

October 27, 2022

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

**SUBJECT: Headquarters Operational Policy for the Veterans Day Holiday,
Friday, November 11, 2022**

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

Veterans 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 Friday, November 11, 2022.

Beginning Saturday November 12, 2022, we are expanding the 6:00am to 9:00am Morning Package Play to all delivery units. 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.

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.

- 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, November 1:

- Local management should review the Route Book for Night Owl scheduling for Thursday, November 10. Route Books will be sent from the External Customer Integration Team via SharePoint:

[HQ External Customer Integration \(sharepoint.com\)](#)

- A delivery manager or supervisor must:
 - Post 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

Thursday, 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

Friday, November 11, Veterans Day Holiday, “Non-Widely Observed”:

Effective November 11, all HUB offices will be **decoupled** through Peak.

- There will be no regular delivery service except for Holiday Premium Priority Mail Express and Holiday Same Day Package Delivery (spoke structure)
- Night Owls will be scheduled and should be staffed 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 locations
- Offices should maximize Holiday Same Day Package staff to deliver network packages and avoid any potential delays on Saturday
- 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

Saturday, November 12:

Return to normal service levels.

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

Sunday, November 13:

All delivery units are **decoupled**.

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

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 Veterans Day holiday and provide them with the hours of operation.

Thursday, November 10: Normal 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 Monday, November 7
- 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 weekend
- Utilize the Amazon projections sent on Tuesday (11/8/22) 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
Thursday, November 10, 2022	Thu – November 10	Today
	Fri – November 11	Holiday
	Sat – November 12	Next Day *
Friday, November 11, 2022	Fri – November 11	Holiday
	Sat – November 12	Next Day *
Saturday, November 12, 2022	Sat – November 12	Today
	Sun – November 13	Sunday
	Mon – November 14	Next Day *

- *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 Thursday
- **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

Friday, November 11: Veterans Day Holiday, “Non-Widely Observed”:

- 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
- This is our first decoupled delivery day for Peak
- Amazon will be 100% entry into ALL Amazon sites
 - Sunday eligible ZIP Codes will be receiving and delivering their Amazon & Walmart from their normal Monday to Saturday location – This includes the 1,003 new Sunday eligible sites launching for delivery on 11/11/22

- Non-Sunday eligible ZIP Codes will be accepting only; delivery is at discretion of the Headquarters Vice Presidents
- 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
- "Holiday" configuration must be used as day of week selection in PDTA

Saturday, November 12:

- Return to normal service levels. Management should review the SSRD from 11/12/21 (FY22 day-after "observed" Veterans 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 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 Thursday 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 Thursday & Friday night that ensures an early DPS dispatch for Saturday delivery.
- Ensure only one DPS run on Saturday 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 Saturday 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 Saturday. (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 Friday
- Increased monitoring of DPS performance to plan on Friday

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 its 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 Thursday.

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 profile 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:

- 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.
- 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.

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 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	Thursday	11/10/2022	YES	YES	
Veterans Day	Friday	11/11/2022	YES	YES	
Day after	Saturday	11/12/2022	YES	NO	

UPS

UPS will have normal operations during the Veterans Day period.

Holiday	Tender Day	Date	Postal Volume Tendered	Comments
Day before	Thursday	11/10/2022	YES	Normal Thursday Tender
Veterans Day	Friday	11/11/2022	YES	Normal Friday Tender
Day after	Saturday	11/12/2022	NO	

Supplemental Networks

The Supplemental network will operate on Friday, November 11, 2022. There will be no Aloha (KH), AmeriJet (M6), Kalitta (K4) or Northern Air Cargo (NC) operations on Saturday, November 12, 2022. Amazon will operate on Saturday, November 12, 2022. Normal operations will resume on Tuesday, November 15, 2022.

Holiday	Day of Week	Date	Aloha	Amazon	Amerjet	Kalitta	NAC
Day before	Thursday	11/10/2022	YES	YES	YES	YES	YES
Veterans Day	Friday	11/11/2022	YES	YES	YES	YES	YES
Day after	Saturday	11/12/2022	NO	YES	NO	NO	NO

CAIR

Holiday: Veteran's Day

MSA

Date	11/5/2022	11/6/2022	11/7/2022	11/8/2022	11/9/2022	11/10/2022	11/11/2022
	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	Y	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	Y	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
RDU (AA, 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	Thursday	11/10/2022	YES	YES	YES	YES
Veterans Day	Friday	11/11/2022	YES	YES	YES	YES
Day after	Saturday	11/12/2022	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	MIA Export	MIA Import
Day before	Thursday	11/10/2022	YES	YES	YES	YES
Veterans Day	Friday	11/11/2022	YES	YES	YES	YES
Day after	Saturday	11/12/2022	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	Thursday	11/10/2022	YES	24/7	YES	24/7
Veterans Day	Friday	11/11/2022	YES	24/7	YES	24/7
Day after	Saturday	11/12/2022	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	Thursday	11/10/2022	YES	06:00 - 22:00	YES	06:00 - 20:30
Veterans Day	Friday	11/11/2022	YES	06:00 - 22:00	YES	06:00 - 20:30
Day after	Saturday	11/12/2022	YES	06:00 - 22:00	YES	06:00 - 20:30

Surface Transportation Network

The Surface Transfer Centers (STC) will be normal operations during the Veterans Day Holiday.

Normal STC operations 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.
- 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 2022-10-27 07:31:58 CDT

Angela H. Curtis
Vice President
Delivery Operations



Robert Cintron
Vice President
Logistics

E-SIGNED by Elvin Mercado
on 2022-10-27 09:44:40 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. Cronkhite