



December 8, 2017

MANAGERS, OPERATIONS SUPPORT (AREA)

SUBJECT: Operations Policy for the Christmas Holiday, Monday, December 25, 2017 and the New Year's Day Holiday, Monday, January 1, 2018.

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2017 Christmas holiday and 2018 New Year's Day holiday. Service levels for these holidays are displayed in Sections 125.22 and 313.24 of the *Postal Operations Manual (POM)*. This memorandum also contains guidance for notifying the public of changes in service on Christmas Eve and New Year's Eve.

Delivery Operations

All functions should take action prior to the holidays and the holiday "eves" to assure that their operations are in a current status. Scheduling should be reviewed to ensure delivery operations is prepared for peak holiday parcel volumes including but not limited to:

- e Review scheduling of static AM and PM parcel runs as needed
- e Delivery territory is properly configured in PDATe
- e Supervisors have access, are trained and prepared to run dynamic/static software programs
- e Newly hired personnel (ARC's, CCA's, RCA's) understand proper scanning procedures
- e Delivery Unit is prepared for holiday transportation including early parcel volumes including drop shipments and other package mailers

Saturday, December 23 and Saturday, December 30:

Delivery Operations: Normal (Saturday) service levels will be provided in delivery and collection operations. Static Routing must be in place for AM/PM parcel runs where volume necessitates and routes must be ready upon carrier arrival to eliminate costly waiting time. Supervisors must review carrier loading for efficiencies and provide guidance for craft personnel as needed. Area and District LOC Operations should be staffed to cover your expected hours of delivery and be utilized to assist managers with performance and communication.

Collection Operations: Normal service levels will be provided in collections.

Sunday, December 24 and Sunday December 31:

Normal (Sunday) service levels will be provided in delivery and collection operations including Sunday/Holiday Priority Mail Express and Sunday/holiday Package Delivery. Area and District offices should ensure compliance to the Sunday Staffing SOP. EAS must use DMS when available to ensure that proper scanning and delivery of Sunday parcels has been completed at all locations. All delivery units should take action prior to this date to assure that units are in a current status.

Christmas Holiday, “Widely Observed”, Monday, December 25, 2016 and the New Year’s Day Holiday, “Widely Observed,” Monday, January 1, 2017:

There will be no regular delivery (except for Holiday Premium Priority Mail Express). There will be no Same Day “Sunday/Holiday” delivery on Monday, December 25, 2017. There will be no Same Day/Holiday “Sunday” delivery on Monday, January 1, 2018. DDU’s will continue to operate in a de-coupled hub status.

There will be no Night Owls on the night of Sunday the 24th into Christmas Day
There will be no Night Owls on the night of Sunday the 31st into New Year’s Day

Tuesday, December 26, 2017 and Tuesday, January 2, 2018:

Return to normal service levels. Postmasters / Managers and supervisors should plan for extremely heavy package volume for delivery after the holiday. Supervisors must monitor PVS/HCR/Drop Shipment arrival times and clerk productivities to ensure timely completion of distribution operations. Static Routing must be in place for AM/PM parcel runs where volume necessitates and routes must be ready upon carrier arrival to eliminate costly waiting time. Supervisors must review carrier loading for efficiencies and provide guidance for craft personnel as needed. Area and District LOC Operations should be staffed to cover your expected hours of delivery and be utilized to assist managers with performance and communication.

Retail Operations

Ensure that all offices post informational notices and provide this information to local media resources with a request that the information be published or broadcast to the community on multiple occasions prior to December 22.

Saturday, December 23 and Saturday December 30: Retail locations are open and operating under their regular business hours. Staffing may be adjusted according to local demand.

Sunday, December 24 and Sunday December 31:

No retail service will be available, except from those facilities normally open on these holidays. Post offices should provide post office box access for customers to the maximum extent possible at each facility.

Customer Awareness: Ensure that all offices post the informational notices as outlined below and provide this information to local media resources with a request that the information be published or broadcast to the community on multiple occasions prior to December 24 (similar to the public announcements disseminated about April 15 tax filing information).

Any office normally open on Sunday that is adjusting their normal Sunday retail lobby hours should ensure the following steps are taken by December 7:

- The Facilities Data Base (FDB) should be modified using the special hours feature (Contact your District Retail Specialist to enter/edit not later than December 7, 2017).
- All offices adjusting their regular Sunday retail lobby hours must post a notice describing special holiday hours at the customer entrance area for the retail lobby, in the retail lobby itself, in other public lobbies (such as the P.O. Box lobby), and in affected Business Mail Entry Units using the template, if possible by December 5 but no later than December 7, 2017. Templates for these signs are available from the Manager, Retail at the district.

All offices should carefully review their staffing plans for this holiday and make adjustments as necessary to meet the needs of their communities. For planning purposes, Post Offices should use recent retail sales trend information and mail volumes while adjusting for local circumstances.

Please ensure that Self Service Kiosks (SSKs) are fully stocked, and that mailing supplies (boxes, Priority Mail labels, etc.) are available for customers. Make arrangements for dispatch of packages received through lobby deposit points, including SSKs. Facilities with staffing on this holiday should accommodate requests for drop shipment appointments.

Offices should ensure that the current holiday closing "door cling" signage is properly displayed. Offices with glass doors should center the door cling inside the main customer entrance door at eye level. Offices with wooden doors should affix the door cling on the exterior. Additional door cling signage can be ordered by contacting the Point of Purchase Hotline at 1-800-332-0317. Information about the early closing policy should also be communicated to Contract Postal Units (CPUs) and Approved Shippers. Some CPUs may offer service during the holiday period. Therefore, post offices should advise customers (to the extent possible) of the locations and hours of operation for CPUs, and any other alternate locations where retail service will be available.

Christmas Holiday, "Widely Observed", Monday, December 25, 2017 and the New Year's Day Holiday (observed), "Widely Observed," Monday, January 1, 2018:

No retail service will be available, except from those facilities normally open on these holidays. Post offices should provide post office box access for customers to the maximum extent possible at each facility.

Tuesday, December 26, 2017 and Tuesday, January 2, 2018:

Retail managers and supervisors should use recent sales trend information and adjust for local circumstances. Adjust staffing where local circumstances offer opportunities to capture savings.

Processing Operations

This Christmas and New Year's 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:

- **Monday Only: Combine First Class and Priority**
- **Tuesday: BACK TO NORMAL – Do Not Mix First Class with Priority**
- Use the variance tools and the Run Plan Generator (RPG) for staffing operations.
- Plan holiday volume schedules incorporating load leveling service standards.
- Advance Blue & Orange Standard mail for Saturday delivery.
- District and Field Operations must perform mailer outreach to accept FCM Commercial volume on Monday and advance/process this volume on Monday.
- Sites cancelling on Monday will be determined locally / by Area as well as decisions for Tuesday early collection plans.
- Inhibit Delivery Point Sequence (DPS) sort program regeneration prior to the holiday and re-establish afterwards.
- Recommend processing First Pass (918) on Sunday afternoon/evening. Finalization will be Monday prior to Second Pass (919).
- Ensure only one DPS run on Tuesday morning (no double runs of DPS on Tuesday).
- Utilize an RPG model for DPS processing on Monday night and Tuesday that ensures an early DPS dispatch on Tuesday morning.
- Any late arriving committed volumes received must be processed and dispatched.

Processing and Dispatch of Commercial Mailings

It is extremely important that we develop plans to maximize our window of opportunity to process and dispatch Commercial Mailings on Monday night and Tuesday morning. Plans should ensure that instances of rollover volumes and deviations from planned surface and air transportation on Tuesday night and Wednesday morning do not occur.

Communicate to major mailers, the opportunity to advance mail earlier in the week prior to the holiday.

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 Monday night and Tuesday morning.

Resultant changes to existing operational hours that impact our customers must be communicated through the Business Service Network and other customer liaisons. Changes to caller service operating windows that affect remittance mail availability must also be shared with our customers.

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 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 and on holidays. 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 volumes must be identified, finalized, prepared for assignment and dispatched on the appropriate transportation network on Saturday. The 24-hour clock indicators for the Managed Mail Program on hand will be useful in monitoring the success of this plan.

Changes to facility constraints will only be considered for Sunday, December 25 and January 1. For Monday, December 26, 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 coordinator 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. Tier 2 NDCs must ensure that all outgoing volume from Saturday retail receipts are finalized and dispatched on the appropriate network transportation on the following day.

All NDCs must ensure destinating parcel volume received between 16:00 Friday and 16:00 Monday is available for delivery Tuesday morning. 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.

Logistics Operations

Air Transportation Network

FedEx: There will be no night-turn (Express) flight on Monday night and no day-turn on Tuesday for the Christmas and New Year holiday period. Normal operations will resume with the FedEx night-turn on Tuesday after the holidays.

Widely Observed Holidays					
FedEx Holidays Highlighted					
Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before	Sunday	12/24/2017	YES	NO	
Christmas Day	Monday	12/25/2017	NO	NO	No Day/Night Turn on Christmas Day
Day after	Tuesday	12/26/2017	NO	YES	
Day before	Sunday	12/31/2017	YES	NO	
	Monday	1/1/2018	NO	NO	No Day/Night Turn on New Year's Day
Day after	Tuesday	1/2/2018	NO	YES	

UPS will not operate on Monday and will have reduced service on Tuesday following the holidays (reference Logistics Ordering Agreement). Normal operations resume on Wednesday each week of holiday period.

UPS Holidays Highlighted					
Holiday	Day of Week	Date	Day (2da)	Night (1da)	Comments
Day before	Sunday	12/24/2017	YES	NO	
Christmas Day	Monday	12/25/2017	NO	NO	No Day/Night Turn on Christmas Day
Day after	Tuesday	12/26/2017	YES	YES	Regular Monday service
Day before	Sunday	12/31/2017	YES	NO	
New Year's Day	Monday	1/1/2018	NO	NO	No Day/Night Turn on New Year's Day
Day after	Tuesday	1/2/2018	YES	YES	Regular Monday service

CAIR: Normal operations daily during holiday period. Approved TSA K9 screening will be issued via email to the Manager, Distribution Networks at each Area office.

Surface Transportation Network

The Surface Transfer Centers (STCs) will operate on a holiday schedule as shown on the Network Operations "Surface Operations" website at:
https://blue.usps.gov/site/wcm/connect/network_operations/logistics_and_processing/surface/stcs

Dispatch Procedures

To avoid transportation delays, manage mail volume flow before, during, and after the Christmas and New Year's Day holidays, please plan accordingly:

- Maximize utilization of available surface and commercial air during the holiday periods. Schedule service responsive surface transportation, where feasible, to advance First-Class Mail (FCM) volume into the network and avoid overflow.
- Ensure all volume accepted from mailers is dispatched on service responsive surface transportation if there is an opportunity to divert volume to ground.

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.



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