

March 23, 2020

## COVID-19 CONTINUITY OF OPERATIONS UPDATE

### Safety of the Mail

The United States Postal Service has a dedicated COVID-19 Command Response leadership team that is focusing on employee, operational, business, and customer continuity during this unprecedented epidemic. We continue to follow the strategies and measures recommended by the Centers for Disease Control and Prevention (CDC) and public health departments. The CDC has information available on its website at <https://www.coronavirus.gov> that provides the latest information about COVID-19.

To reduce health risks, we also are temporarily modifying customer signature capture procedures. While maintaining a safe, appropriate distance, employees will request the customer's first initial and last name so that the employee can enter the information on the electronic screen or hard copy items such as return receipts, PS Forms 3811 and 3829. For increased safety, employees will politely ask the customer to step back a safe distance or close the screen door/door so that they may leave the item in the mail receptacle or appropriate location by the customer door.

Importantly, the CDC (<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>), the World Health Organization (<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>), as well as the Surgeon General have indicated that there **is currently no evidence that COVID-19 is being spread through the mail.**

Specifically, according to the World Health Organization, "the likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and been exposed to different conditions and temperature is also low." And according to the CDC, "in general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures. Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with imported goods and there have not been any cases of COVID-19 in the United States associated with imported goods."

Industry and commercial customers can email questions or concerns about COVID-19 and the mail to [industryfeedback@usps.gov](mailto:industryfeedback@usps.gov) with COVID-19 in the subject line. Mailers can also sign up for Industry Alerts at [industryalert@usps.gov](mailto:industryalert@usps.gov).

For more information, see the [USPS Coronavirus Statement at about.usps.com/newsroom](https://about.usps.com/newsroom).

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