

December 7, 2022

VICE PRESIDENTS, AREA RETAIL AND DELIVERY OPERATIONS
VICE PRESIDENTS, REGIONAL PROCESSING OPERATIONS

**SUBJECT: Operations Policy for the Christmas Holiday, Sunday, December 25, 2022
and the New Year's Day Holiday, Sunday, January 1, 2023**

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2022 Christmas holiday and 2023 New Year's Day holiday. Modified Collection Operations described below for these holidays are displayed in Sections 125.22 and 313.24 of the *Postal Operations Manual (POM)*.

Continuing through the end of PEAK, we are conducting 6:00 am to 9:00 am Morning Package Plays in all identified delivery units. Package Plays assist delivery offices in maintaining on-time service and eliminate potential delayed and curtailed mail volumes. These plays are designed to adjust for volume and staffing when volume projections exceed daily capacity.

Delivery Operations

All offices should carefully review their staffing plans and adjust as necessary to meet the needs of their communities.

- All delivery units should take action prior to the "eves" to ensure operations are in a current status
- For planning purposes, Post Offices should use recent mail volumes, and adjust for local circumstances.

Tuesday, December 20, 2022:

- Local management should review the Route Book for Night Owl scheduling for Tuesday, December 27, 2022. Route Books will be sent from the External Customer Integration Team via SharePoint:

[HQ External Customer Integration \(sharepoint.com\)](https://sharepoint.com)

- A delivery manager or supervisor must:
 - Post the holiday work schedules and review attendance patterns to be addressed
 - Complete the "Pre-Holiday Play Certification" survey in Retail and Delivery Applications & Reports (RADAR) **before** 12:00 noon local standard time

Saturday, December 24, 2022:

In addition to regular delivery, all delivery offices should:

- Take appropriate action to ensure units remain in a current status; the goal is to have zero delayed or curtailed mail volumes going into this holiday
- Conduct the necessary Morning Package Plays to eliminate potential delays and minimize late returns
 - Deliver a minimum of 15% of **ALL** packages between 6:00 am and 9:00 am

- Conduct, if needed, Evening Package Plays to become current
- There will be no Night Owl drops on Saturday, December 24, for Sunday delivery
- Collection Operations:
 - Modified or reduced service levels will be provided for collections on Saturday, December 24, 2022
 - Modified Collection Operations: All collection points with a scheduled last collection after 12:00 noon may be advanced to as early as 12:00 noon. This includes Retail locations and Post Offices. All collection points with a scheduled last collection before 12 noon, will be collected at their normal times.

Christmas Holiday, “Widely Observed”, Sunday, December 25, 2022:

Continuing through the **end of PEAK**, all offices remain **decoupled**.

- Any delivery of mail, other than Holiday Premium Priority Mail Express, should be authorized by the respective Headquarters Vice Presidents
- There will be no Night Owls drops on December 25, 2022
- There will be no regular collections
 - Collection boxes located in front of post offices, lobby drops and SSK’s should be monitored and collected to prevent overflow situations

Monday, December 26, 2022:

- Any delivery of mail, other than Holiday Premium Priority Mail Express, should be authorized by the respective Headquarters Vice Presidents
- Night Owl drops resume Monday night December 26, 2022, for delivery on Tuesday, December 27, 2022
- Collection Operations:
 - District Managers will coordinate with plant partners and perform full collections if cancellations are scheduled
 - Collection times must be performed as close to the last posted pick up time as possible
 - District Managers will coordinate with Logistics to ensure adequate transportation is scheduled to transport all collected mail
 - Collections must start and run-on time to meet the DOV to the mail processing facilities

Tuesday, December 27, 2022:

Return to normal service levels.

- Local management should review the Route Book for Night Owl scheduling for Tuesday, January 2, 2023. Route Books will be sent from the External Customer Integration Team via SharePoint:

[HQ External Customer Integration \(sharepoint.com\)](https://sharepoint.com)

- Delivery managers and supervisors should plan for additional mail volume and packages for delivery after the holiday
- 6:00 am to 9:00 am Morning Package Plays **must** be utilized by all identified delivery units to eliminate potential delays and minimize late returns
 - Deliver a minimum of 15% of **ALL** packages between 6:00 am and 9:00 am
 - Evening Package Plays should be scheduled, as needed
- A delivery manager or supervisor must complete the “Post-Holiday Play Certification” survey in RADAR **before** 12:00 noon local standard time
- Review past performance and work with In-Plant Support and Network Operations on transportation to ensure offices are staffed appropriately to have carriers leave and return on time

- Collections must start and run-on time to meet the DOV to the mail processing facilities

Saturday, December 31, 2022:

In addition to regular delivery, all delivery offices should:

- Take appropriate action to ensure units remain in a current status; the goal is to have zero delayed or curtailed mail volumes going into this holiday
- Conduct the necessary Morning Package Plays to eliminate potential delays and minimize late returns
 - Deliver a minimum of 15% of **ALL** packages between 6:00 am and 9:00 am
- Conduct, if needed, Evening Package Plays to become current
- There will be no Night Owl drops on Saturday, December 31, for Sunday delivery
- Collection Operations:
 - Modified or reduced service levels will be provided for collections on Saturday December 31, 2022
 - Modified Collection Operations: All collection points with a scheduled last collection after 12:00 noon may be advanced to as early as 12:00 noon. This includes Retail locations and Post Offices. All collection points with a scheduled last collection before 12 noon, will be collected at their normal times.

New Year's Day Holiday, "Widely Observed," Sunday, January 1, 2023:

Continuing through the **end of PEAK**, all offices remain **decoupled**.

- Any delivery of mail, other than Holiday Premium Priority Mail Express, should be authorized by the respective Headquarters Vice Presidents
- There will be Night Owl drops on January 1, 2023, for delivery on Monday, January 2, 2023
- There will be no regular collections
 - Collection boxes located in front of post offices, lobby drops and SSK's should be monitored and collected to prevent overflow situations

Monday, January 2, 2023:

- Any delivery of mail, other than Holiday Premium Priority Mail Express, should be authorized by the respective Headquarters Vice Presidents
- Return to normal 'Sunday' service levels on Monday, January 2, 2023
- Amazon will drop to all Amazon sites
 - Only Sunday/Holiday promise sites will be required to deliver
- Walmart will drop to Sunday/Holiday sites on Monday, January 2, 2023, for Monday delivery. Walmart will utilize the Sunday Route Book times for Monday drops
- Collection Operations:
 - District Managers will coordinate with plant partners and perform full collections if cancellations are scheduled
 - Collection times must be performed as close to the last posted pick up time as possible
 - District Managers will coordinate with Logistics to ensure adequate transportation is scheduled to transport all collected mail
 - Collections must start and run-on time to meet the DOV to the mail processing facilities

Tuesday, January 3, 2023:

Return to normal service levels.

- Delivery managers and supervisors should plan for additional mail volume and packages for delivery after the holiday
- 6:00 am to 9:00 am Morning Package Plays must be utilized by all identified delivery units to eliminate potential delays and minimize late returns
 - Deliver a minimum of 15% of **ALL** packages between 6:00 am and 9:00 am

- Evening Package Plays should be scheduled, as needed
- A delivery manager or supervisor must complete the “Post-Holiday Play Certification” survey in RADAR **before** 12:00 noon local standard time
- Review past performance and work with In-Plant Support and Network Operations on transportation to ensure offices are staffed appropriately to have carriers leave and return on time
- Collections must start and run-on time to meet the DOV to the mail processing facilities

Retail and Post Office Operations

Management should review staffing plans and adjust as necessary to meet the needs of their communities using recent and SPLY retail sales trend information and mail volumes.

Management should ensure SSKs are fully stocked and mailing supplies (Priority Mail/Priority Mail Express boxes, envelopes, labels etc.) are available for customers.

Select offices were identified by Headquarters Retail Operations to extend retail hours and/or provide extended package pick-up Services starting December 3, 2022 thru Peak Season. Offices were selected based on WIR, customer transactions, street FFA's, prior year Peak Sunday Hours and Sunday Hub information. Offices providing extended hours should display “door cling/Peak Hours” signage for customer awareness. Advise customers of Contract Postal Units (CPUs) or Approved Shipper locations where retail services will be available on the holidays and provide them with the hours of operation.

Saturday, December 24, 2022 – Christmas Eve Day

Retail locations will be open on Christmas Eve Day, December 24, 2022.

- Early Christmas Eve Closures: Offices must have received prior approval from HQ Retail Operations, their District Integrated Operations Manager and/or their District Retail & Delivery Project Manager Offices in order to reduce retail hours on Christmas Eve Day. No offices are authorized to close earlier than 12 Noon on Christmas Eve Day. All authorized change in hours will be entered into FDB by Headquarters.
- Employee Leave: Administrative Leave will not be approved; employees wanting to leave early on Christmas Eve Day must request a Change of Schedule or use Annual Leave; if a clerk does not take Annual Leave or do a Change of Schedule, they will be assigned to F4 Distribution, etc.
- Remote Forwarding System (RFS): Ensure undeliverable parcels are processed timely to avoid backlogs through the holiday
- Parcel Return Service (PRS): Dispatch PRS as scheduled. If needed, escalate non-picked up package issues to your Business Service Network (BSN) representative and annotate in RADAR. For Return Delivery Units (RDU), follow the 48-hour rule before dispatching to the plant
- Technology: Confirm all scanning equipment is operable and transmitting without incident including: ADUS, SDUS, PASS, DSS, IMD, MDD-IO. Extra batteries should be kept on hand as needed. For ADUS and SDUS equipment, the holiday sort plan mimics the Sunday PDTAT configuration. Sites should verify their PDTAT files are correct. If changes are required, submit to ADUSSDUSSortPlanRequests@usps.gov by Tuesday, December 20.
- Notice Left Shelf: Verify items receive notification or are returned according to the schedule. For post office box packages, if it fits, place in the PO box or parcel locker
- MyPO Notifications: Check MyPO notifications, including hold mail, package pickups and redelivery and ensure items are closed in MyPO same day
- 'First In First Out' (FIFO): Use placards, signs, and lines for maintaining FIFO to manage volume and assist with applying the correct Delivery Day Indicator (DDI)

- Delivery Day Indicator (DDI): Management oversight to ensure delivery units apply the correct DDI BEFORE scanning packages (see below). REMINDER: After 11:00 AM, in conjunction with 30 minutes of idle time (no scans), the PASS machines will no longer have “Today” available as a DDI selection
- PM Parcel Distribution: Review volumes, schedules, and work all available parcels in the PM to ensure unit is clean before the holiday
- Sorting and Staging Area: Confirm all processing equipment/containers is neat, in place, and ready for the following day. Check housekeeping: floors clear of debris, trash bins emptied, extra empty equipment staged ready for pickup

DDI Selections:

Date Packages are SCANNED	Date Packages will be DELIVERED	DDI Selection
Saturday, December 24, 2022	Sat – December 24	Today
	Sun – December 25	Sunday
	Mon – December 26	Holiday
	Tue – December 27	Next Day *
Sunday, December 25, 2022	Sun – December 25	Sunday
	Mon – December 26	Holiday
	Tue – December 27	Next Day *
Monday, December 26, 2022	Mon – December 26	Holiday
	Tue – December 27	Next Day *
Tuesday, December 27, 2022	Tue – December 27	Today
	Wed – December 28	Tomorrow

*Used for processing packages on the current day BUT have a Delivery Date for the “Next” Day

- Normal service levels will be provided Function 4 Staffing: Balance workhours to workload by reviewing VAP Gap tool to identify staff opportunities, assess holiday volume trend data and mail arrival times to schedule staff that coincides with the workload and performance expectations.
- Normal delivery on Saturday
- Collections: At the local level, confirm holiday-specific collection transportation schedules for the dispatching of collection mail. Clear collection points in front of and within the post office (e.g., collection boxes, inside lobby drops and self-service kiosks) prior to truck arriving and dispatch all available outgoing mail on first available truck. Follow local separation procedures when preparing mail for dispatch according to local holiday schedules

Sunday, December 25: Normal (Sunday) service levels will be provided

- No mailer drops or delivery on Sunday

Monday, December 26: Christmas (observed) - “Widely Observed” Holiday

- Retail services will not be available, except in those facilities normally open on this holiday
- Post offices should provide post office box access for customers to the maximum extent possible
- Post Office Operations personnel on duty should check and clear collection points in front of and within the post office (e.g., collection boxes, inside lobby drops and self-service kiosks) and dispatch all outgoing mail on first available truck
- District Integrated Operating Plan Specialists should review District and local surface and air transportation network holiday schedules. If networks are operating, ensure major

mailers are contacted to make certain volumes are collected and inducted into the system in a timely manner

- District Integrated Operating Plan Specialists should work in conjunction with local processing and transportation personnel to ensure IOP agreements are being followed and MAQ/PAQ anomalies are being recorded properly
 - “No mailer drops on Monday morning for delivery
 - Amazon Night Owl drops resume Monday night December 26, 2022, for Tuesday, December 27, 2022, delivery

Tuesday, December 27:

- Return to normal service levels. Management should review the SSRD from 12/27/21 (FY22) and use recent sales trend information to adjust for local circumstances.
- Package pickup services should be provided at Dutch doors along with soft openings to reduce customer wait times to the fullest extent possible
- Function 4 Staffing:
 - Plan for additional mail volume and packages for post-holiday delivery
 - Review VAP Gap tool, post-holiday volume trend data, CSAW projections, mail arrival times and utilize F4 IVES Scheduler to plan for staffing that coincides with the projected workload and performance expectations

Saturday, December 31: Normal (Saturday) service levels will be provided in Retail and Post Office Operations

- Remote Forwarding System (RFS): Ensure undeliverable parcels are processed timely to avoid backlogs through the holiday
- Parcel Return Service (PRS): Dispatch PRS as scheduled. If needed, escalate non-picked up package issues to your Business Service Network (BSN) representative and annotate in RADAR. For Return Delivery Units (RDU), follow the 48-hour rule before dispatching to the plant
- Technology: Confirm all scanning equipment is operable and transmitting without incident including: ADUS, SDUS, PASS, DSS, IMD, MDD-IO. Extra batteries should be kept on hand as needed. For ADUS and SDUS equipment, the holiday sort plan mimics the Sunday PDTAT configuration. Sites should verify their PDTAT files are correct. If changes are required, submit to ADUSSDUSSortPlanRequests@usps.gov by Tuesday, December 27
- Notice Left Shelf: Verify items receive notification or are returned according to the schedule. For post office box packages, if it fits, place in the PO box or parcel locker
- MyPO Notifications: Check MyPO notifications, including hold mail, package pickups and redelivery and ensure items are closed in MyPO same day
- ‘First In First Out’ (FIFO): Use placards, signs, and lines for maintaining FIFO to manage volume and assist with applying the correct Delivery Day Indicator (DDI)
- Delivery Day Indicator (DDI): Management oversight to ensure delivery units apply the correct DDI BEFORE scanning packages (see below). REMINDER: After 11:00 AM, in conjunction with 30 minutes of idle time (no scans), the PASS machines will no longer have “Today” available as a DDI selection
- PM Parcel Distribution: Review volumes, schedules, and work all available parcels in the PM to ensure unit is clean before the holiday
- Sorting and Staging Area: Confirm all processing equipment/containers is neat, in place, and ready for the following day. Check housekeeping: floors clear of debris, trash bins emptied, extra empty equipment staged ready for pickup
- Confirm users have the correct PDTA access to send for routing

DDI Selections:

Date Packages are SCANNED	Date Packages will be DELIVERED	DDI Selection
Saturday, December 31, 2022	Sat – December 31	Today
	Sun – January 1	Sunday
	Mon – January 2	Holiday
	Tue – January 3	Next Day *
Sunday, January 1, 2023	Sun – January 1	Sunday
	Mon – January 2	Holiday
	Tue – January 3	Next Day *
Monday, January 2, 2023	Mon – January 2	Holiday
	Tue – January 3	Next Day *
Tuesday, January 3, 2023	Tue – January 3	Today
	Wed – January 4	Tomorrow

- *Used for processing packages on the current day BUT have a Delivery Date for the “Next” Day: Normal service levels will be provided Function 4 Staffing: Balance workhours to workload by reviewing VAP Gap tool to identify staff opportunities, assess holiday volume trend data and mail arrival times to schedule staff that coincides with the workload and performance expectations (=> 270 parcels per hour and OT <=1%)
- Normal delivery on Saturday
- Collections: At the local level, confirm holiday-specific collection transportation schedules for the dispatching of collection mail. Clear collection points in front of and within the post office (e.g., collection boxes, inside lobby drops and self-service kiosks) prior to truck arriving and dispatch all available outgoing mail on first available truck. Follow local separation procedures when preparing mail for dispatch according to local holiday schedules

Sunday, January 1: Normal (Sunday) service levels will be provided

- No mailer drops on Sunday for Sunday delivery
- Night Owl drops resume Sunday night January 1, 2023, for Monday, January 2, 2023, delivery

Monday, January 2: New Year’s (observed) - “Widely Observed” Holiday

- Retail services will be not available, except in those facilities normally open on this holiday
- Post offices should provide post office box access for customers to the maximum extent possible
- Post Office Operations personnel on duty should check and clear collection points in front of and within the post office (e.g., collection boxes, inside lobby drops and self-service kiosks) and dispatch all outgoing mail on first available truck
- District Integrated Operating Plan Specialists should review District and local surface and air transportation network holiday schedules. If networks are operating, ensure major mailers are contacted to make certain volumes are collected and inducted into the system in a timely manner
- District Integrated Operating Plan Specialists should work in conjunction with local processing and transportation personnel to ensure IOP agreements are being followed and MAQ/PAQ anomalies are being recorded properly
 - Amazon will drop to all Amazon sites
 - Only Sunday/Holiday promise sites will be required to deliver

- Walmart will drop to Sunday/Holiday sites on Monday, January 2, 2023, for Monday delivery. Walmart will utilize the Sunday route-book times for Monday drops
- Review route-book drop times to schedule personnel to accept drops in the morning
- Amazon Night Owls will be scheduled. Review route book for scheduled drop times.
- "Holiday" configuration must be used as day of week selection in PDTA

Tuesday, January 3:

- Return to normal service levels. Management should review the SSRD from 1/3/22 (FY22) and use recent sales trend information to adjust for local circumstances.
- Package pickup services should be provided at Dutch doors along with soft openings to reduce customer wait times to the fullest extent possible
- Ensure all Holiday Extended Hours/Package Pick-up signage has been removed
- Function 4 Staffing:
 - Plan for additional mail volume and packages for post-holiday delivery
 - Review VAP Gap tool, post-holiday volume trend data, CSAW projections, mail arrival times and utilize F4 IVES Scheduler to plan for staffing that coincides with the projected workload and performance expectations

Processing Operations

This holiday presents an opportunity to consolidate and compress plant operations to generate savings while maintaining service performance levels. In order to take advantage of the savings opportunity, please adhere to the following guidelines:

- Ensure Operating Plan Precision Targets are met throughout the holiday.
- Opening Units kept at day zero for Letters and Flats.
- Advance all available Blue and Orange Marketing Mail for Saturday delivery.
- Review IVES scheduling to match operating plans.
- Focus on RPG Compliance and P2P (Start Time & Throughput)
- Inhibit Delivery Point Sequence (DPS) sort program regeneration prior to the holiday and re-establish afterwards.
- Utilize an RPG model for DPS processing on Sunday and Monday that ensures an early DPS dispatch for Tuesday delivery.
- Ensure only one DPS run on Tuesday morning (no double runs of DPS).
- Communicate with Marketing and Logistics to leverage mailer package volumes available for holiday pick up and outgoing processing.
- Evaluate the processing of Outgoing Priority on the holiday to avoid late clearance on Tuesday.
- Decisions for Tuesday early collection plans will be determined locally by Region/Division. (See below instructions relative to processing and dispatching Commercial Mailings).
- Evaluate the processing of Outgoing Priority and 1st class on the day of the holiday to avoid late clearance on Tuesday. (Sites not processing Priority on the holiday must create an early collection plan to start outgoing operations earlier).
- Assign SWYB to avoid VAP issues to THS.

PROCESSING NOCC

- Increased nightly oversight of plant performance to plan/capacity
- 24-hour coverage, including on the holiday, to provide assistance and escalation

- Increased monitoring of MMP performance to plan on Monday
- Increased monitoring of DPS performance to plan on Monday

Processing and Dispatch of Commercial Mailings

Specific planning activities should include:

- Coordination with Business Mail Entry Unit (BMEU) Managers
- Coordination with Detached Mail Units
- Coordination with Business Service Network Managers
- Notifying Commercial Mailers of BMEU holiday hours and assurance that mail which is entered will be processed and dispatched
- Adjusting Operating Plans and RPGs to include the anticipated Commercial Mail volumes
- Ensuring that all processed mail is dispatched on scheduled transportation on Saturday night and Tuesday morning
- Ensure communication to field of FedEx and Dispatch Plan

Plant managers must commit that Parcel Return Service (PRS-569xx) operations will be staffed, and all returns sorted and available to PRS partners as agreed.

Plant managers are to ensure proper Priority Mail Open & Distribute (PMOD) process, especially ensuring all destinating volume receives it's stopped the clock received at Opening Unit (RAOU) scan upon arrival.

Plant managers must ensure that Integrated Operating Plans (IOPs) between the BMEUs and Operations are updated to ensure timely induction, processing and dispatch of mail presented to the BMEU prior to the holiday. BMEU managers must ensure that all staff at both the BMEUs and the Detached Mail Units are familiar with and execute their operations in accordance with the IOP. Local collection and cancellation plans must be coordinated with associate offices and must support achievement of 24-hour clock indicators. Managers and supervisors must plan for anticipated increased volumes after the holiday. It is vital to ensure all mail is finalized, prepared for assignment, and dispatched on the appropriate transportation network.

Plants must make plans to assure that destinating two and three-day volumes are processed to meet service goals before and after the holiday. All missorted, missent, return-to-sender and Postal Automated Redirection System (PARS) and Flat PARS volumes must be identified, finalized, prepared for assignment, and dispatched on the appropriate transportation network on Saturday.

Reductions in FAST holiday constraints or facility closures will not be approved; every site must maintain appointment availability.

Plants need to ensure timely acceptance of drop shipments. Please ensure that the local FAST facility profile contact information is current. The FAST Help Desk will be authorized to contact local Plant Managers directly to resolve urgent acceptance issues.

Network Distribution Centers (NDCs) also have an opportunity to consolidate and compress operations to generate savings while maintaining service performance levels. NDCs must utilize the RPG tool to staff operations. NDCs must schedule drop shipment acceptance hours to ensure timely induction, processing, and dispatch of mail.

If there is a need to deviate from this guidance, please work through the appropriate office for an exception.

Maintenance Operations

The Maintenance Technical Support Center (MTSC) will assist mail processing sites with planned power outages in accordance with the following knowledge base (KB) article.

Facility Planned Power Outages

MTSC [KB0012715](#)

Refer to the [Mail Processing Emergency Response Checklists](#) for critical actions and tasks.

Additional Information

- For all power outages, create a ticket on the [MTSC Web Ticket Portal](#) for the affected site and provide all relevant information about the outage.
- For **planned** power outages, sites must submit a Change Request (CR) form to FAP_Power_Outage_Notification@usps.gov. The CR form is available in the MTSC KB.

Upon receipt of the MTSC web ticket, the MTSC Network Operations Application Support (NOAS) team will contact Engineering to:

- Schedule graceful shutdowns of IDS, NDSS, and NGTC for **planned** outages.
- Validate functionality after power is restored for all outages.

If a system has issues going online after power is restored, then create a new ticket for the affected system and request NST assistance.

Non-Emergency Project Requests

MTSC will provide phone support 24 hours a day through the holiday but will curtail all non-emergency support activities to ensure sufficient Helpdesk coverage during the holiday scheduling period. Normal projects and supplemental support activities will resume in the week

International Service Center Operations

This widely observed holiday presents an opportunity to consolidate and compress plant operations to generate savings if conditions are current. If delays exist within the ISC, this is an opportunity to ensure staffing is scheduled to clear all delayed volumes and maintain service performance levels. Please adhere to the following guidelines:

- Use the Run Plan Generator (RPG) to staff operations
- Clear any delayed volumes and advance mail where possible
- Coordinate with Customs & Border Protection (CBP) to provide sufficient staffing to avoid backlogs
- Ensure Customs belts are staffed sufficiently to maximize efficiency
- Work with Area and District to ensure adequate offload plans for inbound e Packet volumes
- Stop/Start the clock events are critical during holiday periods. Please ensure all employees are aware of processes for visibility and service protection.
- Ensure on-time clearance of FC SPRs to avoid surface volume rolling over.
- Ensure processing and dispatch of Priority throughout the holiday weekend to avoid exceeding lift.

Logistics Operations

Air Transportation Network

FedEx

FedEx will not operate on the Christmas holiday (observed), Sunday, December 25, or the New Year's Day holiday (observed), Sunday, January 1. Normal operations will resume with the FedEx day-turn on the Tuesday after the holidays, December 27, and January 3.

THS Build and Break Operations will be coordinated through ATO.

2022 FedEx Network Holiday Operations					
FedEx Holidays Highlighted					
					UPDATED: 10/20/22(Subject to Change)
Widely Observed Holidays					
Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before	Saturday	12/24/2022	YES	NO	
Christmas Day	Sunday	12/25/2022	NO	NO	No Day/Night-turn on Christmas Day
Day after	Monday	12/26/2022	NO	NO	
Day before	Saturday	12/31/2022	YES	NO	
New Years Day	Sunday	1/1/2023	NO	NO	No Day/Night-turn on New Year's Day
Day after	Monday	1/2/2023	NO	NO	

UPS

UPS will not operate on Saturday, December 24, (reference Logistics Ordering Agreement). Normal operations will resume on Tuesday, December 27, 2022, and Wednesday, January 4, 2023.

2022 UPS Network Holiday Operations				
Widely Observed Holidays				
				UPDATED: 5/18/2022
Holidays Highlighted				
Holiday	Tender Day	Date	Postal Volume Tendered	Comments
Day before	Saturday	12/24/2022	NO	
Christmas Day	Sunday	12/25/2022	NO	
Day after	Monday	12/26/2022	NO	No Mail Tender on December 26th
Day after	Tuesday	12/27/2022	YES	
Day before	Saturday	12/31/2022	YES	HNL-GUM tender
New Years Day	Sunday	1/1/2023	NO	No Mail Tender on New Year's Eve
Day after	Monday	1/2/2023	NO	
Day after	Tuesday	1/3/2023	NO	

Supplemental Networks

There will be no Supplemental operations on Sunday, December 25, 2022, or Tuesday, December 27, 2022. Normal operations will resume on Wednesday, December 28, 2022. There will be no Supplemental operations on Sunday, January 1, 2023, or Tuesday, January 3, 2023. Normal operations will resume on Wednesday, January 4, 2023.

2022 Supplemental Network Holiday Operations							
Supplemental Networks							
Widely Observed Holidays							
Holiday	Day of Week	Date	Aloha	Amazon	Amerijet	Kalitta	NAC
Day before	Saturday	12/24/2022	YES	YES	YES	YES	YES
Christmas Day	Sunday	12/25/2022	NO	NO	NO	NO	NO
Day after	Monday	12/26/2022	NO	NO	NO	NO	NO
Holiday	Day of Week	Date	Aloha	Amazon	Amerijet	Kalitta	NAC
Day before	Saturday	12/31/2022	YES	YES	YES	YES	YES
New Years Day	Sunday	1/1/2023	NO	NO	NO	NO	NO
Day after	Monday	1/2/2023	NO	NO	NO	NO	NO

CAIR

Commercial air will operate a normal schedule throughout the holiday period.

Holiday: Christmas Day

Date	MSA						
	12/24/2022 SAT	12/25/2022 SUN	12/26/2022 MON	12/27/2022 TUE	12/28/2022 WED	12/29/2022 THU	12/30/2022 FRI
PHX (AA, UA)	Y	N	N/A	Y	Y	Y	Y
DEN (AA, UA, DL)	Y	N	N/A	Y	Y	Y	Y
PHL (AA)	Y	N	N/A	Y	Y	Y	Y
TPA (AA, UA, DL)	Y	N	N/A	Y	Y	Y	Y
MCO (AA, UA, DL, WN)	Y	N	N/A	Y	Y	Y	Y
LAX (AA, UA, DL)	Y	N	Y	Y	Y	Y	Y
HNL (UA)	Y	N	Y	Y	Y	Y	Y
ORD (AA, UA)	Y	N	N/A	Y	Y	Y	Y
JFK (AA, UA, DL, AS)	Y	N	N/A	Y	Y	Y	Y
ATL (DL, WN)	Y	N	N/A	Y	Y	Y	Y
DTW (DL)	Y	N	N/A	Y	Y	Y	Y
SLC (DL)	Y	N	N/A	Y	Y	Y	Y
PDX (AS)	Y	N	N/A	Y	Y	Y	Y
MSP (DL)	Y	N	N/A	Y	Y	Y	Y
SEA (AS, AA, DL, UA)	Y	N	N/A	Y	Y	Y	Y
ANC (AS)	Y	N	N/A	Y	Y	Y	Y
SAN (DL, UA)	Y	N	N/A	Y	Y	Y	Y
BOS (AA, DL, UA)	Y	N	N/A	Y	Y	Y	Y
IND (DL)	Y	N	N/A	Y	Y	Y	Y
BWI (AA, DL)	Y	N	N/A	Y	Y	Y	Y
IAD (UA)	Y	N	N/A	Y	Y	Y	Y
SFO (AA, AS, DL, UA)	Y	N	N/A	Y	Y	Y	Y
CVG (DL)	Y	N	N/A	Y	Y	Y	Y
SJU (AA)	Y	N	N/A	Y	Y	Y	Y
EWR (DL, AS)	Y	N	N/A	Y	Y	Y	Y
MIA (AA, UA, DL)	Y	N	N/A	Y	Y	Y	Y

AMK9

Date	12/24/2022	12/25/2022	12/26/2022	12/27/2022	12/28/2022	12/29/2022	12/30/2022
	SAT	SUN	MON	TUE	WED	THU	FRI
DFW (AA, DL, UA)	Y	N	N/A	Y	Y	Y	Y
IAH (UA) - AA New Supplier	Y	N	N/A	Y	Y	Y	Y
SAT (AA)	Y	N	N/A	Y	Y	Y	Y
AUS (AA, WN)	Y	N	N/A	Y	Y	Y	Y

Y = need canine team

N = do not need canine team

N/A = not scheduled

New Sites

SAT Tentative Start Date 11/30/22

AUS Tentative Start Date 12/7/2022

New Year's Day

MSA

Date	12/31/2022	1/1/2023	1/2/2023	1/3/2023	1/4/2023	1/5/2023	1/6/2023
	SAT	SUN	MON	TUE	WED	THU	FRI
PHX (AA, UA)	Y	N	N/A	Y	Y	Y	Y
DEN (AA, UA, DL)	Y	N	N/A	Y	Y	Y	Y
PHL (AA)	Y	N	N/A	Y	Y	Y	Y
TPA (AA, UA, DL)	Y	N	N/A	Y	Y	Y	Y
MCO (AA, UA, DL, WN)	Y	N	N/A	Y	Y	Y	Y
LAX (AA, UA, DL)	Y	N	Y	Y	Y	Y	Y
HNL (UA)	Y	N	Y	Y	Y	Y	Y
ORD (AA, UA)	Y	N	N/A	Y	Y	Y	Y
JFK (AA, UA, DL, AS)	Y	N	N/A	Y	Y	Y	Y
ATL (DL, WN)	Y	N	N/A	Y	Y	Y	Y
DTW (DL)	Y	N	N/A	Y	Y	Y	Y
SLC (DL)	Y	N	N/A	Y	Y	Y	Y
PDX (AS)	Y	N	N/A	Y	Y	Y	Y
MSP (DL)	Y	N	N/A	Y	Y	Y	Y
SEA (AS, AA, DL, UA)	Y	N	N/A	Y	Y	Y	Y
ANC (AS)	Y	N	N/A	Y	Y	Y	Y
SAN (DL, UA)	Y	N	N/A	Y	Y	Y	Y
BOS (AA, DL, UA)	Y	N	N/A	Y	Y	Y	Y
IND (DL)	Y	N	N/A	Y	Y	Y	Y
BWI (AA, DL)	Y	N	N/A	Y	Y	Y	Y
IAD (UA)	Y	N	N/A	Y	Y	Y	Y
SFO (AA, AS, DL, UA)	Y	N	N/A	Y	Y	Y	Y
CVG (DL)	Y	N	N/A	Y	Y	Y	Y
SJU (AA)	Y	N	N/A	Y	Y	Y	Y
EWR (DL, AS)	Y	N	N/A	Y	Y	Y	Y
MIA (AA, UA, DL)	Y	N	N/A	Y	Y	Y	Y

AMK9

Date	12/31/2022	1/1/2023	1/2/2023	1/3/2023	1/4/2023	1/5/2023	1/6/2023
	SAT	SUN	MON	TUE	WED	THU	FRI
DFW (AA, DL, UA)	Y	N	N/A	Y	Y	Y	Y
IAH (UA) - AA New Supplier	Y	N	N/A	Y	Y	Y	Y
SAT (AA)	Y	N	N/A	Y	Y	Y	Y
AUS (AA, WN)	Y	N	N/A	Y	Y	Y	Y
MSY (AA, DL, UA)	N/A	N/A	N/A	N/A	N/A	Y	Y

Y = need canine team

N = do not need canine team

N/A = not scheduled

New Sites

SAT Tentative Start Date 11/30/22

AUS Tentative Start Date 12/7/2022

MSY Tentative Start Date 1/5/2023

International Transportation Plan

Import/Export Plan for the ISC

Holiday	Day of Week	Date	JFK Export	JFK Import	ORD Export	ORD Import
Day before	Saturday	12/24/2022	YES	YES	YES	YES
Christmas Day	Sunday	12/25/2022	YES	YES	YES	YES
Day after	Monday	12/26/2022	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	MIA Export	MIA Import
Day before	Saturday	12/24/2022	YES	YES	YES	YES
Christmas Day	Sunday	12/25/2022	YES	YES	YES	YES
Day after	Monday	12/26/2022	YES	YES	YES	YES

Customs CBP opening plan and hours at the ISC

Holiday	Day of Week	Date	JFK CBP open	JFK CBP hours	ORD CBP open	ORD CBP hours
Day before	Saturday	12/24/2022	YES	24/7	YES	0700-2100 daily
Christmas Day	Sunday	12/25/2022	YES	24/7	YES	0700-2100 daily
Day after	Monday	12/26/2022	YES	24/7	YES	0700-1500 on Monday

Holiday	Day of Week	Date	LAX CBP open	LAX CBP hours	MIA CBP open	MIA CBP hours
Day before	Saturday	12/24/2022	YES	06:00 - 21:00	YES	06:00 – 14:00
Christmas Day	Sunday	12/25/2022	NO	CLOSED	NO	CLOSED
Day after	Monday	12/26/2022	YES	06:00 - 21:00	YES	06:00 - 20:30

Import/Export Plan for the ISC

Holiday	Day of Week	Date	JFK Export	JFK Import	ORD Export	ORD Import
Day before	Saturday	12/31/2022	YES	YES	YES	YES
New Year's Day	Sunday	1/1/2023	YES	YES	YES	YES
Day after	Monday	1/2/2023	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	MIA Export	MIA Import
Day before	Saturday	12/31/2022	YES	YES	YES	YES
New Year's Day	Sunday	1/1/2023	YES	YES	YES	YES
Day after	Monday	1/2/2023	YES	YES	YES	YES

Customs CBP opening plan and hours at the ISC

Holiday	Day of Week	Date	JFK CBP open	JFK CBP hours	ORD CBP open	ORD CBP hours
Day before	Saturday	12/31/2022	YES	24/7	YES	24/7
New Year's Day	Sunday	1/1/2023	YES	24/7	YES	24/7
Day after	Monday	1/2/2023	YES	24/7	YES	24/7

Holiday	Day of Week	Date	LAX CBP open	LAX CBP hours	MIA CBP open	MIA CBP hours
Day before	Saturday	12/31/2022	YES	06:00 - 22:00	YES	06:00 – 14:00
New Year's Day	Sunday	1/1/2023	NO	CLOSED	NO	CLOSED
Day after	Monday	1/2/2023	YES	06:00 - 22:00	YES	06:00 - 20:30

Surface Transportation Network

Permanent Air to Surface Lane Shift

Effective 12/23/22, multiple 3 digit to 3-digit Priority Air Lanes will be shifted to Surface Lanes permanently. The extensive list will be shared with all stakeholders in separate messaging.

CHRISTMAS STC OPERATIONS

DATE	TRANSPORTATION	OPERATIONS
Saturday, December 24, 2022	Saturday scheduled trips operate	Full Saturday operations
Sunday, December 25, 2022	Sunday scheduled trips operate	Full Sunday operations
Monday, December 26, 2022	Limited transportation schedule	Light staffing due to limited transportation

STC's will monitor National conditions to forecast need for additional transportation if necessary. Additional transportation will be secured through Freight Auction.

NEW YEAR'S STC OPERATIONS

DATE	TRANSPORTATION	OPERATIONS
Saturday, December 31, 2022	Saturday scheduled trips operate	Full Saturday operations
Sunday, January 1, 2023	Sunday scheduled trips operate	Full Sunday operations
Monday, January 2, 2023	Limited transportation schedule	Light staffing due to limited transportation

STC's will monitor National conditions to forecast need for additional transportation if necessary. Additional transportation will be secured through Freight Auction.

Please disseminate these policies and procedures to the appropriate personnel in your area. Your immediate attention to these details and dispatch procedures is appreciated. Thank you for your assistance.

E-SIGNED by ANGELA.H CURTIS
on 2022-12-08 09:33:19 CST

Angela H. Curtis
Vice President
Delivery Operations

E-SIGNED by Elvin Mercado
on 2022-12-08 09:17:27 CST

Elvin Mercado
Vice President
Retail and Post Office Operations

**Robert
Cintron**
Robert Cintron
Vice President
Logistics

Digitally signed by
Robert Cintron
Date: 2022.12.07 10:36:41
-05'00'



Mike L. Barber
Vice President
Processing & Maintenance Operations

cc: Joshua D. Colin, Ph.D.
Isaac S. Cronkhite