

September 26, 2022

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

**SUBJECT: Headquarters Operational Policy for the Columbus Day Holiday,
Monday, October 10, 2022**

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2022 Columbus Day Holiday. Service levels for this holiday are displayed in Exhibit 125.22 of the *Postal Operations Manual* (POM).

Columbus Day is a non-widely observed holiday, which means that many businesses are open and producing outgoing mail. District Managers will coordinate with plant partners and perform full collections if cancellations are scheduled. Collection times must be performed as close to the latest posted pick-up time as possible. District Managers must also coordinate with Logistics to ensure adequate transportation is scheduled to transport all collected mail. Personnel on duty should check collection boxes at post office, lobby drops and Self-Service Kiosks (SSKs) for overflow on Monday, October 10, 2022.

Delivery Operations

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

- All delivery units should take action prior to this date to ensure that units are in a current status
- For planning purposes, Post Offices should use recent mail volumes, and adjust for local circumstances

Tuesday, October 4:

- A delivery manager or supervisor must post holiday work schedules and review attendance patterns to be addressed
- A delivery manager or supervisor must complete the "Pre-Holiday Play Certification" survey in Retail and Delivery Applications & Reports (RADAR) **before** 12:00 noon local standard time
- Local management should review the Route book on Tuesday, October 4 for Night Owl scheduling. (Route books will be sent from the External Customer Integration Team via SharePoint:

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

Saturday, October 8:

- Normal (Saturday) service levels will be provided in delivery and collection operations
- All delivery units should take appropriate action to eliminate delayed or curtailed mail volumes

Sunday, October 9:

- Normal (Sunday) service levels will be provided in delivery and operations including Sunday/Holiday Priority Mail Express and Sunday/Holiday Same Day Package Delivery (hub and spoke structure)
- EAS must use Delivery Management Systems (DMS), when available, to confirm proper scanning and delivery of Sunday parcels has been completed at all hub locations
- Delivery of any product not committed on this day will be designated by Headquarters Vice Presidents

Columbus Day Holiday, “Non-Widely Observed,” Monday, October 10:

- There will be no regular delivery service except for Holiday Premium Priority Mail Express and Sunday/Holiday Same Day Package Delivery (hub and spoke structure)
- Sunday eligible Night Owls will be scheduled and should be staffed Sunday night into Monday for holiday delivery
- EAS must use Delivery Management Systems (DMS) to ensure proper scanning and delivery of Same Day parcels has been completed at all hub locations
- Offices presently in a “delayed” status, or those anticipating delays due to projected volumes, should develop delivery plans to ensure they are current
- Delivery of any product not committed on this day will be designated by Headquarters Vice Presidents
- Collection Operations:
 - District Managers will coordinate with plant partners and perform full collections if cancelations 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

Tuesday, October 11:

Return to normal service levels.

- Delivery managers and supervisors should plan for additional mail volume and packages for delivery after the holiday
- 6-9 am morning package play must be utilized by all delivery units as part of our Peak plan
 - 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 Networks 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 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.

Offices should display proper “door cling” signage prior to the holiday. Visibly taped or handwritten signage is not acceptable. Advise customers of any Contract Postal Units (CPUs) or Approved Shipper (APS) locations where retail services will be available on the Columbus Day holiday and provide them with the hours of operation.

Saturday, October 8: 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 Thursday, October 6
- 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
- '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
- Verify the Amazon route book for scheduled drop times over the holiday weekend
- Utilize the Amazon projections sent on Tuesday (10/4/22) for proper planning and scheduling
- Confirm users have the correct PDTA access in order to send for routing

DDI Selections:

Date Packages are SCANNED	Date Packages will be DELIVERED	DDI Selection
Saturday, October 8, 2022	Sat – October 8	Today
	Sun – October 9	Sunday
	Mon – October 10	Holiday
	Tue – October 11	Next Day *
Sunday, October 9, 2022	Sun – October 9	Sunday
	Mon – October 10	Holiday
	Tue – October 11	Next Day *
Monday, October 10, 2022	Mon – October 10	Holiday
	Tue – October 11	Next Day *
Tuesday, October 11, 2022	Tue – October 11	Today
	Wed – October 12	Next Day *

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

Sunday, October 9: Normal (Sunday) service levels will be provided

- Function 4 Staffing: Balance workhours to workload by reviewing VAP Gap tool to identify staff opportunities, assess Sunday and 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 Hub Delivery on Sunday
- 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

Monday, October 10: Columbus Day Holiday, “Non-Widely Observed”:

- 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 Sunday Amazon Hub sites on Monday for HUB delivery. Review route-book drop times to schedule personnel to accept drops in the morning
 - Night Owls will be scheduled. Review route book for scheduled drop times.
 - Walmart will drop to Sunday HUB sites on Monday for Delivery. Walmart will utilize the Sunday route-book times for Monday drops
 - “Holiday” configuration must be used as day of week selection in PDTA

Tuesday, October 11:

- Return to normal service levels. Management should review the SSRD from 10/12/21(FY21 day-after “observed” Columbus Day Holiday) 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:
 - o Plan for additional mail volume and packages for post-holiday delivery
 - o 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 Columbus Day 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:

- 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 a RPG model for DPS processing on Sunday and Monday night 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 volumes available for Holiday pick up and Outgoing processing.
- 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 & 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 Saturday & Sunday
- Increased monitoring of DPS performance to plan on Sunday and 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 Monday 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 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 (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.

International Service Center Operations

This non-widely observed holiday presents an opportunity to maximize processing to take full advantage of available lift and ensure service expectations are met. Please adhere to the following guidelines:

- All ISCs should work with domestic partner sites to ensure all Export mail is captured prior to holiday and all Import mail is processed or transported to the domestic site for service commitment
- Delayed volumes should be worked in advance
- Ensure coordination with Customs & Border Protection (CBP) to provide sufficient staffing to avoid backlogs
- Ensure Customs belts are staffed sufficiently to maximize efficiency and Stop the clock events are performed as required
- Expedite Import Express to the FEDEX network to avoid lift issues
- Ensure on-time clearance of Priority and FC SPRs to avoid surface volume rolling over
- Ensure processing and dispatch of all mail throughout the holiday weekend to avoid exceeding or missing surface or air transportation

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 following the holiday.

Logistics Operations

Air Transportation Network

FedEx

Normal FedEx operations are planned during the Columbus Day period, including normal scheduled Nightsort and Daysort flights from all FedEx hub locations.

Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before	Sunday	10/09/2022	YES		
Columbus Day	Monday	10/10/2022	NO	YES	No Day-Turn
Day after	Tuesday	10/11/2022	YES	YES	

UPS

UPS will have normal Tuesday operations during the Columbus Day period.

Holiday	Tender Day	Date	UPS Operations	Comments
Day before	Sunday	10/09/2022	NO	
Columbus Day	Monday	10/10/2022	NO	
Day after	Tuesday	10/11/2022	YES	Normal Tuesday Tender

Supplemental Networks

Minimal supplemental flights. Normal operations resume on Wednesday, October 13, 2021.

Exceptions: *Aloha (KH) will operate the SLC-EWR-SLC rotation on Sunday, October 9, 2022.

Holiday	Day of Week	Date	Aloha	Amazon	Amerijet	Kalitta	NAC
Day before	Sunday	10/09/2021	*YES	YES	NO	NO	NO
Columbus Day	Monday	10/10/2021	NO	NO	NO	NO	NO
Day after	Tuesday	10/11/2021	NO	NO	NO	NO	NO

CAIR

Normal CAIR operations during this period

Holiday: Columbus Day

Date	10/8/2022	10/9/2022	10/10/2022	10/11/2022	10/12/2022	10/13/2022	10/14/2022
Day	SAT	SUN	MON	TUE	WED	THU	FRI
CLT IAAI	Y	N/A	N/A	Y	Y	Y	Y
GUM (UA)	Y	Y	Y	Y	Y	Y	Y
STL(AA)	Y	Y	N/A	Y	Y	Y	Y

Y = need canine team
N = do not need canine team
 N/A= not scheduled
 R = TSA Refused

MSA

Date	10/8/2022	10/9/2022	10/10/2022	10/11/2022	10/12/2022	10/13/2022	10/14/2022
Day	SAT	SUN	MON	TUE	WED	THU	FRI
PHX (AA)	Y	Y	N/A	Y	Y	Y	Y
DEN (AA UA DL)	Y	Y	N/A	Y	Y	Y	Y
PHL (AA)	Y	Y	N/A	Y	Y	Y	Y
TPA (AA UA, DL)	Y	Y	N/A	Y	Y	Y	Y
MCO (AA, UA, DL WN)	Y	Y	N/A	Y	Y	Y	Y
LAX (AA UA, DL)	Y	Y	N/A	Y	Y	Y	Y
DFW(AA)	Y	Y	MON	Y	Y	Y	Y
HNL(UA)	Y	Y	Y	Y	Y	Y	Y
ORD (AA, UA)	Y	Y	N/A	Y	Y	Y	Y
JFK (AA, UA, DL, AS)	Y	Y	N/A	Y	Y	Y	Y
ATL (DL, WN)	Y	Y	N/A	Y	Y	Y	Y
DTW (DL)	Y	Y	N/A	Y	Y	Y	Y
SLC (DL)	Y	Y	N/A	Y	Y	Y	Y
PDX(AS)	Y	N/A	N/A	Y	Y	Y	Y
MSP(DL)	Y	Y	N/A	Y	Y	Y	Y
SEA (AS, AA, DL UA)	Y	Y	N/A	Y	Y	Y	Y
ANC(AS)	Y	Y	N/A	Y	Y	Y	Y
SAN (DL, UA)	Y	Y	N/A	Y	Y	Y	Y
BOS (AA DL, UA)	Y	Y	N/A	Y	Y	Y	Y
IND (DL)	Y	Y	N/A	Y	Y	Y	Y
BWI (AA, DL)	Y	Y	N/A	Y	Y	Y	Y
IAD (UA)	Y	Y	N/A	Y	Y	Y	Y
SFO (AA, AS, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
CVG (DL)	Y	Y	N/A	Y	Y	Y	Y
IAH (UA)	Y	Y	N/A	Y	Y	Y	Y
SJU(AA)	N/A	N/A	N/A	Y	Y	Y	Y
EWR DL, AS)	Y	Y	N/A	Y	Y	Y	Y
MIA (AA, UA, DL)	Y	Y	N/A	Y	Y	Y	Y

Y = need canine team
N = do not need canine team
 N/A= not scheduled

International Transportation Plan

Import/Export Plan for the ISC

Holiday	Day of Week	Date	JFK Export	JFK Import	ORD Export	ORD Import
Day before	Sunday	10/9/2022	YES	YES	YES	YES
Columbus Day	Monday	10/10/2022	YES	YES	YES	YES
Day after	Tuesday	10/11/2022	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	MIA Export	MIA Import
Day before	Sunday	10/9/2022	YES	YES	YES	YES
Columbus Day	Monday	10/10/2022	YES	YES	YES	YES
Day after	Tuesday	10/11/2022	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	Sunday	10/9/2022	YES	24/7	YES	24/7
Columbus Day	Monday	10/10/2022	YES	24/7	YES	24/7
Day after	Tuesday	10/11/2022	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	Sunday	10/9/2022	NO	Normal closure	YES	06:00 - 20:30
Columbus Day	Monday	10/10/2022	YES	06:00 - 22:00	YES	06:00 - 20:30
Day after	Tuesday	10/11/2022	YES	06:00 - 22:00	YES	06:00 - 20:30

Surface Transportation Network

Normal STC operations are planned during the Columbus Day period to include transportation.

Dispatch Procedures

To avoid transportation delays, manage mail volume flow before, during, and after the holiday accordingly:

- Maximize utilization of available surface, commercial air, and FedEx transportation during the holiday period. Dispatch all mail volume inducted on Sunday and Monday nights into the network on Tuesday to avoid overflow on Wednesday's network.
- Prioritization values established for planned routes will ensure commercial air capacity is utilized ahead of FedEx.

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 2022-09-27 07:53:18 CDT

Angela H. Curtis
Vice President
Delivery Operations



Robert Cintron
Vice President
Logistics

E-SIGNED by Elvin Mercado
on 2022-09-26 15:43:19 CDT

Elvin Mercado
Vice President
Retail and Post Office Operations



Mike L. Barber
Vice President
Processing & Maintenance Operations

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