





Standard Work Instruction: Alternate Access Point HAZMAT Acceptance Handling



	Important Steps	Key Points	Reasons for Key Points									
	<p>1) Ask the HAZMAT Question</p>	<ul style="list-style-type: none"> Ask the customer, “Do any of your articles contain anything liquid, fragile, perishable, or potentially hazardous such as lithium batteries, perfume, mercury, or aerosols?” Notify the customer any type of HAZMAT is not acceptable at the alternate location. 	<ul style="list-style-type: none"> To prompt the customer to declare any HAZMAT material. Provide the customer examples of commonly mailed HAZMAT items. 									
 <table border="1" data-bbox="73 1276 511 1491"> <tr> <td>Class 1. Explosives Fireworks Firecrackers Ammunition Gunpowder Flares</td> <td>Class 2. Compressed Gases Propane tanks Diving tanks Aerosol spray cans Butane gas Fire extinguishers</td> <td>Class 3. Flammable Liquids Lighters Lighter fuels Oil paints Adhesives Perfumes</td> </tr> <tr> <td>Class 4. Flammable Solids Matches Charcoals</td> <td>Class 5. Oxidizing Substances Pool chemicals Hydrogen peroxide Bleach</td> <td>Class 6. Toxic and Infectious Substances* Pesticides Agricultural chemicals Mercury compounds Bacterias Viruses</td> </tr> <tr> <td>Class 7. Radioactive Materials* Radioactive wastes Radioactive sources Smoke detectors</td> <td>Class 8. Corrosives Wet batteries Mercury Hydrochloric acid</td> <td>Class 9. Miscellaneous Dangerous Goods* Magnetized goods Dry ice Lithium batteries</td> </tr> </table>	Class 1. Explosives Fireworks Firecrackers Ammunition Gunpowder Flares	Class 2. Compressed Gases Propane tanks Diving tanks Aerosol spray cans Butane gas Fire extinguishers	Class 3. Flammable Liquids Lighters Lighter fuels Oil paints Adhesives Perfumes	Class 4. Flammable Solids Matches Charcoals	Class 5. Oxidizing Substances Pool chemicals Hydrogen peroxide Bleach	Class 6. Toxic and Infectious Substances* Pesticides Agricultural chemicals Mercury compounds Bacterias Viruses	Class 7. Radioactive Materials* Radioactive wastes Radioactive sources Smoke detectors	Class 8. Corrosives Wet batteries Mercury Hydrochloric acid	Class 9. Miscellaneous Dangerous Goods* Magnetized goods Dry ice Lithium batteries	<p>2) Be knowledgeable and provide guidance</p>	<ul style="list-style-type: none"> Provide input if the customer is unsure if the item is HAZMAT. Utilize a HAZMAT poster to help guide the customer to identify what items are considered HAZMAT. If customer declares an item inside the package is HAZMAT, then notify the customer that the item is not acceptable at this location. Direct the customer to mail the item at the nearest Post Office. 	<ul style="list-style-type: none"> Ensure the customer is guided properly in identifying what is considered HAZMAT. Ensures the Customer’s questions are addressed and increases customer satisfaction.
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	<p>3) Check all six sides of the package for any HAZMAT markings.</p>	<ul style="list-style-type: none"> Determine if any DOT HAZMAT markings are applied on the outside of the package. Utilize a supplied HAZMAT markings poster as reference. If any markings are present, do not accept the package. Direct customer to the nearest Post Office to mail their items. 	<ul style="list-style-type: none"> Ensure packages are checked for any HAZMAT markings that might have been missed by the customer. 									

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4) HAZMAT items are not accepted, and customer directed to USPS.

- Once items are validated as HAZMAT through the customer or due to outside markings, advise the customer to go to the nearest USPS location to mail the item.

- Ensure that the customer is made aware, though HAZMAT is not acceptable at this location, they may visit an actual USPS store for service.
- HAZMAT items should be directed to a Post Office location for a mailability determination.