

United States Postal Service®

INDUSTRY ALERT

April 6, 2020

COVID-19 CONTINUITY OF OPERATIONS UPDATE Help Us Serve You (Retail and Carrier Safety) – Videos Available for Your Use

While the CDC, WHO, and Surgeon General have stated there is no evidence that COVID-19 can be spread through the mail and/or packages, the U.S. Postal Service is taking these extra precautions for the safety of both customers and employees. Two video links have been embedded in this Industry Alert to help you communicate with your customers.

Retail Safety

The USPS is adapting the following Retail Office Procedures to promote social distancing. Some of the new procedures are:

- Limiting the number of customers in the retail facilities to no more than 10 at one time
- Markings on the floor to maintain the 6 feet safe distance recommendation
- Barriers at the retail counters are in place to protect both customers and employees
 - Retail Associates will ask customers to step back as they process each transaction

Carrier Safety

The USPS is adapting the following Delivery Procedures to promote social distancing. Some of the new procedures are:

- Signature Services
 - Carriers will knock on the customer's door instead of ringing the door bell
 - Carriers will maintain a safe distance by not requesting a signature – instead they will ask for the customer's first initial and last name
 - Carriers will leave package(s) in a safe place for retrieval

For more additional information, please view the videos below.

COVID-19 Help Us Serve You – Retail

<http://a248.e.akamai.net/f/248/60653/1d/usps.download.akamai.com/60653/streaming/vod/HelpUsRETAIL.mp4>

COVID-19 Help Us Serve You – Carriers

<http://a248.e.akamai.net/f/248/60653/1d/usps.download.akamai.com/60653/streaming/vod/HelpUsCARRIERS.mp4>

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