



Southwest Coastal Area Local American Postal Workers Union, AFL-CIO



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Attention All Window Clerks:

Dear Brothers, Sisters, and Union Family,

Postal Service Management has been introducing changes that add complexity to our daily tasks without addressing service improvements or ensuring adequate staffing. The latest concern is the "HAZMAT Question Bypass," which primarily impacts many Window Clerks in our Local. We've witnessed several clerks walked out due to this issue. Please review the following points to protect yourselves:

"Bypassing the HAZMAT Question":

- Window clerks are REQUIRED TO VERBALLY ASK the HAZMAT Question for each transaction handled over the counter. Currently, there is no policy, regulation, or training that explicitly states clerks MUST obtain customer responses through the Customer Display Unit (CDU) (credit/debit card reader).
- Regarding the RSS, there is a button available to bypass customer entry. However, Management is emphasizing that it's MANDATORY for customers to answer the HAZMAT question on the Customer Display Unit. It's worth noting that the PO-209 (Retail Operations Handbook 2021) mentions the HAZMAT question and CDU primarily in the context of the RCE (Mystery Shopper Program).
- Management CANNOT use the RCE/Mystery Shopper Program for disciplinary purposes.
- If Management conducts a Stand-Up meeting, politely request that Management provide a copy of the postal policy or formal training that mandates customers answer the HAZMAT question on the Customer Display Unit (CDU).

What if you bypass the HAZMAT question?

- Immediately note for yourself the date and approximate time of any transactions where you bypassed the HAZMAT question.
- Management will receive a report detailing who bypassed the HAZMAT question and how many times.
- If Management informs you of being placed (walked out) on 16.7 (Emergency Placement), follow their instructions, clock out, and immediately contact your Union Representative.

What you can do to protect yourself:

- Attempt to have the customer answer the HAZMAT question on the Customer Display Unit with EVERY transaction. While it's not mandatory, it's important to comply with Management's instructions regarding the HAZMAT question.
- If you experience equipment failure, notify the customer, inform a supervisor that your system is not functioning, and make a note for yourself.
- When processing a Zero PVI, inform the supervisor first and make a note for yourself.

Verbally asking the HAZMAT question remains MANDATORY for the safety of the mail and coworkers. If you have further questions or concerns, please contact your steward or your local office.

Thank you for your attention and diligence in upholding safety protocols.

Yours in Union Solidarity,
Alexi Tran
Clerk Director – SWCAL 917

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