



February 25, 2020

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:**  
7019 1640 0001 4464 6979

Dear Brian:

As a matter of general interest, the Postal Service intends to test Cold Chain Packaging in the Caribbean District.

Cold Chain Packaging is designed for customers who would like to ship items through the mail that they would like to stay cold for up to 72 hours at 45 degrees or below. Customers are responsible for supplying their own cooling materials such as a gel pack to keep their package cold.

Cold Chain Packaging, which will be available as a Priority Mail Express box with a polystyrene cooler insert, will be available for purchase at the 10 retail locations identified below.

Facility Name	Mailing Address	City	State	Zip Code
ARECIBO MPO	10 AVE SAN PATRICIO	ARECIBO	PR	00612
BAYAMON BRANCH	100 AVE L R RODRIGUEZ	BAYAMON	PR	00959
CAGUAS MPO	225 CALLE GAUTIER BENITEZ	CAGUAS	PR	00725
CAROLINA MPO	1000 AVE SANCHEZ OSORIO	CAROLINA	PR	00983
MAYAGUEZ MPO	60 CALLE MCKINLEY W	MAYAGUEZ	PR	00680
PONCE MPO	2340 AVE EDUARDO RUBERTE	PONCE	PR	00717
SAN JUAN-MOWS	585 AVE FD ROOSEVELT STE 202	SAN JUAN	PR	00936
CHARLOTTE AMALIE MPO	9846 ESTATE THOMAS	ST. THOMAS	VI	00802
VETERANS DRIVE STATION	6500 VETERANS DR	ST. THOMAS	VI	00802
CHRISTIANSTED MPO	1104 ESTATE RICHMOND	CHRISTIANSTED	VI	00820

The subject test will be conducted for four months beginning March 9.

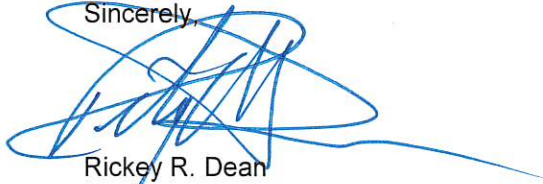
Enclosed are the following documents for your review.

- Priority Mail Express Cold Chain Packaging Test Frequently Asked Questions (FAQs)
- Standard Operating Procedures (SOP) Priority Mail Express Cold Chain Packaging at Retail System Software (RSS) Sites
- Retail Service Talk Priority Mail Express Cold Chain Packaging Test
- SOP Re-Ordering Priority Express Cold Chain Boxes

(CA2020-71)

If there are any questions, please contact April Cutchember at extension 6612.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Rickey R. Dean', is written over the word 'Sincerely,'. The signature is stylized with multiple loops and a long horizontal stroke extending to the right.

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosures

## Priority Mail Express Cold Chain Packaging Test Frequently Asked Questions (FAQs)

**Q1: What does the Cold Chain Packaging include?**

- A. The Cold Chain Packaging includes a branded Priority Mail Express box that is 12.25" x 12.25" x 8.5" with a polystyrene cooler. The polystyrene cooler is 100% recyclable and reusable.

The packaging does not include cooling material (i.e. gel packs).

**Q2: Can I obtain the Cold Chain Packaging online?**

- A. No, the Cold Chain Packaging is only available at the 10 below retail offices in the Caribbean District during the test.

#	FACILITY NAME	MAILING ADDRESS	CITY	STATE	ZIP CODE
1	ARECIBO MPO	10 AVE SAN PATRICIO	ARECIBO	PR	00612
2	BAYAMON BRANCH	100 AVE L R RODRIGUEZ	BAYAMON	PR	00959
3	CAGUAS MPO	225 CALLE GAUTIER BENITEZ	CAGUAS	PR	00725
4	CAROLINA MPO	1000 AVE SANCHEZ OSORIO	CAROLINA	PR	00983
5	MAYAGUEZ MPO	60 CALLE MCKINLEY W	MAYAGUEZ	PR	00680
6	PONCE MPO	2340 AVE EDUARDO RUBERTE	PONCE	PR	00717
7	SAN JUAN-MOWS	585 AVE FD ROOSEVELT STE 202	SAN JUAN	PR	00936
8	CHARLOTTE AMALIE MPO	9846 ESTATE THOMAS	ST. THOMAS	VI	00802
9	VETERANS DRIVE STATION	6500 VETERANS DR	ST. THOMAS	VI	00802
10	CHRISTIANSTED MPO	1104 ESTATE RICHMOND	CHRISTIANSTED	VI	00820

**Q3: How long is the test phase for Cold Chain Packaging?**

- A. The testing of the Cold Chain Packaging will be conducted for four months starting March 9, 2020.

**Q4: What is Cold Chain Packaging used for?**

- A. The Cold Chain Packaging Box with the polystyrene cooler is designed for mailing contents that must remain cold in-transit. The inner cooler is designed to keep items cold for up to 72 hours at 45 degrees or below (with customer supplied gel packs).

**Q5: Can add extra services be added to the Cold Chain Package mailing?**

- A. Yes. Extra Services such as Return Receipt, Insurance, Signature Required, and Signature Waived are available for mailing Priority Mail Express Cold Chain Packaging Boxes.

**Q6: What is the cost of the Priority Mail Express Cold Chain Packaging Box?**

- A. Each box is \$3.49 plus the cost of postage and fees.



## **Priority Mail Express Cold Chain Packaging Test Frequently Asked Questions (FAQs)**

### **Q7: Will there be any changes to the Retail System Software (RSS) and Self-Service Kiosk's (SSKs)?**

- A. No, for the purposes of the test the Cold Chain Packaging will be sold and process similar to Ready Post™ Shipping Supplies and will be mailed using the current Priority Mail Express services.

### **Q8: How will this service be advertised or communicated to customers?**

- A. The Postal Service will be placing Retail Point of Purchase (POP) displays in the 10 selected offices lobbies in the Caribbean Districts and a comprehensive Communication Plan has been developed to communicate to internal and external customers.

### **Q9: What happens if the Cold Chain Packaging Retail Point of Purchase (POP) display gets damaged?**

- A. The office should contact their assigned Topeka planner to re-order a new Retail POP display.

### **Q10: How should the Cold Chain Packaging Retail display be stored in retail offices?**

- A. The Cold Chain Packaging Retail POP display and boxes will come pre-assembled with tabs on the bottom. The Retail POP display is to be stored in the back-office at close-of business (COB) and returned to the retail lobby during retail hours. Please ensure it is completely stocked with 12 Priority Mail Express Cold Chain Packaging boxes with the polystyrene cooler at all times.

### **Q11: How do participating offices re-order the Priority Mail Express Cold Chain Packaging Boxes with the polystyrene cooler?**

- A. Each office will have an assigned Topeka planner that will be contacting them once a week. The Topeka planner will be checking on volumes to determine if re-orders of the boxes are warranted.

### **Q12: What are the dimensions of the Retail Point of Purchase Display for the Priority Mail Express Cold Chain Packaging?**

- A. The dimensions of the display is 73" (H) x 16.25" (W) and 26.5" (L)

### **Q13: What are the dimensions of the Priority Mail Express Cold Chain Packaging Box?**

- A. The dimensions of the Priority Mail Express Cold Chain Packaging Box is:
- 12-5/8" (L) x 9-5/8" (W) x 8" (H) (outer dimensions)
  - 11-3/8" (L) x 9-3/8" (W) x 7-1/2" (H) (inner dimensions)

### **Q14: What is a Universal Product Code (UPC) barcode?**

- A UPC barcode, short for universal product code barcode, is a type of code printed on Priority Mail Express Cold Chain Packaging Box to aid in identifying the item. It consists of two parts – the machine-readable barcode, which is a series of unique black bars, and the unique 12-digit number beneath it.





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Standard Operating Procedures (SOP)  
Priority Mail Express Cold Chain Packaging at Retail System Software (RSS) Sites

## Standard Operating Procedures (SOP) Priority Mail Express Cold Chain Packaging at Retail System Software (RSS) Sites

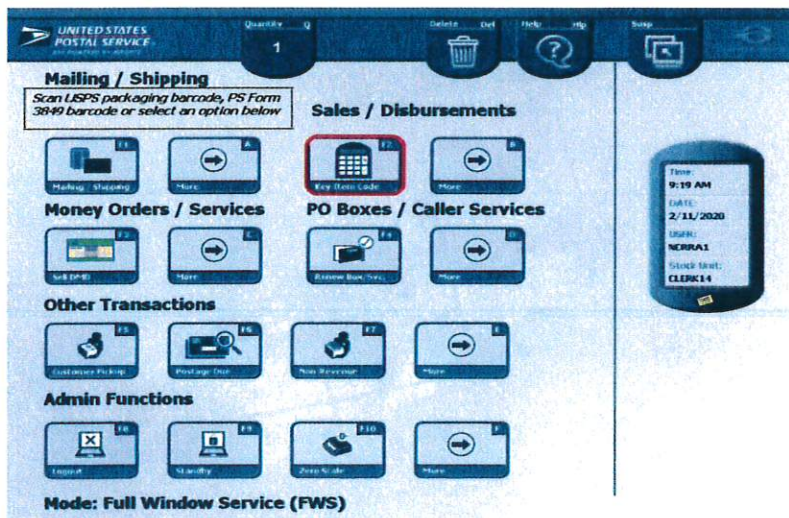
Effective Monday, March 9, 2020 the United States Postal Service will be start testing Priority Mail Express Cold Chain Packaging in the Caribbean District in 10 selected offices. The test will last for a period of four months.

The Priority Mail Express Cold Chain Packaging Box will cost customers \$3.49 plus the cost of postage and fees. The Priority Mail Express Cold Chain Box will follow similar procedures as Ready Post™ Shipping Supplies does when they are purchased at USPS Retail locations. Sales and Service Associates (SSAs) must scan the Priority Mail Express Cold Chain Box Universal Product Code (UPC) barcode in order to charge the customer the \$3.49 for the box. The customer has the option of purchasing the postage and fees at the time the box is purchase or to purchase the postage and fees at a later time.

If the customer is elects to purchase the Priority Mail Express Cold Chain Box with the polystyrene cooler for shipment at a later date, the SSA will date stamp each UPC barcode on the box. The customer will be able to return to the USPS retail counter (with the date stamped box) to ship the package at later date to purchase postage and fees.

### Customer purchasing Priority Mail Express Cold Chain Box with postage

- Select “Key Item Code” from the RSS Home screen. This will trigger the box sale portion of the transaction.



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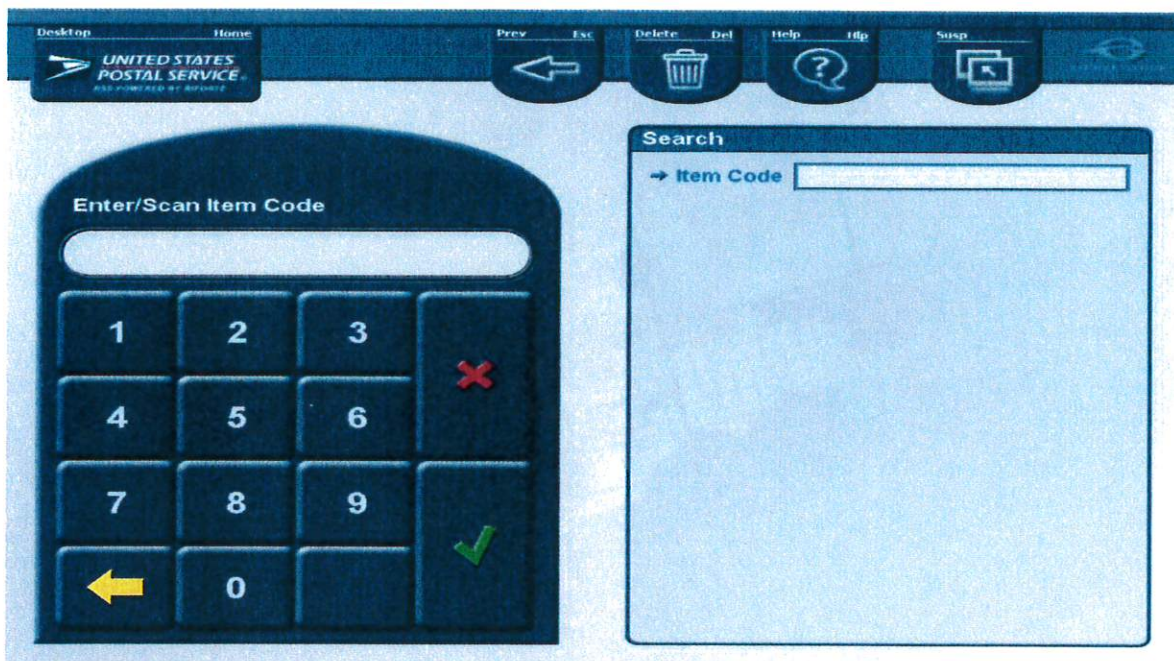
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- SSA will scan the Priority Mail Express Cold Chain Packaging UPC barcode on the box with their scanner.



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- The system will add the \$3.49 price for the Priority Mail Express Cold Chain Box to the **stack** and will remain on the Home Screen.

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Quantity 0  
1

Delete Del Help Hlp Susp

**Mailing / Shipping**  
Scan USPS packaging barcode, PS Form 3849 barcode or select an option below

**Sales / Disbursements**

**Money Orders / Services**

**PO Boxes / Caller Services**

**Other Transactions**

**Admin Functions**

**Mode: Full Window Service (FWS)**

Cold Chain Box 0  
Qty: 1  
999300  
\$3.49

Pay and End Visit 2  
Take Payment  
\$3.49

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- Scan the Priority Mail Express Cold Chain Packaging UPC barcode on the box again. The system will proceed to the current Priority Mail Express (PME) workflow.
- Complete the Priority Mail Express mailing workflow as follows:
  1. Enter the domestic destination 5- Digit ZIP Code

Desktop Home Prev Esc Delete Del Help Hlp Susp

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Enter 5-Digit ZIP Code

22556

Mailing 0 Lb 00.70 Oz

Enter ZIP Code for domestic destination. For international mailing, select a country, "List Countries" or "Enter Country Name" for more international destinations.

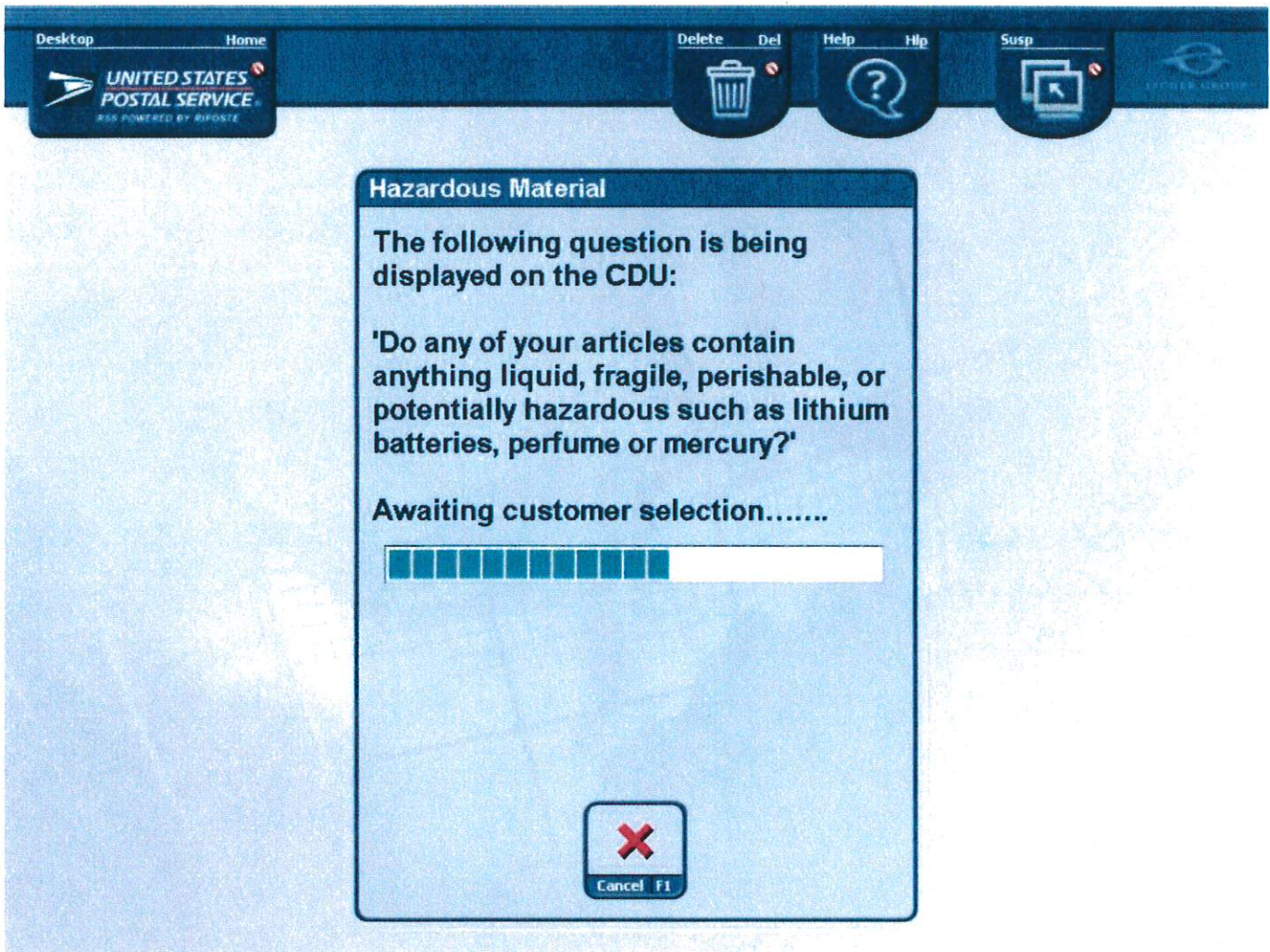
Canada (F1)	Mexico (F2)
United Kingdom (F3)	Ireland (F4)
Japan (F5)	China (F6)
List Countries (F7)	Enter Country Name (F8)

2. Proceed with Hazardous Material Inquiry.
3. Customer is asked to respond on the Customer Display Unit (CDU) to the Hazardous Material question.

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4. The customer is asked - Is the destination a PO Box?





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Desktop Home

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PO Box Destination

**Is destination a PO Box?**

**In order to accurately determine  
service delivery dates, please indicate  
if article is addressed to PO Box.**

Yes No F1

5. The RSS will then display the estimated delivery dates and prices associated with each.
6. The SSA will choose the customer's option and continue.

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Friday February 14

Monday February 17, 2020 03:00 PM	\$43.20
Tuesday February 18, 2020 03:00 PM	\$30.70

Page 1 of 1

✓  
Select F5

7. The weight and rate of the package is shown along with the scheduled delivery date.
8. The SSA will offer any extra services to the customer, i.e. Return Receipt, Signature Requested, Extra Insurance, etc.
9. Select "Continue".

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1

STAFFORD, VA 22556

PM Exp  
0 Lb  
1.10 Oz  
Sched. Del. 02/17/20 03:00 PM  
Cutoff Time: 12:00 PM  
Curr. Time: 12:06 PM  
Rate: \$43.20  
Fee: \$0.00  
Total: \$43.20

Insurance Up to \$100.00 included  
Insurance RstrDel \$0.00  
Return Receipt \$2.85  
Signature Requested \$0.00  
Signature Waived \$0.00  
CDD  
COD RstrDel  
Cremated Remains \$0.00  
More.. F12

0 Lb  
1.10 Oz  
Weight F1  
Chng Dest F2  
Mail Svcs F3  
Scan F4  
Print Quote F5  
Continue F6

Cold Chain Box  
Qty: 1  
999300  
\$3.49

Pay and End Visit Z  
Take Payment  
\$3.49

10. The SSA will enter the Delivery Destination Street Number, **continue**

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Enter Delivery Street Number:

45

Touch to accept the value entered.

Alphanumeric Keypad

Enter Delivery address

- STAFFORD, VA 22556
- ✓ Select Delivery Address type:  
Street Address
- Enter primary street number  
Enter up to 10 numbers or letters
- Enter first letter or number of street name  
Enter only 1 letter or number

11. The SSA will enter the Delivery Destination Street Name, **continue**.

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Enter Delivery Street Name:

B

Touch to accept the value entered.

✓

✗

Alphanumeric Keypad

Enter Delivery address

- STAFFORD, VA 22556
- ✓ Select Delivery Address type:  
Street Address
- ✓ Enter primary street number  
Enter up to 10 numbers or letters  
45
- Enter first letter or number of street name  
Enter only 1 letter or number

12. Address is autopopulated on the RSS. The SSA will select correct address on package, if listed, and **continue**.

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RECYCLE & REUSE

**Select Address that is shown on article Or select NOT IN LIST:**

Street	Full address
BEECH	45 BEECH DR STAFFORD VA, 22556
BERTRAM	45 BERTRAM BLVD STAFFORD VA, 22556
BLIZZARD	45 BLIZZARD CT STAFFORD VA, 22556
BOUNDARY	45 BOUNDARY DR STAFFORD VA, 22556
BRISTOL	45 BRISTOL CT STAFFORD VA, 22556
BRYANT	45 BRYANT BLVD STAFFORD VA, 22556
BUCK	45 BUCK RD STAFFORD VA, 22556
NOT IN LIST	

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✓  
Select F5

13. The customer is prompted on the CDU to verify the address.

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Delete Del Help Hilp Susp

Verify address

The following question is being displayed on the CDU:

Verify delivery address information:

45 BEECH DR  
STAFFORD, VA 22556

Awaiting customer selection.....

Cancel ←

14. Once the address is verified, the SSA must ensure the customer has completed the Label 11-B correctly.
15. The SSA must scan the Label 11-B barcode, **continue**

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**Scan/Enter Barcode:**

Touch to accept the value entered.

Alphanumeric Keypad

**Mailing 0 Lb 1.10 Oz**

→ Processing mail item 1 of 1.

**Priority Mail Express™**  
Scan or type barcode from Label 11-B or 11-F

Check all the copies of PME label 11-B; have customer re-address if label is illegible.

16. RSS screen will show Priority Mail Express (PME) postage payment details and the price (\$3.49) of the Cold Chain Packaging Box.

17. Select "Print Labels" to Print the Postage.

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Domestic Zone: 5

Select Payment for Item # 1 of 1

PM Exp

Rate:	\$43.20
Fee:	\$0.00
Total	\$43.20

Payment Details

Total outstanding \$43.20

Affixed Postage A

USPSA B

Federal Agency C

Skip Printing F4

Print Labels F5

Cold Chain Box 0

Qty: 1  
999300

\$3.49

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Pay and End Visit 2

Take Payment

\$3.49

18. Priority Mail Express (PME) labels are printed and the price of the postage and the Priority Mail Express Cold Chain Box are added to the stack (this completes the PME workflow).

19. Select "Pay and End Visit" to proceed to Payment

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1

Domestic Zone: 5

Select Payment for Item # 1 of 1

PM Exp

Rate: \$43.20  
Fee: \$0.00  
Total: \$43.20

Payment Details

Total outstanding \$43.20

Affixed Postage A  
USPSCA B  
Federal Agency C

Skip Printing F4  
Print Labels F5  
Next F10

Cold Chain Box 1  
Qty: 1  
999300  
\$3.49

PM Exp 0  
Tracking Number 1  
7535US  
\$43.20

Pay and End Visit Z  
Take Payment  
\$46.69

20. Visit total includes the cost of the Priority Mail Express Cold Chain Packaging Box plus the cost of Priority Mail Express postage and fees.

21. The SSA will select which type of payment method the customer is requesting.

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Payment

F3  
Checks

F4  
Treasury Checks

F5  
Traveler's Checks

F6  
Cash Postal MD

F7  
Withdrawals

F8  
EFT Payment Rec.

F9  
Non-Postal MD

A  
Accept Coupon

B  
Refund With MD

F1  
Cash

F2  
Credit/Debit

Cold Chain Box 1  
Qty: 1  
999300  
\$6.99

PM Exp 0  
Tracking Number 1  
001949  
\$47.60

Pay and End Visit 2  
Take Payment  
\$54.59

22. Proceed with Payment Amount.

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Payment amount

46.69

1 2 3

4 5 6

7 8 9

← 0 00

✖

✔

Cash

- Balance: \$46.69
- Payment amount

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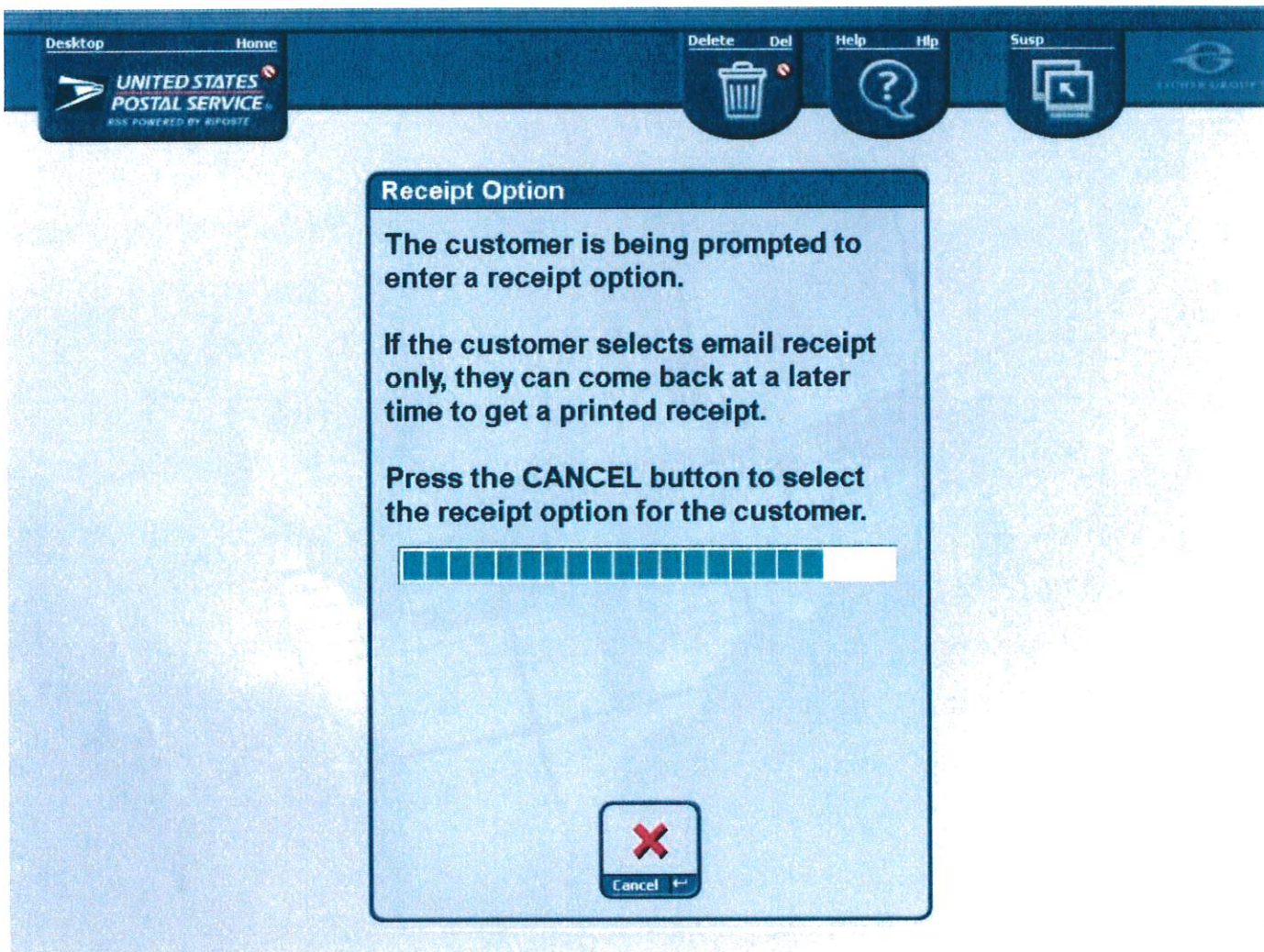
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23. The customer will select their receipt option.

24. The SSA will "Thank" the customer and end the visit.

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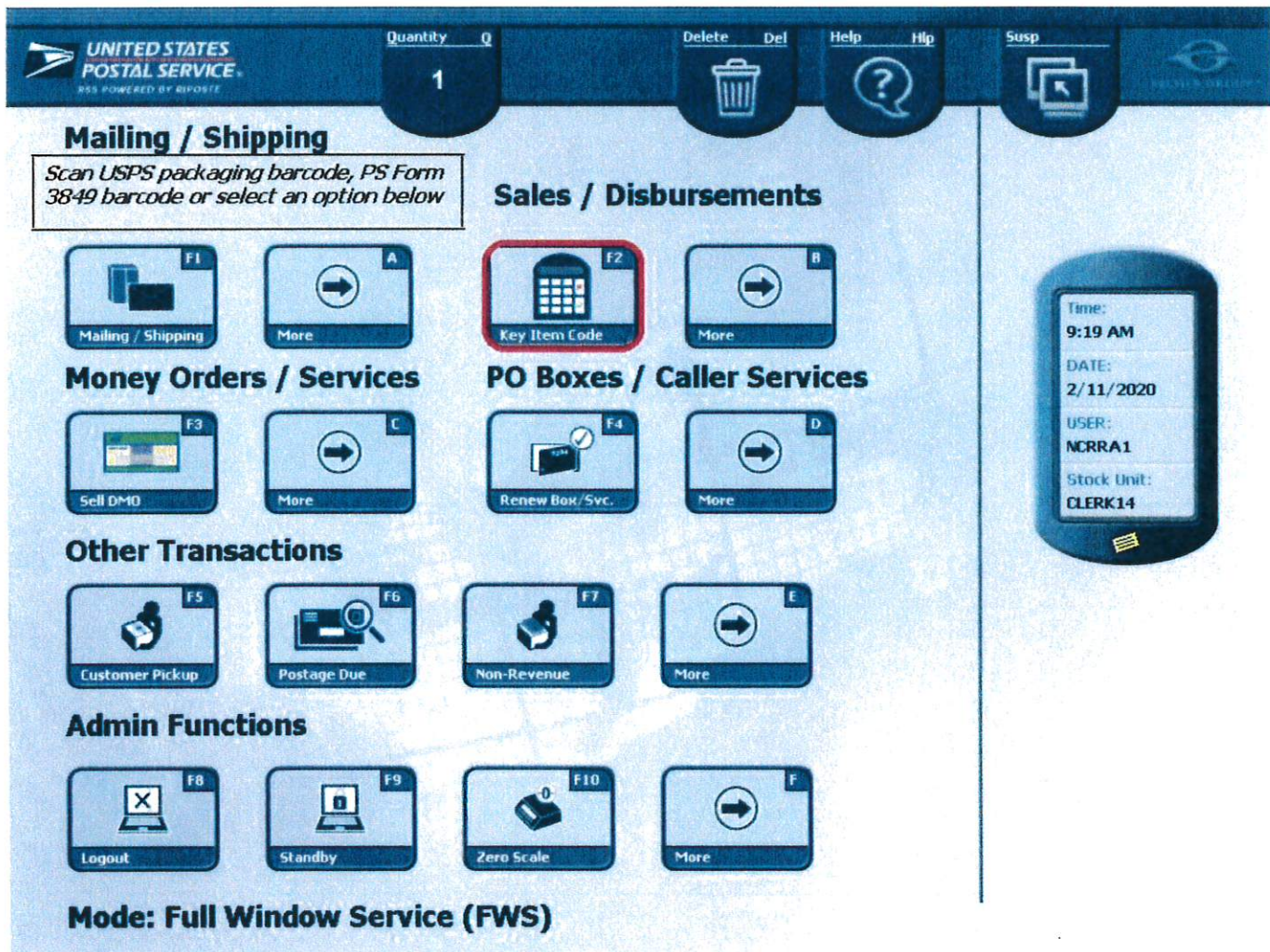


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## Customer purchasing Cold Chain Packaging without postage

1. Select "Key Item Code" from the RSS Home screen.



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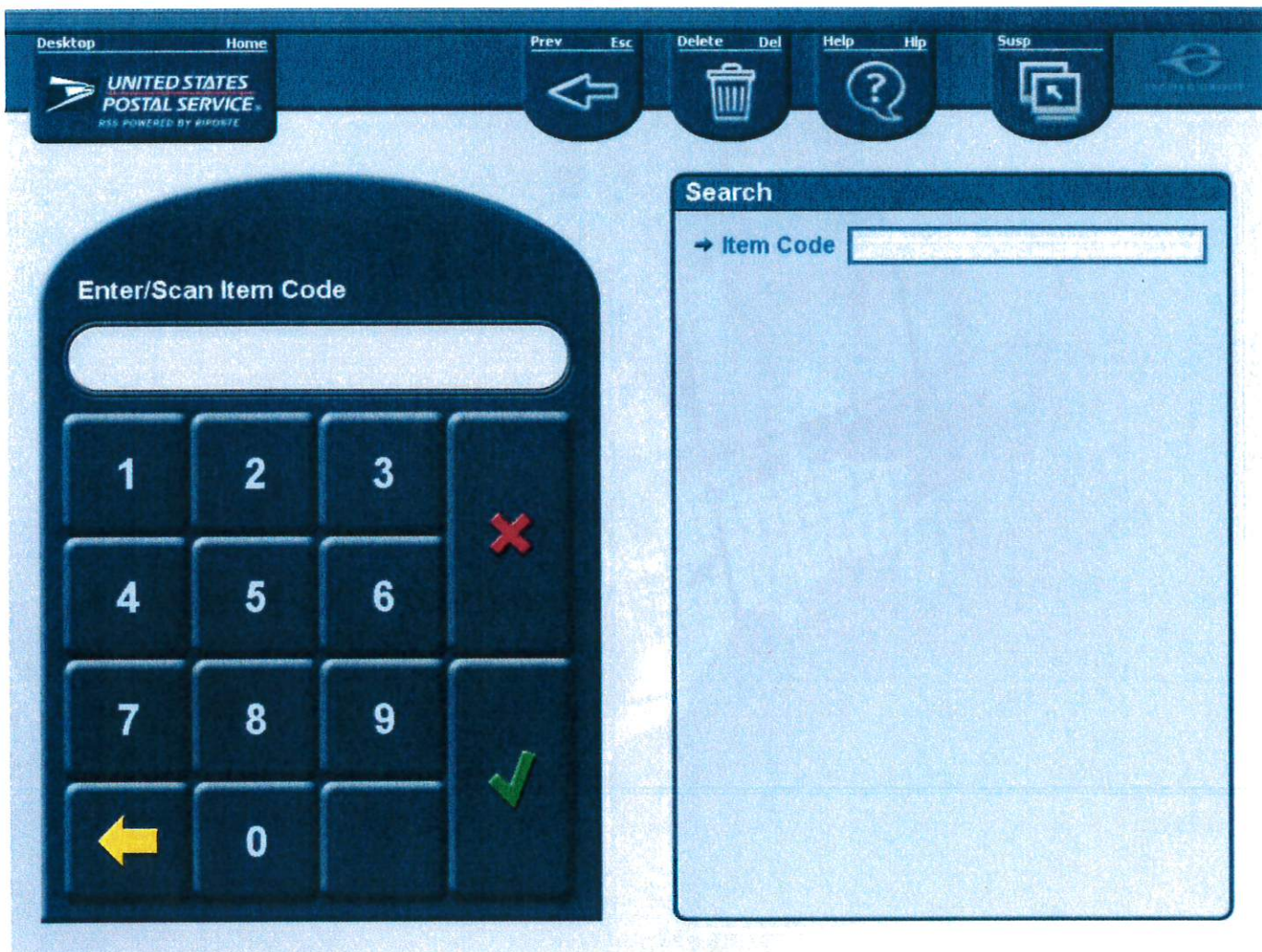




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2. The SSA will scan the Priority Mail Express Cold Chain Packaging UPC barcode on the box with their scanner.



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3. The system will add the item price to the **stack** and will remain on the Home Screen.
4. The SSA will select "Pay and End Visit" to proceed to payment.

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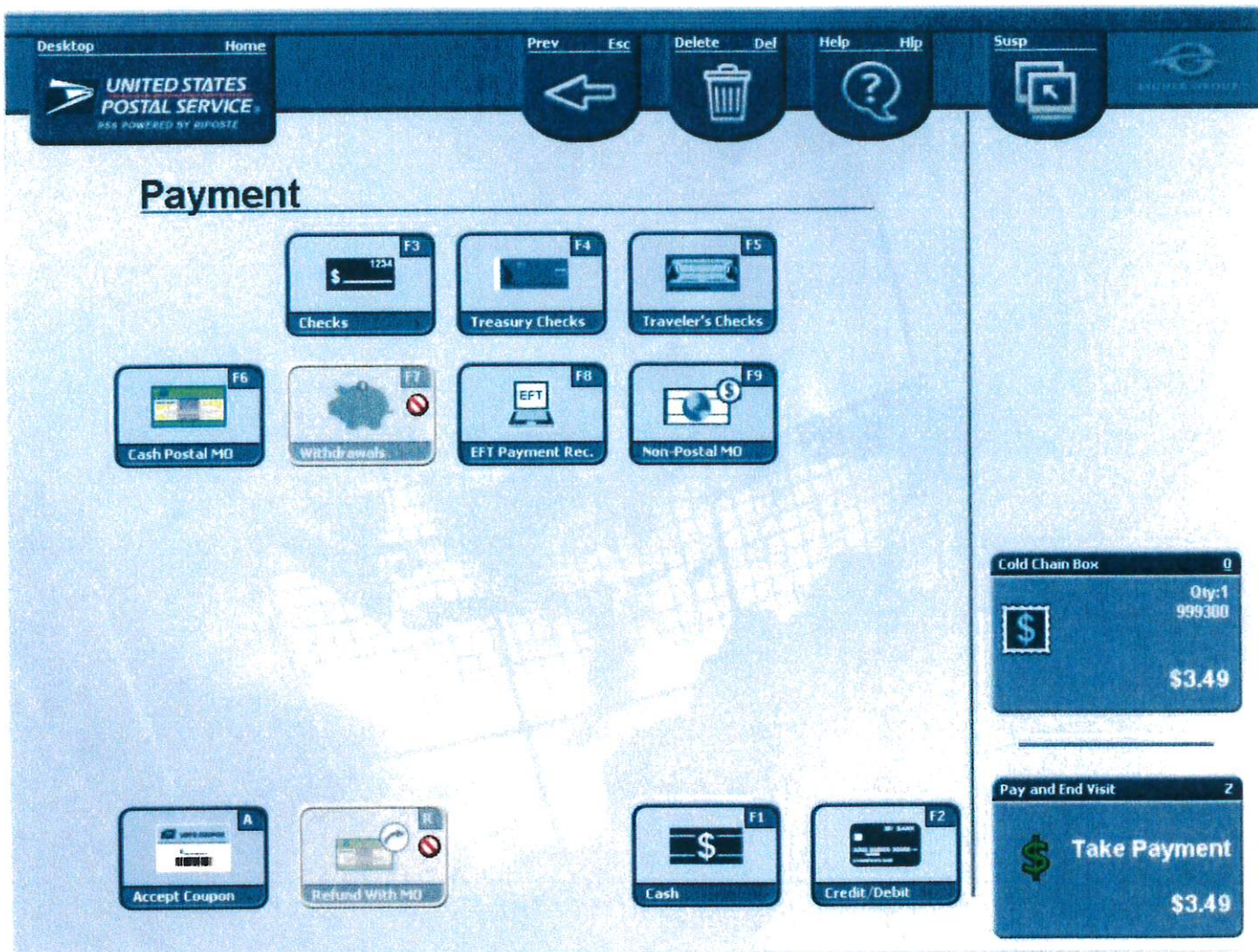




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5. Visit total will include the cost of the Priority Mail Express Cold Chain Packaging Box.
6. The SSA will select which type of payment method the customer is requesting.



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7. The SSA will **Date Stamp the UPC barcode** on the Priority Mail Express Cold Chain Packaging to indicate the customer has paid for the box.
8. The SSA will proceed with the payment the customer requested and end the visit.

The screenshot displays the software interface for Priority Mail Express Cold Chain Packaging. At the top, there is a navigation bar with buttons for Desktop, Home, Prev, Esc, Delete, Del, Help, Hlp, Susp, and a printer icon. Below this bar, the main interface is divided into two sections. On the left is a large digital keypad with a display showing '3.49'. The keypad includes buttons for digits 1-9, 0, and 00, as well as a red 'X' button, a green checkmark button, and a yellow arrow button. On the right is a 'Cash' section with a 'Balance: \$3.49' and a 'Payment amount' field with a text input box.

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**Notes:**

- If the SSA scanned the packaging barcode from the Home screen (Step 3) before performing Step 1 “Key Item Code”, RSS will take them through the Priority Mail Express (PME) mailing workflow.
- They can complete the mailing transaction and then return to the Home screen and perform Step 1 to charge the customer for the Priority Mail Express Cold Chain Packaging Box.
- When the customer returns to the USPS retail counter with a previously purchased Priority Mail Express Cold Chain Package Box for mailing (that has been date stamped), the SSA must follow the Priority Mail Express mailing workflow without charging the customer for payment of the box.

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Updated: February 19, 2020





## **Retail Service Talk Priority Mail Express Cold Chain Packaging Test**

On March 9, 2020 the Postal Service will be conducting a test for Priority Mail Express Cold Chain Packaging. The Cold Chain Packaging is designed for customers that would like to ship items through the mail cold for up to 72 hours at 45 degrees or below. The customer is responsible for supplying their own cooling material (i.e. gel packs) that will keep the items cold. The Cold Chain Packaging consists of a Priority Mail Express box that is 12-5/8" (L) x 9-5/8" (W) x 8" (H) (outer dimensions) and 11-3/8" (L) x 9-3/8" (W) x 7-1/2" (H) (inner dimensions) with a 100% recyclable, reusable polystyrene cooler insert.

During the Cold Chain Packaging test, the packaging will be branded as Priority Mail Express (PME) only. The price of the box is \$3.49 and the customer will be required to also pay the postage and fees for service. A customer can purchase the Priority Mail Express Cold Chain Box with the polystyrene insert at one of the designated 10 test locations in the Caribbean District. Customers can also return at a later date to ship the item or request Package Pickup as long as the postage and fees are paid and identifiable on the shipping label.

Sales and Service Associates (SSAs) should follow the same processes as they currently follow today for the Postal Service's Ready Post® products to ensure that the Priority Mail Express Cold Chain Box is identified as paid for if the customer does not ship the package at the time of purchase. Customers are not allowed to separate the cooler insert from the Priority Mail Express Cold Chain Box (the box and the polystyrene cooler must be purchased together).

The Priority Mail Express Cold Chain Packaging test will be limited to the Caribbean District in the 10 offices listed below:

#	FACILITY NAME	MAILING ADDRESS	CITY	STATE	ZIP CODE
1	ARECIBO MPO	10 AVE SAN PATRICIO	ARECIBO	PR	00612
2	BAYAMON BRANCH	100 AVE L R RODRIGUEZ	BAYAMON	PR	00959
3	CAGUAS MPO	225 CALLE GAUTIER BENITEZ	CAGUAS	PR	00725
4	CAROLINA MPO	1000 AVE SANCHEZ OSORIO	CAROLINA	PR	00983
5	MAYAGUEZ MPO	60 CALLE MCKINLEY W	MAYAGUEZ	PR	00680
6	PONCE MPO	2340 AVE EDUARDO RUBERTE	PONCE	PR	00717
7	SAN JUAN-MOWS	585 AVE FD ROOSEVELT STE 202	SAN JUAN	PR	00936
8	CHARLOTTE AMALIE MPO	9846 ESTATE THOMAS	ST. THOMAS	VI	00802
9	VETERANS DRIVE STATION	6500 VETERANS DR	ST. THOMAS	VI	00802
10	CHRISTIANSTED MPO	1104 ESTATE RICHMOND	CHRISTIANSTED	VI	00820

**FOR INTERNAL USE ONLY**

*Please direct all inquiries to [shippingservices@usps.gov](mailto:shippingservices@usps.gov)*

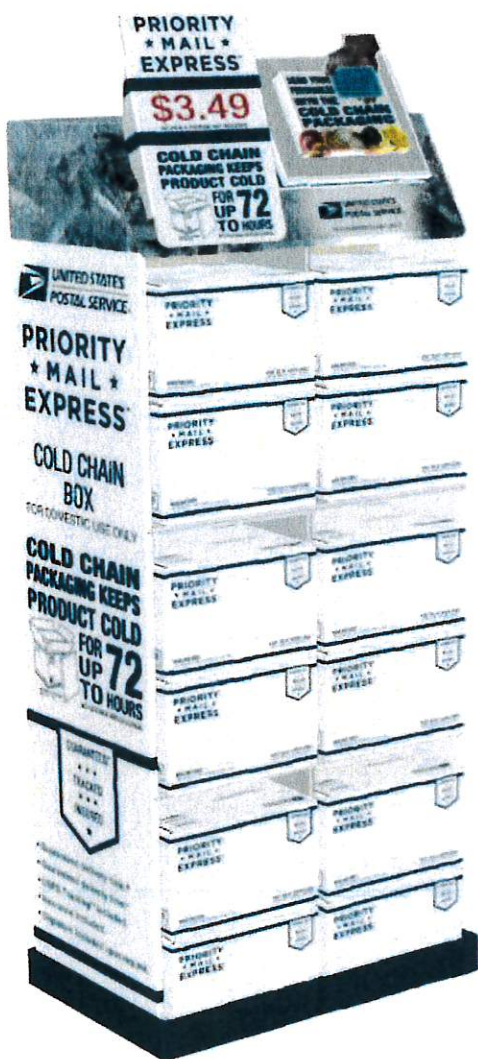




## Cold Chain Packaging Test – Caribbean District Retail Service Talk

There will be 1,000 Priority Mail Express Cold Chain Packaging Boxes with a polystyrene cooler shipped to each Post Office during the four month test period. Each office will be assigned a planner from the supplier that will be in touch throughout the test to aid in supply re-orders.

Below is a sample of the Retail Point of Purchase Display that holds 12 Priority Mail Express Cold Chain Boxes with a polystyrene cooler



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*Please direct all inquiries to [shippingservices@usps.gov](mailto:shippingservices@usps.gov)*



## **Caribbean District Cold Chain Packaging Cooler Distribution Plan**

### **1. Initial Push**

#### **a. Push Contents**

##### **i. Display**

1. 10 sites will receive an assembled and pre-packed display.
2. Each display will contain 12 coolers.
3. Display will ship with protective shroud around it to avoid damage during transit.

##### **ii. Assembled Coolers**

1. Each of the 10 sites will receive four pallets of assembled coolers.
  - Exception: Mayaguez MPO pallets will be shipped to San Juan-Mows.

### **2. Each pallet will contain 75 coolers**

- i. Each pallet will be shipped with protective shroud to avoid damager during transit.

### **3. Timing**

#### **i. Raw Materials**

1. Boxes: Due into Victory Packaging Jacksonville on Feb 12.
2. Coolers: Due into Victory Packaging Jacksonville on Feb 3.
3. Displays: Estimated Time of Arrival is March 6.

#### **ii. Shipping**

1. Ship sails on Tuesday and Friday, arriving on Friday and Monday respectively.
2. 40' High Cube (HC) container will contain a total of 42 pallets. 53' High Cube (HC) container will contain a total of 54 pallets.
3. Plan to ship all displays and pallets on Monday, March 2 so that it makes the ship departing on Tuesday, March 3 and arrives into Puerto Rico by Friday, March 6.



## **SOP**

### **Re-Ordering Priority Mail Express Cold Chain Boxes**

#### **Re-Ordering**

- a. Sites will be required to reorder in pallet quantities only (75 coolers). Priority Mail Express Cold Chain Boxes will not be available on eBuy2 or eBuyPlus, so sites will be required to order thru the Asset Management Planning Team in Topeka, KS.
- b. The Asset Management Planning Team Leads will be the main points of contact for sites to request re-orders of the Priority Mail Express Cold Chain Boxes.
  - The Team Leads will proactively reach out to the sites weekly for updates, and will communicate as needed throughout the week.

- c. The Asset Management Planning Team Leads are:

<b>Team Lead</b>	<b>Telephone Number</b>	<b>Email Address</b>
John Leupold	785-861-2917	<a href="mailto:John.W.Leupold@usps.gov">John.W.Leupold@usps.gov</a>
Penny Sheldon	785-861-2773	<a href="mailto:Penny.S.Shelson@usps.gov">Penny.S.Shelson@usps.gov</a>

- d. Sites will should report their on hand inventory quantities to the Asset Management Planning Team Leads on a weekly basis. When re-order is necessary, the Asset Management Team Leads will send Victory Packaging a request for re-orders. All re-orders will be transmitted to Victory Packaging throughout the week.
- e. On Friday every week, Victory Packaging will process all re-order request
  - i. If there are enough pallets to fill a container, the re-orders will ship the following Monday so that they make the Tuesday sailing.
- f. Pallets will ship with a protective shroud to avoid damage during transit.