

October 18, 2021

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

SUBJECT: Headquarters Operational Policy for the Veterans Day Holiday,  
Thursday, November 11, 2021

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2021 Veterans Day Holiday. Service levels for this holiday are displayed in Exhibit 125.22 of the *Postal Operations Manual* (POM).

### **Delivery Operations**

All offices should carefully review their staffing plans for this holiday and make adjustments as necessary to meet the needs of their communities. Delivery managers and supervisors should plan appropriately for additional mail volume and packages for delivery on the day after the holiday. Offices should be staffed appropriately to have carriers leave and return on time. District support staff should review past performance and work with their Network and Logistics partners to ensure transportation is aligned to meet the expectations of additional volume that is both picked up by the carrier and presented across the window.

Beginning Saturday November 6, 2021, we are instituting a 6:00 am to 9:00 am Morning Package Play. This will assist delivery offices in maintaining on-time service and eliminate potential delayed and curtailed mail volumes. The play is designed to adjust for volume and staffing when volume projections exceed daily capacity. More communication on the morning parcel delivery play will be forthcoming.

### **Wednesday, November 10:**

In addition to regular delivery and collections, 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 Veterans Day
- Conduct the necessary Morning Package Plays to eliminate potential delays and minimize late returns

### **Thursday, November 11: Veterans Day Holiday, “Non-Widely Observed”:**

There will be no regular delivery or collection service on this holiday.

- Offices in a delayed status should use this holiday to become current
- For this holiday, HUB offices will be decoupled
  - Decoupled downstream offices are not required to deliver on the holiday
  - HUB Offices should maximize Holiday Same Day Package staff to deliver network packages and avoid any potential delays on Friday
  - District offices should use Sunday Staffing SOP for this Holiday and utilize LOCs and HCUs to manage
- EAS must use Delivery Management Systems (DMS) to ensure proper scanning and delivery of Same Day parcels has been completed

### **Friday, November 12:**

Return to normal service levels.

- Conduct the necessary Morning Package Plays to eliminate potential delays and minimize late returns
- Collections must start and run on time to meet the DOV to the mail processing facilities
- Delivery managers and supervisors should plan appropriately for additional mail volume and packages for delivery after the holiday.

### **Retail Operations**

All offices should carefully review their staffing plans and adjust as necessary to meet the needs of their communities. For planning purposes, Post Offices should use recent and SPLY retail sales trend information and mail volumes.

Please ensure that Self Service Kiosks (SSKs) are fully stocked and that mailing supplies (Priority Mail labels, boxes, 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 confirm that the current holiday closing “door cling” signage is properly displayed. Many Contract Postal Units (CPUs) may be open on the holiday. Post Offices should, therefore, advise customers (to the extent possible) of the locations and hours of operation for CPUs, and where retail services will be available.

**Wednesday, November 10, 2021:** Normal (Wednesday) service levels will be provided in retail operations. The retail staffing should be adjusted based on projected workload. Retail should provide package pickup services for customers to the maximum extent possible.

**Veterans Day Holiday, “Non-Widely Observed,” Thursday, November 11, 2021:** No retail service will be available, except in those facilities normally open on this holiday. Each Area should provide Headquarters Retail Operations with a list of locations that have approval to be open. Please reference Postal Operations Manual (POM) 125.22 “National Holidays”. Post Offices should provide Post Office Box access for customers to the maximum extent possible.

**Friday, November 12, 2021:** Return to normal service levels. Retail managers and supervisors should use recent sales trend information and adjust for local circumstances. Retail should provide package pickup services for customers to the maximum extent possible.

### **Post Office Operations**

#### **Wednesday, November 10, 2021 – Normal Service Day / Holiday Preparations:**

- Remote Forwarding System (RFS): Ensure undeliverable parcels are processed timely to avoid backlogs through the holiday.
- PM Parcel Distribution: Review volumes, schedules, and identify and process on-hand volume to ensure unit is clear before 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. 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, DSS, IMDAS, MDD, MDD-IO, PASS. Extra batteries should be kept on hand as needed. For ADUS equipment, ensure sort plans are current and all updates are completed.
- 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 and redelivery.
- Function 4 Staffing: Schedule appropriately and utilize all scanning equipment to process packages for delivery. Review post-holiday scheduling to ensure package processing is completed for early morning delivery. Review VAP Gap to confirm clerks begin tour aligns with first AAU.
- 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) (see DDI below).
- 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.
- Sorting and Staging Area: Make certain all processing equipment 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.
- Delivery Day Indicator (DDI): Ensure delivery units apply the correct DDI BEFORE scanning packages (see below).

Date pieces are scanned	Day Packages will be Delivered	DDI Selection
Wednesday, November 10, 2021	Wed – November 10th	Today
	Thurs – November 11th	Holiday
	Fri – November 12th	Next Day *
Thursday, November 11, 2021	Thurs – November 11th	Holiday
	Fri – November 12th	Next Day *
Friday, November 12, 2021	Fri – November 12th	Today
	Sat – November 13th	Next Day *

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

**Thursday, November 11, 2021 – Veterans Day – “Non-Widely Observed” Holiday**

Veterans Day is a “non-widely observed” holiday, which means many businesses are open and producing outgoing mail.

- **Collections:** At the local level, confirm holiday-specific collection transportation schedules for the dispatching of collection mail.
  - 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) 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.
- Review District and local Air Transportation Network holiday “lift” schedules; if networks are operating, contact major mailers to ensure volume is collected and inducted into the system in a timely fashion
- All regular year-round Night Owls should be staffed as normal. Any additional Night Owl sites will be detailed, and a list will be sent out once confirmed by our customer

**Friday, November 12, 2021 – Return to Normal Service Levels**

- **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 and mail arrival times to schedule 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:

- Opening Units kept at day zero for Letters and Flats.
- Advance all available Violet & Yellow Marketing Mail for Wednesday 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 Wednesday & Thursday night that ensures an early DPS dispatch for Friday delivery.
- Ensure only one DPS run on Friday 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 Friday 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 & 1<sup>st</sup> class on the day of the holiday to avoid late clearance on Friday. (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 Thursday
- Increased monitoring of DPS performance to plan on Thursday

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.

### **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 Monday 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 Wednesday. The 24-hour clock indicators for the Managed Mail Program on hand will be useful in monitoring the success of this plan.

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. (FAST Facility Profile).

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:

- Use the Run Plan Generator (RPG) for staffing operations.
- Clear any delayed volumes and advance mail where possible.
- Ensure coordination with Customs & Border Protection (CBP) to provide sufficient staffing to avoid backlogs.
- Ensure Customs belts are staffed sufficiently to maximize efficiency.
- 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.

### **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](mailto: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 Veterans 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	Wednesday	11/10/2021	YES	YES	
<b>Veterans Day</b>	Thursday	11/11/2021	YES	YES	
Day after	Friday	11/12/2021	YES	YES	

#### UPS

UPS will have normal operations during the Veterans Day period.

Holiday	Day of Week	Date	Postal Volume Tendered	Comments
Day before	Wednesday	11/10/2021	YES	Normal Wednesday Tender
<b>Veterans Day</b>	Thursday	11/11/2021	YES	Normal Thursday Tender
Day after	Friday	11/12/2021	YES	Normal Friday Tender

### Supplemental Networks

The Supplemental network will operate on Thursday, November 11, 2021. There will be no Aloha (KH), Amazon (A1), AmeriJet (M6), Kalitta (K4) or Northern Air Cargo (NC) operations on Friday, November 12, 2021. Normal operations will resume on Saturday, November 13, 2021.

Holiday	Day of Week	Date	Aloha	Amazon	Amerijet	Kalitta	NAC
Day before	Wednesday	11/10/2021	YES	YES	YES	YES	YES
<b>Veterans Day</b>	Thursday	11/11/2021	YES	YES	YES	YES	YES
Day after	Friday	11/12/2021	NO	NO	NO	NO	NO

**CAIR**

Holiday: Veteran's Day

Date	11/6/2021	11/7/2021	11/8/2021	11/9/2021	11/10/2021	11/11/2021	11/12/2021
Day	SAT	SUN	MON	TUE	WED	THU	FRI
CLT (AA)	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	11/6/2021	11/7/2021	11/8/2021	11/9/2021	11/10/2021	11/11/2021	11/12/2021
Day	SAT	SUN	MON	TUE	WED	THU	FRI
PHX (AA, UA)	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, DL, UA)	Y	Y	N/A	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)	Y	Y	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	MIA Export	MIA Import
Day before	Wednesday	11/10/2021	YES	YES	YES	YES	YES	YES
<b>Veterans Day</b>	Thursday	11/11/2021	YES	YES	YES	YES	YES	YES
Day after	Friday	11/12/2021	YES	YES	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	SFO Export	SFO Import
Day before	Wednesday	11/10/2021	YES	YES	YES	YES
<b>Veterans Day</b>	Thursday	11/11/2021	YES	YES	YES	YES
Day after	Friday	11/12/2021	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	MIA CBP open	MIA CBP hours
Day before	Wednesday	11/10/2021	YES	24/7	YES	24/7	YES	06:00 - 16:00
<b>Veterans Day</b>	Thursday	10/11/2021	YES	24/7	YES	24/7	YES	06:00 - 16:00
Day after	Friday	11/12/2021	YES	24/7	YES	24/7	YES	06:00 - 16:00

Holiday	Day of Week	Date	LAX CBP open	LAX CBP hours	SFO CBP open	SFO CBP hours
Day before	Wednesday	11/10/2021	YES	07:00 - 22:00	YES	07:30 - 15:00; 15:00-19:00 Portal Only
<b>Veterans Day</b>	Thursday	11/11/2021	YES	07:00 - 22:00	YES	07:30 - 15:00
Day after	Friday	11/12/2021	YES	07:00 - 22:00	YES	05:00 - 15:00; 15:00- 19:00 Portal Only

## **Surface Transportation Network**

The Surface Transfer Centers will operate on a holiday schedule:

- Daily except Mondays and days after holidays other than Martin Luther King Jr.'s Birthday, Presidents' Day, Columbus Day and Veterans Day.

Normal STC operations are planned during the Veterans 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.

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