



June 2, 2023

RECEIVED  
JUN 05 2023

Mr. Ivan D. Butts  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of general interest, the Postal Service will revise *Mailing Standards of the United States Postal Service, Domestic Mail Manual* (DMM) section 604.9.5.5 to reflect changes in refund eligibility for Priority Mail Express® products containing hazardous materials (HAZMAT).

Effective July 9, changes to the provisions of section 604.9.5.5 will state that postage will not be refunded, if guaranteed service was not provided, because a shipment containing live animals or hazardous materials is delivered, or delivery is attempted, within 3 days of the date of mailing.

Enclosed is the upcoming June 29 Postal Bulletin article relevant to this matter.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink that reads "Lloyd" followed by a stylized "BAC" or similar initials.

for

James Lloyd  
Director  
Contract Administration (NALC)

Enclosure

## **DMM Revision: Hazardous Materials Refund Eligibility**

Effective July 9, 2023, the Postal Service™ will revise *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®), section 604.9.5.5, to reflect changes in refund eligibility for Priority Mail Express® products containing hazardous materials (HAZMAT).

The Postal Service published a *Federal Register* notice (88 24483-24490) in which it announced that the Postal Service will amend the DMM regarding refund eligibility of Priority Mail Express products containing HAZMAT. Under the new provision published in the notice, postage will not be refunded if guaranteed service was not provided because a shipment containing live animals or hazardous materials was delivered, or delivery was attempted within 3 days of the date of mailing.

This standard is effective July 9, 2023.

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### ***Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM)***

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#### **600 Basic Standards for All Mailing Services**

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#### **604 Postage Payment Methods and Refunds**

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#### **9.0 Exchanges and Refunds**

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#### **9.5 Priority Mail Express Postage and Fees Refunds**

\* \* \* \* \*

### **9.5.5 Refunds Not Given**

\* \* \* \* \*

*[Revise the text of item g. to read as follows:]*

- g. The shipment contained live animals or hazardous materials and was delivered, or delivery was attempted within 3 days of the date of mailing.

\* \* \* \* \*

The Postal Service will incorporate this revision into the next edition of the online DMM, which is available via Postal Explorer® at <https://pe.usps.com>.

— *Product Classification, Product Solutions, 6-29-23*