

JUL 05 2022



June 30, 2022

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

Dear Mr. Butts:

As a matter of general interest, the Postal Service intends to discontinue the *Special Handling – Fragile* extra service, currently available to customers.

The Postal Service reviewed the *Special Handling – Fragile* end to end process and determined it was not viable to continue offering this extra service.

This change will be effective July 10, 2022.

We have enclosed a *Special Handling – Fragile Discontinued* Stand Up Talk.

If you have any questions on this matter, please contact Bruce Nicholson at extension 7773.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills".

David E. Mills
Director
Labor Relations Policies and Programs

Enclosure

**Special Handling – Fragile
Discontinued
Service Talk for All Employees
(Delivery, Retail, and Mail Processing)**

Effective July 10, 2022, the Postal Service will no longer offer *Special Handling – Fragile* as an extra service for shipments. This change better aligns the value of service with customer expectations, as customers who formerly purchased *Special Handling – Fragile* may have expected treatment that the service did not support.

Customers shipping fragile items should instead be encouraged to package their items carefully and to consider purchasing additional insurance coverage for their shipments. Insurance of up to \$100 of the package value is automatically included with Priority Mail, Priority Mail Express, and certain other shipping services. Customers can purchase additional insurance for these and all other mailing and shipping services.

USPS employees and customers should discontinue using Label 875, *Special Handling – Fragile* and recycle* all on-hand volume after July 10, 2022.



*Please recycle locally. For more information on recycling visit [Recycling and Waste Minimization \(usps.gov\)](https://www.usps.gov/recycling)

All Live Animal handling procedures and processes will remain the same as they are today. Mailers shipping bees or day-old poultry by surface transportation will no longer be required to purchase the Special Handling fee as a condition of mailability.

For further information, please see Postal Bulletin 22601, which will be published on June 30, and the related Federal Register notice (<https://www.federalregister.gov/documents/2022/06/01/2022-11573/special-handling-fragile-discontinued>).

Any questions can be sent to ShippingServices@usps.gov.