

Mandatory Stand-Up Talk

April 25, 2020

Retail lobby equipment — social distancing

On a daily basis, our customers transact business using our self-service kiosks (SSKs). Providing retail access as well as safeguarding the well-being of our customers is a high priority, especially in response to the Coronavirus Disease 2019 (COVID-19). To ensure the health of our employees and customers, we are continuing to follow recommended guidance and measures from the Centers for Disease Control and Prevention (CDC).

To this end, Post Offices with more than one SSK should adhere to the following guidance:

- Inner and/or Outer Lobby: Place a safe and secure barrier (shower curtain or sneeze guard) between the machines.
- Post social distancing signage and place floor tape in the queue line (6 feet apart) and outside to maintain social distancing.
- If space constraints prevent placing a barrier, post “Not in Use” sign on only one of the SSKs. If you have three kiosks located in close proximity, put the sign on the one in the middle. **The kiosk must remain powered on.**
- Clean the machine and key pad regularly throughout the day.

Instructions for Cleaning / Disinfecting the Self-Service Kiosk

DO NOT SPRAY CLEANERS DIRECTLY ON ANY SURFACE OF THE KIOSK

To clean the SSK, all of the outer surfaces may be cleaned using a lint-free soft cloth that is dampened with soapy water. To disinfect the kiosk, certain areas of the SSK require different cleaning solvents.

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Area of SSK	Approved Disinfectant Products	Cleaning method
Touchscreen / Monitor, EX Access Keypad, Scale Platter	Disinfectant Isopropyl Alcohol	Apply solution to clean cloth and wipe area with cloth
Card Reader & PIN Pad, Lexan Plastic panels covering the Camera lens, Barcode Scanner, NFC Reader, Poster boards	Isopropyl Alcohol (70%)	Apply solution to clean cloth and wipe area with cloth
Kiosk painted surfaces	Mild soapy water	Apply solution to clean cloth and wipe area with cloth

In addition to cleaning the SSK, increase the cleaning of frequently touched surfaces in the retail lobby including Customer Display Units (CDUs), counters, door handles and knobs.

Also, make hand sanitizer and/or alcohol wipes available for customers who are using the CDU at the full window service counter. Reference MMO-031-20 for further instructions.

Thank you for listening.



Stanchion with Plexi-Glass

