

American Postal Workers Union, AFL-CIO

1300 L Street, NW, Washington, DC 20005

Debby Szeredy
Executive Vice President

202-842-4250 (Office)
202-842-4297 (Fax)

January 28, 2014

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To: Lamont Brooks
From: Debby Szeredy *DS 1-29-14*
Subject: Effective 1-26-14 Retail Personnel at (POS) One Offices are No Longer Required to Ask Customers the Hazmat Question (Notification No. GCCC20140076)

Please find attached a copy of a letter dated 1/23/2014 from Patrick Devine, regarding the above reference matter.

You are designated as the APWU contact person in this matter. Contact the USPS representative as soon as possible for discussion, if appropriate. Please provide notification of your review to me by 3/3/2014.

Please note: Your secretary should update the Notification Tracking Module in Step 4 CAS as necessary.

cc: Clint Burelson

DS/lbb
opeiu #2/afl-cio



JAN 28 2014

January 23, 2014

Mr. Mark Dimondstein
President
American Postal Workers
Union, AFL-CIO
1300 L Street, N.W.
Washington, DC 20005-4128

**Certified Mail Tracking Number:
7013 1090 0002 4435 6577**

Fax: (202) 842-4297

Dear Mark:

As a matter of general interest, effective January 26, retail personnel at Point of Sale (POS) One offices are no longer required to ask customers mailing parcels the hazmat question. Currently, retail personnel are required to ask the question, *"Does this parcel contain anything liquid, fragile, perishable or potentially hazardous, such as lithium batteries or perfume?"* Non-POS One offices must still ask the hazmat question.

In lieu of the retail employee asking the question, it will now appear on the customer display unit (CDU), giving customers the option to answer yes or no. When the question appears on the CDU, the customer will be prompted to select "Yes" or "No".

Enclosed for your review, is a copy of the employee Service Talk that will be given to retail personnel in the POS One offices.

If there are any questions, please contact Rickey Dean at extension 7412.

Sincerely,

A handwritten signature in black ink, appearing to read "P. M. Devine".

Patrick M. Devine
Manager
Contract Administration (APWU)

Enclosure

SERVICE TALK

January 2014

POS One Office Alert: Hazmat Question Change

Effective January 26, 2014, retail personnel at POS One offices are no longer required to ask customers mailing parcels this hazmat question:

“Does this parcel contain anything liquid, fragile, perishable or potentially hazardous, such as lithium batteries or perfume?”

Note: Non-POS One offices must still ask the hazmat question.

The question appears on the customer display unit (CDU), giving customers the option to answer yes or no. More information is available in the POS One Functionality Guide.

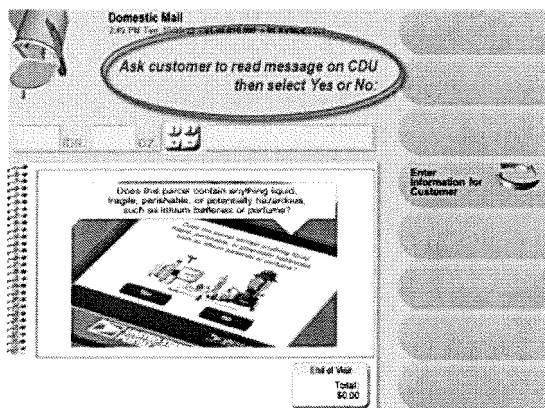
Below are excerpts from the *Products & Services New Functionality Guide*, January 2014:

2. Hazmat

For any domestic mailing, after a destination ZIP Code is entered, the system prompts you to direct the customer to read and answer a question on the CDU.

The question, “Does this parcel contain anything liquid, fragile, perishable or potentially hazardous, such as lithium batteries or perfume?” is displayed as shown below:

2.1 Customer Responds on CDU



The customer is directed to select “Yes” or “No.” If the customer selects “No,” the “What are you mailing?” screen appears.