

# Response Checklist for Suspicious Mail and Unknown Powders or Substances

May 2017



# Response Checklist

1. Leave the mail item or substance where it was found. Do not disturb. Do not try to clean up the substance.
2. Clear people from the immediate area and keep others away.
3. Instruct anyone who may have had contact with the item or substance to wash hands and other exposed skin with soap and water. Direct them to wait in a designated area for further instructions.
4. Cordon off the immediate area.
5. Shut down all equipment in the immediate area.
6. Shut down all heating, ventilation, and air conditioning systems.
7. **Without disturbing the mail item or substance, document:**

Location of the mail item or substance:

---

---

---

---

---

---

---

---

Description of the substance:

---

---

---

---

Description of the mail item:  
(markings, labels, declarations, postage)

---

---

---

---

---

Name and address of the addressee on the  
mail item:

---

---

---

Name and address of the mailer on the  
mail item:

---

---

---

8. Call the Postal Inspection Service. Tell them what you know about the mail item or substance. They will conduct a threat assessment.

**Call your local Postal Inspection Service office or the 24-hour, toll-free number:  
877-876-2455**

9. Take protective actions based on your local emergency action plan.
10. Call your district Homeland Security Coordinator to report this incident.
11. Communicate immediately with employees, local unions, and management associations. Convey only the facts — avoid speculation!

**If there is evidence of an emergency, such as smoke, fumes, vapors, or employees exhibiting medical symptoms, call 911, then your local Postal Inspection Service office and:**

- **Activate your local emergency plan.**
- **Evacuate the area.**

12. List the names of each person in the immediate area of the mail item or substance:

---

---

---

---

---

---

---

---

---

---

13. Additional comments:

---

---

---

---

---

---

---

---

14. Additional information:

---

*Facility*

---

*Date*

---

*Signature*

**<http://blue.usps.gov/nationalpreparedness>**

Publication 167-B

May 2017

PSN 7610-09-000-4022



**UNITED STATES  
POSTAL SERVICE**

---

475 L'ENFANT PLAZA SW  
WASHINGTON, DC 20260-3801

First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10