMAT mail items.
- Nonmailable HAZMAT must be segregated from mailable HAZMAT during movement within the facility and at the HAZMAT staging area.
- During staging and transportation within the facility, nonmailable HAZMAT must be separated from other nonmailable HAZMAT. This separation must prevent potential leakage from nonmailable HAZMAT parcels from coming into contact with other parcels. This may be accomplished by placing nonmailable parcels in a flat tub or other container that will contain leakage. Nonmailable HAZMAT parcels must not be staged on top of other nonmailable parcels during transportation and staging.
- Mailable HAZMAT is not required to be segregated from other mailable HAZMAT during staging and transportation.
- Hazardous Material must be handled manually. Placing HAZMAT onto mechanized/automated equipment including belts, conveyors, etc. is prohibited.
- Place HAZMAT items on reliable mail transport equipment as noted in Section IV (B) for onward movement to the next operation or dispatch. The use of hampers (EIRS 61/61P), U-Carts (EIRS 62), gaylords, and OTRs for HAZMAT is prohibited.
- A nationally-standardized placard identifying MTE as containing HAZMAT must be placed on the container so that it is clearly identified as containing HAZMAT. If the sides of the container are solid, a placard must be placed on all sides of the container.
- Do not place hazardous materials items into containers such as canvas hampers or cardboard boxes.
- With the exception of properly packaged and labeled diagnostic (clinical) specimens, HAZMAT should never be placed in a sack.
- Sacks or containers (flat tubs, etc.) containing diagnostic (clinical) specimens must have a Tag 44 affixed.
- Hazardous material must never be left unaccounted for. HAZMAT should only be staged in the established facility HAZMAT staging area(s). Staging HAZMAT mail in other areas is prohibited.

## 2. Disposition of Mailable HAZMAT

### Receipt of HAZMAT

All incoming HAZMAT mail should be tailgated for easy identification and offloading. However, some HAZMAT may be inadvertently commingled with other mail. It is every employee's responsibility to be on the lookout for commingled HAZMAT at all times and properly segregate it if discovered.

Upon receipt of the mail, employees shall examine each HAZMAT item for proper markings, labels, and packaging, and will inspect the items for damage and/or leakage. **Any mailpiece exhibiting the characteristics of suspicious mail or leaking an unknown powder or substance should be handled according to the brochure and poster titled "Immediate Response Actions – Suspicious Mail and Unknown Powders or Substances."**

All processing of HAZMAT mail within the facility must be performed manually. Under no circumstances should HAZMAT be permitted to enter mechanized/automated equipment. During local culling procedures, employees must remove from the mailstream all items bearing HAZMAT markings.

After the initial examination is complete, properly marked, labeled, and packaged mailable HAZMAT items should separate parcels eligible for air transportation from those eligible for surface transportation only.

Parcels meeting all requirements for air transportation should be routed to the facility flight assignment area or immediately processed for transportation to the AMC/F serving the facility.

Parcels destined for surface transportation should be immediately routed for transportation to the Hub and Spoke Program (HASP) network or the BMC network, whichever provides the most expeditious surface transportation for the parcel (current logistics order must be followed).

Any sack, pouch, or container bearing a Tag 44 shall be routed directly to the manual distribution operation.

Hazardous material mailpieces that have been refused for air transportation by an air carrier and are returned to a processing/distribution facility by an AMC or an AMF must not be rerouted for air transportation, even if the parcel meets all requirements for air transportation. Each mailpiece refused for air transportation must be affixed with a Label 127 *Surface Transportation Only* and routed to the HASP or BMC network for surface transportation.

### Dispatch of HAZMAT

When HAZMAT mail is transported to another facility via surface transportation, it is required to be segregated from non-HAZMAT mail on properly placarded metal MTE. The placard should clearly indicate that the MTE contains HAZMAT (Appendix A). Multiple pieces may be placed on or in a single MTE as long as the individual parcels are separated from each other so as to prevent their contents from leaking on other parcels in the event of a spill. This may be accomplished by placing each parcel in a flat tub and securing it with banding prior to placing it in the MTE. Larger parcels that will not fit into a flat tub must be secured such that they are protected from damage and so as to minimize potential damage to other mail.



The HAZMAT container must be secured on the "tail-end" of the vehicle or "tail-gated". HAZMAT should be the last container placed on a truck and the first container that comes off when it is unloaded at the destination.

Employees should remain aware of any HAZMAT that is not allowed via air transportation, as per DMM 601.10 and Publication 52. It is important to remember that only air-eligible HAZMAT is to be dispatched to an AMC or AMF for air transport.

The destination facility, no matter the type of facility (AMF/C, P&DC/F, etc.), must be notified that the arriving shipment contains HAZMAT using one of several means such as: the message section in the Transportation Information Management Evaluation System (TIMES); a phone call to a responsible party; using the comments field on the form 5398A; or electronic notification such as email. The message must include the number of MTE containing HAZMAT on the vehicle. Additional information may be included but is not required.

Prior to dispatch, the driver will be notified that the shipment contains HAZMAT and its location on the vehicle. 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. Vehicle drivers are not required to possess any special certificates or licenses beyond what is required to transport non-HAZMAT mail.

#### 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 be on the look out for improperly handled HAZMAT. Any HAZMAT mailpiece discovered in mechanized processing must be immediately removed and manually routed to HAZMAT staging area.

All employees operating flight assignment tools such as, but not limited to, Surface Air Management System (SAMS) and Scan Where You Band (SWYB) must be trained to recognize HAZMAT by its required markings, labels, and other outward characteristics. All HAZMAT assigned for air transportation must meet all requirements for air transportation as per DMM 601.10. Any mailpiece not meeting all requirements for air transportation must have a Label 127 *Surface Transportation Only* affixed and 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 for air transport. The "H" class designation must be identified on the D&R tag affixed to the outside of each HAZMAT mailpiece, or on each sack/pouch placard bearing a Tag 44. 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 close out 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 **closeout** of the assigned flight. Following flight assignment in the facility, mail must be tendered to the air carriers according to the tendering and close out procedures 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 items are to be recorded separately and tendered to the air carrier according to the tendering and close out procedures below.

a. Tendering and Close-Out Procedures

All HAZMAT mail must be tendered to the air carriers at mutually-agreed to points at the airport to ensure that the items are properly handed off. Prior to the items being tendered, the USPS employee tendering the mail must:

- Examine all mailpieces containing HAZMAT in order to ensure that they are properly labeled and that the packaging is intact.
- Leaking or damaged HAZMAT items must never be tendered for air transportation.
- Notify the air carrier's personnel that HAZMAT is being tendered
- Ensure that the mailer has properly completed a shipper's declaration (as applicable) in triplicate.
- Remove one copy of the shipper's declaration (as applicable) and attach it to the air carrier's copy of the manifest at least two hours prior to closeout of the flight to which the items have been assigned. If the manifest is transmitted to the air carrier electronically, the shipper's declarations must be handed off to the air carrier when the parcels are tendered.

After completing the procedures listed above, the USPS employee must record an entry into the Air Transportation Hazardous Materials Log Book (PS Form 6814). The air carrier's representative is responsible for ensuring that 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. Under no circumstances should HAZMAT be tendered without all proper documentation. 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.

b. 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:

1. Form 2759 "Report of Irregular Handling of Mail" must be completed for USPS informational use. Each field of the form must be filled in 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
2. In addition to completing a Form 2759, an entry must be made in the Air Transportation Hazardous Materials Log Book (PS Form 6814) and the mailpiece must be endorsed as follows:

"Refused for Air Transportation by (insert air carrier name and flight information) for (insert reason)."

3. A Label 127 *Surface Transportation Only* Label must be affixed to each HAZMAT mailpiece refused by the air carrier.
4. The mailpiece must be immediately returned to the HAZMAT staging area to be routed for surface transportation.

c. HAZMAT Incidents involving Air Transportation

When a HAZMAT spill or leak occurs on an aircraft, the DOT requires that the operator of the aircraft 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 Form DOT F 5800.1 from the air carrier and immediately forward it to the Area Aviation Mail Security Coordinator. If the Air Carrier does not complete a form or will not provide USPS with a copy, as much information about the incident should be gathered as possible and a summary provided to the Area Aviation Mail Security Coordinator as soon as possible.

### **Bulk Mail Centers and Auxiliary Service Facility Operations**

The following procedures must be followed within the BMC network only.

#### **1. General HAZMAT Handling Procedures**

The following are the general handling procedures to be followed when dealing with mailable and nonmailable HAZMAT mailpieces:

- Segregate non ORM-D and HAZMAT/suspected HAZMAT mail from non-HAZMAT mail items. Properly prepared, mailable ORM-D materials are not required to be separated.
- Nonmailable HAZMAT must be segregated from mailable HAZMAT during movement within the facility and at the HAZMAT staging area.
- During staging and transportation within the facility, nonmailable HAZMAT must be separated from other nonmailable HAZMAT. This separation must prevent potential leakage from nonmailable HAZMAT parcels from coming into contact with other parcels. This may be accomplished by placing nonmailable parcels in a flat tub or other container that will contain leakage. Nonmailable HAZMAT parcels must not be staged on top of other nonmailable parcels during transportation and staging.
- Do not throw, drop, or slide articles containing HAZMAT
- Non ORM-D HAZMAT must be handled manually. Placing Non ORM-D HAZMAT onto mechanized equipment including belts, conveyors, etc. is prohibited. Properly prepared, mailable ORM-D materials may be processed on mechanized equipment.
- Place non ORM-D HAZMAT items on a reliable mail transport equipment as specified in Part IV Section B for onward movement to the next operation or dispatch. The use of hampers (EIRS 61/61P), U-Carts (EIRS 62), gaylords, and OTRs is prohibited.
- Do not place non ORM-D HAZMAT items into containers such as canvas hampers or cardboard boxes.
- With the exception of properly packaged and labeled clinical specimens and ORM-D materials, HAZMAT should never be placed in a sack.
- Sacks and containers containing diagnostic (clinical) specimens must have a Tag 44 affixed.
- A nationally-standardized placard identifying the MTE as containing HAZMAT must be placed on the container so that it is clearly identified as containing HAZMAT (Appendix A).

- Hazardous material must never be left unaccounted for. Hazardous material should only be staged in the established facility HAZMAT staging area(s). Staging HAZMAT mail in other areas is prohibited.

## **2. Disposition of Mailable HAZMAT**

### Receipt of HAZMAT

All incoming HAZMAT mail should be tailgated for easy identification and offloading. However, some HAZMAT may be inadvertently commingled with other mail. It is every employee's responsibility to be on the lookout for commingled non-ORM-D HAZMAT at all times and properly segregate it if discovered. Properly prepared, mailable ORM-D materials are not required to be segregated in BMC operations

Upon receipt of the mail, employees shall examine each HAZMAT item for proper markings, labels, and packaging, and will inspect the items for damage and/or leakage. If leakage is discovered, the appropriate facility-specific SOP for responding to spills of mailed items should be consulted.

If ORM-D materials are included in the segregated materials, they may be removed and introduced into mechanized processing.

All movement of non ORM-D HAZMAT mail within the facility may only be performed manually. Under no circumstances should non ORM-D HAZMAT be permitted to enter mechanized equipment including the 010, belts, tray conveyors, etc.

### Dispatch of HAZMAT

When non ORM-D HAZMAT mail is transported to another facility via surface transportation, it is required to be segregated from non-HAZMAT mail on a properly placarded metal container. The placard should clearly indicate that the container contains HAZMAT (Appendix A). It is permitted to place multiple HAZMAT pieces on or in a single container, as long as the individual parcels are separated from each other so as to prevent their contents from leaking on other parcels in the event of a spill. This may be accomplished by placing each parcel in a flat tub and securing it with banding prior to placing it in the container. Larger parcels that will not fit into a flat tub must be secured to ensure that they are protected from damage and so as to minimize potential damage to other mail.

The HAZMAT container must be secured on the "tail-end" of the vehicle or "tail-gated". HAZMAT should be the last container placed on a truck and the first container that comes off at the destination facility.

The destination facility, no matter the type of facility (AMF/C, P&DC/F, etc.), must be notified that the arriving shipment contains HAZMAT using one of several means such as: the message section in TIMES; a phone call to a responsible party; using the comments field on the form 5398A; or electronic notification such as email. The message must include the number of MTE on the vehicle containing HAZMAT. Additional information may be included but is not required.

Prior to dispatch, the driver will be notified (via form 5398A) that the shipment contains HAZMAT and their location on the vehicle. 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 HAZMAT contained in mail are not required to possess any special certificates or licenses beyond what is required to transport non-HAZMAT mail.

#### Distribution/Sortation of HAZMAT

Non ORM-D HAZMAT is prohibited in all mechanized processing. All non ORM-D HAZMAT items must be handled manually in accordance with the general HAZMAT handling procedures.

Any mailable non ORM-D HAZMAT mailpiece discovered in mechanized processing must be immediately removed and manually routed to HAZMAT staging area.

### **VI. Disposition of Nonmailable Items**

Required procedures for Nonmailable Items are the same for all facilities that process and distribute mail.

Nonmailable items are frequently found in the mailstream. When these items are discovered, they must be immediately removed and taken to the designated HAZMAT staging area until their final disposition can be determined. These materials must be segregated from mailable HAZMAT mail in the staging area to prevent accidental reintroduction into the mailstream.

#### **1. Mail Bearing Only Alcoholic Beverage Markings/Labels**

Mailpieces bearing only alcoholic beverage markings and/or labels must be returned to the mailer, they may not be forwarded to the addressee. Certain alcoholic beverages (e.g. grain alcohol, high proof rums, etc.) contain a high concentration of alcohol and are classified as a flammable liquid. Depending on the alcohol concentration of the contents and the total volume in the parcel, these mailpieces may bear flammable liquid markings/labels, ORM-D markings, and/or UN3065 markings in addition to alcoholic beverage markings. Mailpieces bearing both alcoholic beverage and hazardous materials markings/labels must be handled in accordance with procedures for nonmailable hazardous materials in part two of this section.

Mailpieces with alcoholic beverage markings/labels only, bearing a return address must have a DECD4 label applied over the Destination City, State, and Zip Code according to the instructions in Appendix H. Apply a Label 127 *Surface Transportation Only* and return the mailpiece to the sender via surface transportation only. It is not necessary to contact the customer prior to returning the mailpiece.

Mailpieces with alcoholic beverage markings/labels only, without a return address must be handled in accordance with the procedures for nonmailable hazardous materials in part two of this section.

#### **2. Nonmailable Hazardous and Restricted Items**

All Nonmailable Items, other than mail bearing alcoholic beverage markings/labels only must be handled according to the following procedure.

A Nonmailable Item Fact Sheet (PS Form 6813) 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 fact sheet should be completed according to the instructions in Appendix C. Each Nonmailable Item Fact Sheet must be assigned a facility unique serial number. This serial number should be created using the current

calendar year followed by a sequential four digit number (e.g. 05-0001, 05-0002, etc.). Each fact sheet initiated must be entered onto the facility Nonmailable Item Fact Sheet Log (PS Form 6812). Instructions for completing the Nonmailable Item Fact Sheet Log are included in Appendix D. Following final disposition of the mailpiece, the fact sheet and the associated 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 a three ring binder in the facility HAZMAT staging area.

Under no circumstances should nonmailable HAZMAT be permitted to continue in the mailstream or be transported to another facility including Mail Recovery Centers (MRC).

#### Customer notification

Customer notification procedures are an important part of the overall safe handling of items containing, or suspected of containing HAZMAT or a nonmailable item. It is primarily the responsibility of the Postal facility in possession of the parcel to make contact with the mailer. The facility manager must designate an employee or employees who will be responsible for making required customer notifications.

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

The following procedures should be used to resolve the disposition of nonmailable HAZMAT and parcels bearing nonmailable markings. Customer correspondence must be recorded on the *Nonmailable Item Fact Sheet* attached to the mailpiece.

1. Contact the mailer and/or addressee (phone call first, then follow-up with a certified return receipt letter) advising them that the item in question cannot continue in the mailstream in its current condition. Example correspondence is included in Appendix F. 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.
2. Advise the mailer/addressee that there are other options available such as:
  - The mailer, addressee, or a representative, may retrieve the item within two days at the facility at which it is located.
  - The mailer, or a representative, may come to the facility within two days to correct any deficiencies in labeling, markings, packaging, etc.
3. If the mailer/addressee refuses to pick up the item or refuses to visit the facility to correct the problem(s), and it has been determined NOT to contain a hazardous material, ask them to immediately send permission, in writing, (can be via mail or fax) for the USPS to dispose of the mailpiece
4. The permission letter must include a detailed description of the item, a signature, and a date.
5. After receipt of permission from the mailer/addressee, consult the appropriate Area Safety/Environmental staff for guidance/assistance on disposal, if necessary.
6. If the mailer/addressee does not respond within two days upon receipt of the first letter, follow up with a second certified return receipt letter stating that the parcel's contents may be tested and disposed of, and the mailer may be

liable for any charges incurred. Example correspondence is included in Appendix F.

7. If the mailer/addressee does not respond within 2 days upon receipt of the second letter, the mailpiece should be considered abandoned and should be properly disposed of as specified in POM 691. As stated in POM 691.1, mail that is determined to be nonmailable is undeliverable and may not be returned is classified as dead mail. POM 691.521 states that "injurious" items, including hazardous materials must be destroyed. These items must be destroyed at the facility in possession of the mailpiece when it is declared abandoned. These items must not be forwarded to a Mail Recovery Center. Disposal must be performed according to the guidelines below.

#### 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 HAZMAT in dumpsters or facility garbage or pouring the material down the drain.

Hazardous material disposal must be coordinated by local facility personnel. Area Environmental staff may be consulted for guidance on applicable disposal regulations/responsibilities and for assistance in identifying local contractors that can properly dispose of the hazardous material. The Postal Service's hazardous waste disposal policy is presented in Management Instruction AS-550-92-8, Hazardous Waste Management.

Under no circumstances should HAZMAT designated for disposal be transported to another facility or forwarded to a Mail Recovery Center (MRC).

### **VII. HAZMAT Spills, Releases, Incidents, and Emergencies**

**Any mailpiece exhibiting the characteristics of suspicious mail or leaking an unknown powder or substance should be handled according to the brochure and poster titled "Immediate Response Actions – Suspicious Mail and Unknown Powders or Substances."**

#### Incident Reports (Form 1770)

Following all HAZMAT mailpiece spill or leak incidents, all facilities are required to complete a Form 1770, *Mailpiece Spill or Leak Incident Report* (Appendix G). This report includes details about the spilled material, clean up, follow-up actions taken, including mailer contact information. A Form 1770 must be filled out and submitted for all hazardous materials release from mailed items only. Detailed instructions for completion of the form are included on the back of the form. Copies of these forms must be forwarded to the offices below within 48 hours of the incident.

1. Safety Performance Management  
United States Postal Service  
475 L'Enfant Plaza SW RM 9801  
Washington DC 20260-4261
2. Aviation Mail Security and Hazardous Materials

United States Postal Service  
475 L'Enfant Plaza SW RM 6802  
Washington DC 20260-7104

3. Environmental Management Policy  
United States Postal Service  
475 L'Enfant Plaza SW RM 1P830  
Washington DC 20260-2810
4. Local Inspector in Charge
5. File Locally

Proper completion and distribution of these reports is important to the ongoing development of the USPS HAZMAT safety, handling, mailing standards, and environmental programs. In addition data gathered through these reports is used to identify problem mailers.

**a. Emergency procedures**

The Office of Emergency Preparedness has established standard procedures for the response to emergency situations. The required procedures for emergencies are detailed on the Office of Emergency Preparedness website:  
<http://blue.usps.gov/emergencypreparedness/>

**VIII. Responsibilities**

**a. Compliance**

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

**b. Training**

A training program designed to instruct employees on their responsibilities with respect to HAZMAT has been developed by the Aviation Mail Security and HAZMAT office. Each facility that processes or distributes mail will be provided the opportunity to have employees attend a train-the-trainer program to learn how to implement the training program at the facility level. Information about this program can be obtained by contacting the Aviation Mail Security and HAZMAT office at headquarters and their website: <http://blue.usps.gov/nom/logistics/avsec/avsecwelcome.htm>

**IX. Existing Policy, References and Resources**

Additional information about the existing USPS hazardous materials policy can be found in the following postal publications:

- Mailing Standards of the United States Postal Service (DMM) Section 601.8 – 601.11 (Restricted or Nonmailable Articles and Substances)
- International Mail Manual (IMM) Sections 130 (Mailability), 135 (Mailable Dangerous Goods), 136 (Nonmailable Dangerous Goods), and 137 (Other Restricted Materials)
- Publication 52 (Hazardous, Restricted, and Perishable Mail)
- Handbook EL-812 (Hazardous Materials and Spill Response)
- Administrative Support Manual (ASM) Section 733.22 (Safety)



- Employee Labor Relations Manual (ELM)
- Postal Operations Manual (POM)
- MI EL-810-96-01 (Response to Hazardous Materials Releases)
- Notice 107 (Let's Keep the Mail Safe)
- MI AS-550-92-8 (Hazardous Waste Management)
- MI AS-550-96-8 (Procedures for Reporting Releases of Hazardous and Regulated Substances to the Environment)
- Aviation Mail Security and Hazardous Materials Department website at <http://blue.usps.gov/nom/logistics/avsec/avsecwelcome.htm>
- Standard Retail Acceptance Instructions for Hazardous Materials
- Standard Operating Procedures for Hazardous Materials Delivery and Collection
- Contact local PEDC for information regarding the most current HAZMAT training.

**Appendix A**

**Sample Hazardous Materials Placard**

***Note: Specific Placards must be printed from MTEL program if your facility uses MTEL***

**TO:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

Departure(s):

**HCR: #**

**TRIP #s**

**CONTENTS: HAZMAT**

Origin: \_\_\_\_\_

**Appendix B**  
**HAZMAT Staging Area Checklist**

### Hazardous Materials Staging Area Checklist

- Staging Area is away from traffic flow, is 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 material is staged on properly placarded reliable metal or plastic rolling stock.
- Nonmailable Items are separated from Mailable HAZMAT
- Hazardous material transportation placards are readily available
- Publication 52, DMM 601.10, and EL-812 are readily available
- A sufficient supply of Label 127 *Surface Transportation Only*
- A sufficient supply of DECDDD-4
- A sufficient supply of Tag 44
- Hazardous material Spill/Leak SOP is readily available
- Hazardous material Handling and Processing SOP is readily available
- Each Nonmailable Item has a properly initiated Nonmailable Item Fact sheet (PS Form 6813) attached
- Non Mailable Item Fact Sheet Log (PS Form 6812) is present and all Nonmailable parcels are properly entered on it.
- A Binder for completed Nonmailable Item Fact Sheets and Fact Sheet Logs is accessible and fact sheets and Logs are properly completed.
- The Air Transportation HAZMAT Log (PS Form 6814) is accessible and up to date. (*applicable only to facilities performing flight assignment*)

**Appendix C**  
**Nonmailable Item Fact Sheet**  
**PS Form 6813**



# Non-Mailable Item Fact Sheet

Serial Number: \_\_\_\_\_

Attach this form to the mail piece and ensure that it remains attached until final disposition.  
Following final disposition of the mailpiece, keep this fact sheet in a three-ring binder at the facility's HAZMAT Staging area for 375 days.

A. Information About Mailpiece			
Date and Time Mailpiece Detained		Person Initiating Fact Sheet	
Facility Name		Tour	
City	State	ZIP Code®	Contact Telephone Number (Include area code)
Mailpiece Type <input type="checkbox"/> Parcel <input type="checkbox"/> SPR <input type="checkbox"/> Letter <input type="checkbox"/> Flat		Class of Mail <input type="checkbox"/> Express Mail® Service No.* <input type="checkbox"/> Priority <input type="checkbox"/> First-Class Mail® Service <input type="checkbox"/> Std. <input type="checkbox"/> Int'l <input type="checkbox"/> Unknown	
Postage Type <input type="checkbox"/> Stamps <input type="checkbox"/> Meter <input type="checkbox"/> Permit <input type="checkbox"/> PC Postage <input type="checkbox"/> PVI <input type="checkbox"/> Corp		Postage Date	Postage ID Number
Insured Number		City	State ZIP Code®
Delivery Confirmation™ Service/Signature Confirmation™ Service Number		Has required scanning been performed on Express Mail Service, Delivery Confirmation Service, and Signature Confirmation Service items? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Specific Reason Mailpiece was Detained			

B. Mailer Notification Information (Completed by supervisor or other designated employee)			
Addressee Name and Address (No., street, apt./ste./PO box no., city, state, ZIP + 4®)		Mailer Name and Address (No., street, apt./ste./PO box no., city, state, ZIP + 4)	
Addressee Telephone Number (Include area code)		Mailer Telephone Number (Include area code)	
Was the mailer contacted by telephone? <input type="checkbox"/> Yes <input type="checkbox"/> No	Date	Topic of Discussion	
Was the addressee contacted by telephone? <input type="checkbox"/> Yes <input type="checkbox"/> No	Date	Topic of Discussion	
Identification of Contents		Method of Identification	
Certified Return Receipt #1 Sent to Mailer <input type="checkbox"/> Yes <input type="checkbox"/> No	Date	Outcome	
Certified Return Receipt #1 Sent to Addressee <input type="checkbox"/> Yes <input type="checkbox"/> No	Date	Outcome	
Certified Return Receipt #2 Sent to Mailer <input type="checkbox"/> Yes <input type="checkbox"/> No	Date	Outcome	
Certified Return Receipt #2 Sent to Addressee <input type="checkbox"/> Yes <input type="checkbox"/> No	Date	Outcome	
If ABANDONED were proper number of Certified's mailed first? <input type="checkbox"/> Yes <input type="checkbox"/> No		Were proper number of PS Forms 3811 or Certified's returned? <input type="checkbox"/> Yes <input type="checkbox"/> No	

C. Information About Person Picking up Mailpiece	
If mailpiece picked up, by whom? <input type="checkbox"/> Addressee <input type="checkbox"/> Personal Rep. <input type="checkbox"/> Company Name: _____ <input type="checkbox"/> Mailer <input type="checkbox"/> Postal Inspector: _____	
Printed Name of Person	Signature
Address (No., street, ste./PO box no., city, state, ZIP + 4)	Type of ID Verified of Person Picking up Mailpiece
	Date of Final Disposition
Final Disposition of Mailpiece	Printed Name and Title of Person who Finalized This Form
	Tour Phone Number (Include area code)

## General Instructions

Each non-mailable item found in the mailstream, other than items with alcohol markings and labels only, must be taken to the facility HAZMAT Staging Area. Upon arrival at the HAZMAT Staging area, a PS Form 6813, *Non-Mailable Item Fact Sheet*, must be initiated for each mailpiece. Each PS Form 6813 must be attached to its respective mailpiece and remain attached until final disposition. Each PS Form 6813 Non-Mailable Item Fact Sheet must be assigned a unique serial number. This serial number must be created using the current calendar year and a sequential four digit number (e.g. 05-0001, 05-0002, etc.). Each PS Form 6813 initiated must be entered into the facility PS Form 6812 Non-Mailable Item Fact Sheet Log.

## Specific Instructions

### Section A. Information About Mailpiece *(To be completed by person initiating this form)*

**Date and Time Mailpiece Detained:** Insert the current month/day/year and time in the space provided.

**Person Initiating Fact Sheet:** The person who detains the mailpiece must initiate the PS Form 6813. Their name, tour and contact phone number must be recorded on the form in the appropriate locations.

**Facility Name:** Enter the name of the facility at which the mailpiece is staged.

**Tour:** Enter the Tour number during which the item was found/staged.

**City, State, ZIP Code™:** Enter the city, and state in which the facility is located and the appropriate ZIP Code.

**Contact Telephone Number (include area code):** Enter the telephone number of the person initiating the fact sheet to provide a contact in case more information about the mailpiece is required.

**Mailpiece Type and Class of Mail:** Check the box for the appropriate mailpiece type and appropriate mail class. If it is an Express Mail Service® item, provide the tracking number in the space provided.

**Postage Type, Insured Number:** Check the box for the type of postage found on the item and record the Insured Number as applicable.

**Postage Date, Postage ID Number, City, State, ZIP Code:** Enter the Postage Date, Postage ID Number, City, State, and ZIP Code found on the postage. This information may be obtained from the PVI label, the meter label, the round date, etc.

**Delivery Confirmation/Signature Confirmation Number:** Provide the Delivery Confirmation™ Service and Signature Confirmation Service™ number(s) as applicable. Delivery Confirmation Service and Signature Confirmation Service mailpieces are required to be scanned. Indicate if the required scanning has been performed.

**Specific Reason Mailpiece Was Detained:** Provide a written description of the markings/labels/characteristics of the mailpiece. Describe why the mailpiece was detained.

### Section B. Mailer Information *(To be completed by supervisor or other designated employee)*

**Addressee Name and Address, Mailer Name and Address, Addressee Telephone Number, Mailer Telephone Number:** Provide Addressee and mailer names, addresses and phone numbers and indicate dates and details of phone discussions with mailer/addressee. If the contents of the mailpiece have been identified, indicate the contents and the method by which they were identified. The phone number for the mailer and or addressee may be obtained through the telephone company's information service, the internet, or with the assistance of the Inspection Service (last resort).

**Certified Letter Correspondence:** Indicate if the required certified letters have been sent to the mailer and addressee, the date each letter was sent, and the outcome, if any. Prior to abandonment, indicate if the proper number of certified letters have been mailed and the proper number of Form 3811s or unclaimed certified letters have been returned.

### Section C. Information About Customer Picking Up Mailpiece *(To be completed by person witnessing customer pickup)*

**If Mailpiece Picked Up, By Whom:** If the mailpiece is picked up, indicate who picked up the parcel (mailer, addressee, representative, etc.). If the parcel is picked up by a postal inspector, indicate the inspectors name. Ask the person retrieving the parcel to print their name, sign the document, and provide their address information in the space provided. Ask the person retrieving the mailpiece to show a government-issued ID to verify their identity. Indicate the type of ID provided in the space provided.

**Date of Final Disposition:** Enter the date the mailpiece was picked up or disposed of.

**Final Disposition of Mailpiece:** Provide a brief description of the final disposition of the mailpiece. Also enter the name, title, tour, and telephone number of the person who managed the final disposition of the mailpiece in the space provided.

When the PS Form 6813 is complete, the facility is required to retain a copy of the form for 375 days following final disposition. These completed forms must be available for review in a three-ring binder in the facility HAZMAT staging area.



**Appendix D**  
**Nonmailable Item Fact Sheet Log**  
**PS Form 6812**



## Non-Mailable Item Fact Sheet Log

Facility Name \_\_\_\_\_

Street Address (No. and street) \_\_\_\_\_

City, State, ZIP Code® \_\_\_\_\_

Entry	Non-Mailable Item Fact Sheet Serial #	Date Fact Sheet Initiated	Name, Title and Duty Tour of Person Initiating Fact Sheet	Final Disposition Date of Mailpiece	Name, Title and Duty Tour of Person Finalizing Fact Sheet
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					

## Instructions

---

Facilities must complete a PS Form 6813, *Non-Mailable Item Fact Sheet*, for each non-mailable item in its possession. The fact sheet must remain attached to the non-mailable item until final disposition. Each facility must use PS Form 6812 to record all PS Forms 6813 initiated by the facility and information about their resolution in addition to maintaining copies of the individual PS Forms 6813.

1. **Non-Mailable Item Fact Sheet Serial Number:** Each PS Form 6813 initiated by a facility must be assigned a facility unique serial number. The serial number assigned to the fact sheet must be recorded in the space provided.
2. **Date Fact Sheet Initiated:** Enter the date the PS Form 6813 was initiated in the space provided.
3. **Name, Title and Duty Tour of Person Initiating Fact Sheet:** Enter the name, title, and tour of the person who initiates the PS Form 6813 in the space provided.
4. **Date of Final Disposition of the Mailpiece:** Enter the date that the parcel was picked up or disposed of in the space provided.
5. **Name, Title, and Duty Tour of Person Finalizing Fact Sheet:** Enter the name, title, and tour of the person who witnesses the pick-up or disposal of the mailpiece and finalizes the PS Form 6813.

When the form is complete, the facility must retain a copy for 375 days following final disposition of the last mail piece on the log. Completed PS Forms 6812, together with the completed PS Forms 6813, must be available for review in a three-ring binder in the facility HAZMAT staging area.

**Appendix E**  
**HAZMAT Air Transportation Log**  
**PS Form 6814**



**Air Transportation HAZMAT Log**

Facility Name \_\_\_\_\_

ZIP Code® \_\_\_\_\_

1. Date	2. Dest. Airport Code	3. Originating Office	4. Was Item Refused by Air Carrier?	5. Mailer's Name and Address	6. Item Description	7. Initials
			<input type="checkbox"/> Yes <input type="checkbox"/> No Was Form 2759 Completed? <input type="checkbox"/> Yes <input type="checkbox"/> No			
			<input type="checkbox"/> Yes <input type="checkbox"/> No Was Form 2759 Completed? <input type="checkbox"/> Yes <input type="checkbox"/> No			
			<input type="checkbox"/> Yes <input type="checkbox"/> No Was Form 2759 Completed? <input type="checkbox"/> Yes <input type="checkbox"/> No			
			<input type="checkbox"/> Yes <input type="checkbox"/> No Was Form 2759 Completed? <input type="checkbox"/> Yes <input type="checkbox"/> No			
			<input type="checkbox"/> Yes <input type="checkbox"/> No Was Form 2759 Completed? <input type="checkbox"/> Yes <input type="checkbox"/> No			
			<input type="checkbox"/> Yes <input type="checkbox"/> No Was Form 2759 Completed? <input type="checkbox"/> Yes <input type="checkbox"/> No			
			<input type="checkbox"/> Yes <input type="checkbox"/> No Was Form 2759 Completed? <input type="checkbox"/> Yes <input type="checkbox"/> No			
			<input type="checkbox"/> Yes <input type="checkbox"/> No Was Form 2759 Completed? <input type="checkbox"/> Yes <input type="checkbox"/> No			

## Instructions - HAZMAT Air Transportation Logbook

Employees tendering HAZMAT mail to air carriers must complete a PS Form 6814 and maintain a copy in a three-ring binder at the HAZMAT staging area for 375 days. The form is to be completed in addition to any other forms necessary for tendering mail to air carriers.

### Specific Instructions

**1. Enter Facility Name and ZIP Code®.**

**2. Date**

Insert the current month/day/year.

**3. Destination Airport Code**

Enter the Airport Code for each mailpiece shown on the Routing Tag.

**4. Originating Office**

Enter as much information regarding the originating office, for each mailpiece, as possible. The information may be obtained from the PVI, meter strip, round date, placard, etc.

**5. Was Item Refused by Air Carrier?**

Select the appropriate box regarding the refusal or acceptance of the item by the air carrier. If the air carrier has refused the item, select "Y" and complete a PS Form 2759, *Report of Irregular Handling of Mail*, as indicated. If the air carrier has accepted the item, indicate by selecting "N." The remaining selection is non-applicable in this situation, as a PS Form 2759 is not needed.

**6. Mailer's Name and Address**

Insert the mailer's full name and address as seen on the item.

**7. Item Description**

Enter a detailed description of the item, including:

The size; outer packaging material (cardboard, plastic, etc.); the type of hazardous materials contained within the item; and any significant markings or labels (e.g. DANGER, ORM-D Air, Hazardous Materials, etc.).

**8. Initials**

The initials of the person completing the form must be entered here.

**Appendix F**  
**Example Customer Correspondence**



Date

Mailer or Addressee  
Address

Certified #1234567890

Dear Mailer or Addressee:

We are holding a package at our office that was mailed {to you by (name and city)} or {by you to (name and city)}. The package has (insert reason the parcel was held) markings. (Explain why parcel was held, briefly). We regret that the package was accepted in error at the (city and ZIP Code) Post Office. We have been unable to reach you or the mailer by telephone; therefore, we are contacting you via certified mail.

Unfortunately, we are unable to forward the package to its final destination. You (or your representative) may visit our office which is located at (insert name and address of facility) **within two days upon receipt of this letter** to retrieve your package, or to correct the deficiencies in the labeling/packaging. Please bring picture identification (Driver's License, State I.D., etc) with you. Please come to the (instruct mailer where they should come to pick up the parcel at the facility).

If you do not wish to retrieve or correct your package, you must provide us with written permission (via mail or fax) within two days upon receipt of this letter, granting us permission to dispose of the package. Please be advised you may be responsible for any disposal costs incurred. The permission letter must include the current date, a detailed description of the item, and your signature.

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

Thank you for your cooperation.

Sincerely,

Designated person at facility

cc: Local Inspector in Charge





Date

Mailer or Addressee  
Address  
Certified #2345678901

Dear Mailer or Addressee:

This follows up on our letter dated (insert date of first certified letter) regarding a package we are holding at our office that was mailed {to you by (name and city)} or {by you to (name and city)}. The package has (insert reason the parcel was held) markings. (Briefly explain why the parcel was stopped). The package was accepted in error at the (insert City and State) Post Office. We were unable to reach you or the mailer by telephone, so we sent you a certified letter (insert certified letter #) on (date) instructing you to make arrangements to retrieve or correct the package, or to provide us with written permission 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)}.

We remind you that you must provide us with written permission to dispose of this package, or retrieve or correct the package at our office 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 costs associated with testing, and disposal of the package. Please bring picture identification (Driver's License, State I.D., etc) with you. Please come to the (provide instructions on how to pick up package at 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,

Designated person at facility

cc: Local Inspector in Charge

**Appendix G**

***Form 1770 Mailpiece Spill or Leak Incident Report***



# Mail Piece Spill or Leak Incident Report

## A. Location

1. Facility Name	2. Facility Address
3. Facility ZIP + 4 Code	

## B. Initial Spill/Leak Information

4. Date of Incident	5. Time of Incident	6. Location of Incident
7. Type of Incident (Check applicable)		
<input type="checkbox"/> Gas Release	<input type="checkbox"/> Solid Release	
<input type="checkbox"/> Liquid Release	<input type="checkbox"/> Powder Release	<input type="checkbox"/> Other (Describe): _____
8. Material Type		
<input type="checkbox"/> Toxic	<input type="checkbox"/> Corrosive	<input type="checkbox"/> Radioactive
<input type="checkbox"/> Flammable	<input type="checkbox"/> Reactive	<input type="checkbox"/> Biohazard
<input type="checkbox"/> Other (Describe): _____		
9. Name of Material (If known)	10. Hazard Class	
11. Initial Determination		
<input type="checkbox"/> Incidental (Minor/nonemergency)	<input type="checkbox"/> Emergency	
12. Estimated Quantity Released		
Liquid: _____		Solid: _____

## C. Mail Piece Description (Attach additional sheet(s) as necessary)

13. Addressee (Complete name and address as shown)	14. Mailer (Complete name and address as shown)
15. Parcel Description (Size, contents, shipper's declaration, etc.)	16. Markings/Labels on Parcel

17. Mail Piece Characteristics (Check applicable)			
<input type="checkbox"/> Unusual Odor	<input type="checkbox"/> Stains/discoloration		
<input type="checkbox"/> Broken Contents	<input type="checkbox"/> Suspect Address	<input type="checkbox"/> Other (Describe): _____	
18. Mail Class		Meter Strip No. (If applicable)	ZIP Code of Postmark
<input type="checkbox"/> Express Mail	<input type="checkbox"/> First-Class		Other Identification (Unique no., Signature Conf., Delivery Conf.)
<input type="checkbox"/> Priority Mail	<input type="checkbox"/> Standard		

## D. Narrative (Attach Cost Estimate Worksheet if required) \*

19. Cause (Check applicable)			
<input type="checkbox"/> Mechanization	<input type="checkbox"/> Improper/Inadequate Packaging		
<input type="checkbox"/> Improper Handling	<input type="checkbox"/> Damaged in Transit	<input type="checkbox"/> Other (Describe): _____	
20. Impact			
Personnel Evaluation?	<input type="checkbox"/> Yes <input type="checkbox"/> No	No. of People: _____	Duration (Hrs): _____
Injuries?	<input type="checkbox"/> Yes <input type="checkbox"/> No	No. of USPS: _____	No. of Other (Describe): _____
Equipment Shutdown?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Type: _____	Duration (Hrs): _____
Outside Assistance?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Type of Assistance Provided: _____	
By Whom?	<input type="checkbox"/> Contractor <input type="checkbox"/> Fire	<input type="checkbox"/> Police <input type="checkbox"/> EMS	<input type="checkbox"/> Other (Describe): _____

21. Personnel Involved			
<u>Name</u>	<u>Job Title</u>	<u>Action Taken</u>	<u>Contact Information</u>

22. Description of Incident (Material identity, known hazards, condition at the scene, evacuation information, etc.)

**E. Notification & Follow-Up Action (This Section MUST Be Completed) \*\***

23. Notifications

Department (IS, Safety, Environ., etc.)	Contact Name	Date	Time
---	--------------	------	------

24. Was Material Available?

Yes  No

25. Was Mailer Notified? \*\*

Yes  No

26. Material Category

Restricted  Hazmat

Perishable  Other (Describe): \_\_\_\_\_

27. Photographs Provided? (Include with form)

Yes  No

28. Description of Follow-Up Actions (USPS response)

29. Form Completed By

Print Name

Job Title

Signature

Date

Work Phone

30. Manager Distribution Operations/Facility Manager

Print Name

Job Title

Signature

Date

Work Phone

31. District Safety Review

Print Name

Job Title

Signature

Date

Work Phone

## F. General Instructions

The Manager Distribution Operations or Facility Manager must complete this report and, within 48 hours of any incident involving hazardous materials, forward copies to the agencies listed below (in addition, all appropriate accident forms shall be completed, as necessary).

**Copy 1:** SAFETY PERFORMANCE MANAGEMENT  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA SW RM 9801  
WASHINGTON DC 20260-4261

**Copy 2:** AVIATION MAIL SECURITY  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA SW RM 6802  
WASHINGTON DC 20260-7104

**Copy 3:** ENVIRONMENTAL MANAGEMENT POLICY  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA SW RM 1P830  
WASHINGTON DC 20260-2810

**Copy 4:** Local Inspector in Charge

**Copy 5:** File Locally

### Specific Instructions

#### A. Location

Include the Facility Name (1), the Facility Address (2), and the Facility ZIP+4 (3) in the appropriate fields.

#### B. Initial Spill/Leak Information

Insert the exact Date (4), Time (5), and Location (6) of the incident.

Provide specific details of the incident by marking the applicable check box: Type of Incident (7), Material Type (8). Include the Name of the Material (9), the Hazard Class (10), the Initial Determination (11), and the Estimated Quantity Released as a liquid or a solid (12).

#### C. Mail Piece Description

Include detailed information regarding the Addressee (13) and the Mailer (14) as shown on the mail piece.

*Include a copy of the Shipper's Declaration, if present.*

**Parcel Description (15)** Indicate the size of the parcels, outer packing material (e.g. cardboard), amount of materials in parcel (e.g. 12 quarts), the type of inner containers (e.g. glass bottles).

**Markings/Labels (16)** Include any markings or labeling on the package (e.g. DANGER Hazardous Materials).

**Characteristics (17)** Select the appropriate box to indicate any applicable mail piece characteristics.

**Mail Class (18)** Include information on the mail class the piece belongs to, the Meter Strip Number, the ZIP Code of the Postmark, and any other identification.

#### D. Narrative

**Cause (19)** Check the appropriate box as to the cause of the incident.

**Impact (20)** Select the correct box to describe the impact that the spill/leak had on operations. Included are the duration of work stoppage, due to evacuation and equipment shutdown, injuries (both USPS and non-USPS, if applicable), and if any outside assistance was provided.

**Personnel Involved (21)** Provide the information requested such as the name, job title, action(s) taken, and contact information (phone #, address, business card) of personnel on the scene.

**Incident Description (22)** Provide a detailed description of the incident. Use a blank sheet of paper if you need more space and attach a copy of each page to this form.

#### E. Notification & Follow-Up Action

**Notifications (23)** List any Departments notified of the incident. Include the contact name and the date/time of notification.

Mark the appropriate check box to indicate whether the material was available (24), if the mailer was notified (25), the category of the material (26), and if photographs are provided with the form (27).

Provide a description of any follow-up actions taken by the USPS to prevent future incidents of this type (28).

Incident Reports must be filed when a mailed item produces injury, illness, significant property damage, or disruption to operations.

Refer to Management Instruction EL-810-96-1, *Response to Hazardous Materials Releases*, regarding requirements for customer notification.

Refer to Publication 52, *Hazardous, Restricted, and Perishable Mail, and Domestic Mail Manual* for guidance on acceptability, packing, marking, shipper's declaration, or other requirements related to mailability, and material category.

The signatures of the individual filling out the form (29) and the Manager Distribution Operations/Facility Manager (30) are required as well as that of the individual providing the District Safety Review (31).

**Appendix H**  
**DECDDD 4 and Instructions**

### **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 05

PSN 7690-08-000-1490

## Procedures for the Return of Parcels Bearing Alcoholic Beverage Markings

The United States Postal Service prohibits the mailing of alcoholic beverages (e.g. beer, wine, liquor, wine coolers, malt beverages, etc.) (DMM 601.11.7). Postal Employees must assume that markings and labels on mail indicate the actual contents. As such, all mailpieces containing alcoholic beverages and/or bearing alcoholic beverage markings or labels are prohibited in the mail (DMM 601.5.1b).

Mailpieces bearing only alcoholic beverage markings and/or labels must be returned to the mailer, they may not be forwarded to the addressee. Certain alcoholic beverages (e.g. grain alcohol, high proof rums, etc.) contain a high concentration of alcohol and are classified as a combustible or flammable liquid. These mailpieces will bear ORM-D Consumer Commodity or Flammable Liquid markings/labels in addition to alcoholic beverage markings. Mailpieces bearing both alcoholic beverage and hazardous materials markings/labels must be handled in accordance with procedures for nonmailable hazardous materials in the *Standard Operating Procedures for the Handling and Processing of Hazardous Materials*.

Mailpieces with only alcoholic beverage markings/labels bearing a domestic return address must have a *DDD-4* label applied over the Destination City, State, and Zip Code. Apply a Label 127 *Surface Transportation Only* and return the mailpiece to the sender via surface transportation only. It is not necessary to contact the customer prior to returning the mailpiece.

Mailpieces with only alcoholic beverage markings/labels bearing an International or APO/FPO return address must have a Label 127 applied near the address and must be forwarded to addressee via surface transportation only.

Mailpieces with only alcoholic beverage markings/labels without a return address must have a Label 127 applied near the address and must be forwarded to addressee via surface transportation only.

### 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.

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 cannot 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 and Voucher for Refund of Postage, Fees, and Services*. To re-mail the item, the mailer must then re-package the item in an appropriate box without prohibited labels and markings.