UNITED STATES
POSTAL SERVICE

December 5, 2023

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

SUBJECT: **Operations Policy for the Christmas Holiday, Monday, December 25, 2023
and the New Year's Day Holiday, Monday, January 1, 2024**

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2023 Christmas holiday and 2024 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).

All delivery units remain decoupled through the end of Peak. Continuing through the end of Peak, we are conducting 6:00am to 9:00am Morning Package Plays only in ***Peak 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 for this holiday and adjust as necessary to meet the needs of their communities.

- All delivery units should act prior to the "eves" to ensure units are in a current status.
- For planning purposes, Post Offices should use recent mail volumes, and adjust for local circumstances.
- The pre- and post-holiday surveys adhering to delivery compliance to these plans must be completed.

Tuesday, December 19:
- Route Books will be sent from the External Customer Integration Team via the SharePoint below and My Post Office (MyPO) certification link:

  HQ External Customer Integration (sharepoint.com)

- A delivery manager or supervisor must:
    - Post the holiday work schedules and review attendance patterns to be addressed.
    - Ensure compliance to the Triangulation Escalation play leading into the holiday.

475 L'Enfant Plaza SW
Washington, DC 20260

Saturday, December 23:
In addition to regular (Saturday) delivery and collections, 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 the holiday; and
- Plan and schedule in alignment to address efficiencies to ensure overtime impacts are reduced.
- Conduct the necessary Morning Package Plays only in *Peak Identified Delivery Units* to eliminate potential delays and minimize late returns.
  - Deliver a minimum of 15% of **ALL** packages between 6:00am and 9:00am.
- Conduct Evening Package Plays only in *Peak Identified Delivery Units* to become current, if needed.

Sunday, December 24:
- Normal (Sunday) service levels will be provided in delivery operations including Sunday/Holiday Priority Mail Express and Sunday/Holiday Same Day Package Delivery in a decoupled structure.
- There will be no Night Owls drops on December 24, for Monday/holiday delivery.
- Management should schedule based on Dynamic Routing (DRT) projections versus actual hours.
- EAS must use Delivery Management Systems (DMS), when available, to confirm proper scanning and delivery of Sunday parcels has been completed at all locations.
- **Delivery of any product not committed** on this day will be designated by the Vice President for that assigned Region.
- Collection Operations:
  - There will be no collections.
  - Collection boxes located in front of post offices, lobby drops and Self-Service Kiosks (SSK's) should be monitored and collected to prevent overflow situations.

Christmas Holiday, "Widely Observed", Monday, December 25:
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 Vice President for that assigned Region.
- There will be no Night Owls drops on December 25, 2023.
- There will be no regular collections.

Tuesday, December 26:
Return to normal service levels.
- Take appropriate action to ensure units remain in a current status; the goal is to have zero delayed or curtailed mail volumes.
- Review past performance and work with In-Plant Support and Network Operations on transportation.
- Plan and schedule in alignment to address efficiencies ensuring overtime impacts are reduced.
- 6:00am to 9:00am Morning Package Plays **must** be utilized only in *Peak Identified Delivery Units* to eliminate potential delays and minimize late returns:
  - Evening package plays should be scheduled only in *Peak Identified Delivery Units*, as needed.
- Full local management engagement, to include reducing and eliminating telecoms during morning operations, to support the front-line delivery teams.
- Plan and schedule to support leave and return times **without** conducting 6:00am to 9:00am package deliveries in offices that are **not** *Peak Identified Delivery Units.*
- Delivery managers and supervisors should plan for additional mail volume and packages for delivery after the holiday **without** pre-touring carriers in offices that are **not** *Peak Identified Delivery Units*.
- Collections must start and run-on time to meet the DOV to the mail processing facilities.

- Local management should review the Route Book for Night Owl scheduling for Monday, January 1, 2024. Route Books will be sent from the External Customer Integration Team via the SharePoint below and My Post Office (MyPO) certification link:

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

- A delivery manager or supervisor must:
  - Post the holiday work schedules and review attendance patterns to be addressed.
  - Ensure compliance to the Triangulation Escalation play leading into the holiday.
- Regular Night Owls drops resume Tuesday night into Wednesday morning and should be staffed.

Saturday, December 30:
In addition to regular (Saturday) delivery and collections, 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 the holiday; and
- Plan and schedule in alignment to address efficiencies to ensure overtime impacts are reduced.
- Conduct the necessary Morning Package Plays only in *Peak Identified Delivery Units* to eliminate potential delays and minimize late returns.
  - Deliver a minimum of 15% of **ALL** packages between 6:00am and 9:00am.
- Conduct Evening Package Plays only in *Peak Identified Delivery Units* to become current, if needed.

Sunday, December 31:
- Normal (Sunday) service levels will be provided in delivery operations including Sunday/Holiday Priority Mail Express and Sunday/Holiday Same Day Package Delivery in a decoupled structure.
- There will be no Night Owls drops on December 31, 2023.
- Management should schedule based on DRT projections versus actual hours.
- EAS must use DMS, when available, to confirm proper scanning and delivery of Sunday parcels has been completed at all locations.
- **Delivery of any product not committed** on this day will be designated by the Vice President for that assigned Region.
- Collection Operations:
  - There will be no collections.
  - Collection boxes located in front of post offices, lobby drops and SSK's should be monitored and collected to prevent overflow situations.

New Year's Day Holiday, "Widely Observed," Monday, January 1, 2024:
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 Vice President for that assigned Region.
- There will be Night Owls drops on January 1, 2024, for delivery on Tuesday, January 2, 2024.
  - Offices are not required to deliver Amazon on the holiday.
- Collection Operations:
  - There will be no collections.
    - Collection boxes located in front of post offices, lobby drops and SSK's should be monitored and collected to prevent overflow situations.

Tuesday, January 2, 2024:
Return to normal service levels.
- Take appropriate action to ensure units remain in a current status; the goal is to have zero delayed or curtailed mail volumes.

- Review past performance and work with In-Plant Support and Network Operations on transportation.
- Plan and schedule in alignment to address efficiencies ensuring overtime and penalty overtime impacts are reduced.
- 6:00am to 9:00am Morning Package Plays **must** be utilized only in *Peak Identified Delivery Units* to eliminate potential delays and minimize late returns:
    - Evening package plays should be scheduled only in *Peak Identified Delivery Units*, as needed.
- Full local management engagement, to include reducing and eliminating telecoms during morning operations, to support the front-line delivery teams.
- Plan and schedule to support leave and return times **without** conducting 6:00am to 9:00am package deliveries in offices that are **not** *Peak Identified Delivery Units*.
- Delivery managers and supervisors should plan for additional mail volume and packages for delivery after the holiday **without** pre-touring carriers in offices that are **not** *Peak Identified Delivery Units*.
- 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 SSK consumables and supplies are fully stocked and mailing supplies (Expedited Packaging Supplies, ReadyPost, Greeting Cards, Gift Cards) are available for customers. Offices must maintain an adequate supply of holiday stamps, including religious, non-religious, and representing all holidays

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.

Offices should ensure their facilities are cleaned and maintain their daily PS Form 4852/Line H requirements for custodial operations.

Saturday, December 23: 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
- Equipment: Confirm all scanning equipment is operable and transmitting without incidents including: ADUS, SDUS, PASS, DSS, MDD-IO and MDD-TR. 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, December 21
- 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 timely. Carrier pickup requests are to be closed the same day as the request

- '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 and DSS 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 are 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 all major mailer route books for scheduled drop times over the holiday weekend
- Utilize the Amazon projections sent on Tuesday (12/19/23) for proper planning and scheduling
- Confirm users have the correct PDTA access to send for routing
- Ensure all MTE is prepped and dispatched back to plant partners
- Ensure all SSK alerts are cleared and consumables are filled before leaving COB (receipt tape and labels).

DDI Selections:

Date Packages are **SCANNED**	Date Packages will be **DELIVERED**	**DDI Selection**
Saturday, December 23, 2023	Sat – December 23	Today
	Sun – December 24	Sunday
	Mon – December 25	Holiday
	Tue – December 26	Next Day *
Sunday, December 24, 2023	Sun – December 24	Sunday
	Mon – December 25	Holiday
	Tue – December 26	Next Day *
Monday, December 25, 2023	Mon – December 25	Holiday
	Tue – December 26	Tomorrow
Tuesday, December 26, 2023	Tue – December 26	Today
	Wed – December 27	Tomorrow

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

Sunday, December 24: Normal (Sunday) service levels will be provided
- Function 4 Staffing: Balance workhours to workload by reviewing the 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
- 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 separation and MTEL placarding procedures when preparing mail for dispatch according to local holiday schedules
- Sunday eligible ZIP codes will accept, process and deliver for UPS, Walmart, and Amazon packages in the decoupled structure. NON-Sunday eligible ZIP codes will accept Walmart and Amazon packages in a decoupled structure.
- Ensure all MTE is prepped and dispatched to plant partners

Monday, December 25: Christmas, "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) follow separation and MTEL placarding procedures to prepare 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
- Ensure all MTE is prepped and dispatched to plant partners

Tuesday, December 26:

- Return to normal service levels. Management should review the SSRD from 12/27/22 (FY23 day-after "observed" Christmas Day Holiday) and use recent sales trend information to adjust for local circumstances
- Check SSK consumables and clear alerts. Ensure supplies are fully stocked and mailing supplies (Expedited Packaging Supplies, ReadyPost, Greeting Cards, Gift Cards) are available for customers.
- 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
- Ensure all MTE is prepped and dispatched to plant partners

Saturday, December 30: 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
- Equipment: Confirm all scanning equipment is operable and transmitting without incidents including: ADUS, SDUS, PASS, DSS, 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, December 28
- 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 timely. Carrier pickup requests are to be closed the same day as the request
- '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 and DSS 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 are 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 all major mailer route books for scheduled drop times over the holiday weekend
- Utilize the Amazon projections sent on Tuesday (12/26/23) for proper planning and scheduling
- Confirm users have the correct PDTA access to send for routing
- Ensure all MTE is prepped and dispatched back to plant partners
- Ensure all SSK alerts are cleared and consumables are filled before leaving COB (receipt tape and labels).

DDI Selections:

Date Packages are **SCANNED**	Date Packages will be **DELIVERED**	**DDI Selection**
Saturday, December 30, 2023	Sat – December 30	Today
	Sun – December 31	Sunday
	Mon – January 1	Holiday
	Tue – January 2	Next Day *
Sunday, December 31, 2023	Sun – December 31	Sunday
	Mon – January 1	Holiday
	Tue – January 2	Next Day *
Monday, January 1, 2024	Mon – January 1	Holiday
	Tue – January 2	Tomorrow
Tuesday, January 2, 2024	Tue – January 2	Today
	Wed – January 3	Tomorrow

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

Sunday, December 31: Normal (Sunday) service levels will be provided
- Function 4 Staffing: Balance workhours to workload by reviewing the 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
- 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 separation and MTEL placarding procedures when preparing mail for dispatch according to local holiday schedules

- Sunday eligible ZIP codes will accept, process and deliver for UPS, Walmart, and Amazon packages in the decoupled structure. NON-Sunday eligible ZIP codes will accept Walmart and Amazon packages in a decoupled structure.
- Ensure all MTE is prepped and dispatched to plant partners

Monday, January 1: New Year's Day, "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) follow separation and MTEL placarding procedures to prepare 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
- Ensure all MTE is prepped and dispatched to plant partners

Tuesday, January 2:

- Return to normal service levels. Management should review the SSRD from 1/3/23 (FY23 day-after "observed" New Year's Day Holiday) and use recent sales trend information to adjust for local circumstances
- Check SSK consumables and clear alerts. Ensure supplies are fully stocked and mailing supplies (Expedited Packaging Supplies, ReadyPost, Greeting Cards, Gift Cards) are available for customers.
- Package pickup services should be provided at Dutch doors along with soft openings to reduce customer wait times to the fullest extent possible
- <u>Function 4 Staffing</u>:
  - 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
- Ensure all MTE is prepped and dispatched to plant partners

<u>Processing Operations</u>

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:

- There will be NO cancellations on either Monday 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

FedEx

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

THS Build and Break Operations will be coordinated through ATO.

2023 FedEx Network Holiday Operations					
FedEx Holidays Highlighted					
					UPDATED: 10/20/23
Widely Observed Holidays					
Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before	Sunday	12/24/2023	YES	NO	
Christmas Day	Monday	12/25/2023	NO	NO	No Day/Night-turn on Christmas Day
Day after	Tuesday	12/26/2023	NO	YES	
	Wednesday	12/27/2023	YES	YES	Normal Operations
Day before	Sunday	12/31/2023	YES	NO	
New Years Day	Monday	1/1/2024	NO	NO	No Day/Night-turn on New Year's Day
Day after	Tuesday	1/2/2024	NO	YES	
	Wednesday	1/3/2024	YES	YES	Normal Operations

UPS

UPS will <u>not</u> operate on Sunday, December 24, (reference Logistics Ordering Agreement). Normal operations will resume on Wednesday, December 27, 2023, and Wednesday, January3, 2024.

2023 UPS Network Holiday Operations				
UPS Holidays Highlighted				
				UPDATED: 10/19/2023
Widely Observed Holidays				
Holiday	Day of Week	Date	Postal Volume Tendered	Comments
Day before	Sunday	12/24/2023	NO	
Christmas Day	Monday	12/25/2023	NO	
Day after	Tuesday	12/26/2023	NO	No Mail Tender on December 26th
	Wednesday	12/27/2023	YES	Normal Operations
Day before	Sunday	12/31/2023	NO	
New Years Day	Monday	1/1/2024	NO	
Day after	Tuesday	1/2/2024	NO	No Mail Tender on January 2nd
	Wednesday	1/3/2024	YES	Normal Operations

Supplemental/Amazon Network

There will be no Supplemental operations on Sunday, December 24, 2023, thru Tuesday, December 26, 2023. Normal operations will resume on Wednesday, December 27, 2023.

There will be no Supplemental operations on Sunday, December 31, 2023, thru Tuesday, January 2, 2024. Normal operations will resume on Wednesday, January 3, 2024.

2023 Supplemental Network Holiday Operations							
Widely Observed Holidays							
Holiday	Day of Week	Date	Aloha	Amazon	Amerijet	Kalitta	NAC
	Saturday	12/23/2023	YES	YES	YES	YES	YES
Day before	Sunday	12/24/2023	NO	NO	NO	NO	NO
Christmas Day	Monday	12/25/2023	NO	NO	NO	NO	NO
Day after	Tuesday	12/26/2023	NO	NO	NO	NO	NO
	Wednesday	12/27/2023	YES	YES	YES	YES	YES
Holiday	Day of Week	Date	Aloha	Amazon	Amerijet	Kalitta	NAC
	Saturday	12/30/2023	YES	YES	YES	YES	YES
Day before	Sunday	12/31/2023	NO	NO	NO	NO	NO
New Years Day	Monday	1/1/2024	NO	NO	NO	NO	NO
Day after	Tuesday	1/2/2024	NO	NO	NO	NO	NO
	Wednesday	1/3/2024	YES	YES	YES	YES	YES

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

Christmas

TSA

Date	12/23/2023 SAT	12/24/2023 SUN	12/25/2023 MON	12/26/2023 TUE	12/27/2023 WED	12/28/2023 THU	12/29/2023 FRI
GUM (UA)	Y	Y	N	Y	Y	Y	Y

MSA

Date	12/23/2023 SAT	12/24/2023 SUN	12/25/2023 MON	12/26/2023 TUE	12/27/2023 WED	12/28/2023 THU	12/29/2023 FRI
DEN (AA, UA, DL)	Y	Y	N	Y	Y	Y	Y
ORD (AA, UA)	Y	Y	N	Y	Y	Y	Y
HNL (AS, DL, UA)	Y	Y	N	Y	Y	Y	Y
LAX (AA, AS, UA, DL)	Y	Y	N	Y	Y	Y	Y
SAN (DL)	Y	Y	N	Y	Y	Y	Y
PHX (AA, UA, DL)	Y	Y	N	Y	Y	Y	Y
MSP (DL)	Y	Y	N	Y	Y	Y	Y
ORD (AA, UA)	Y	Y	N	Y	Y	Y	Y
SFO (AA, AS, DL, UA)	Y	Y	N	Y	Y	Y	Y

AMK9

Date	12/23/2023 SAT	12/24/2023 SUN	12/25/2023 MON	12/26/2023 TUE	12/27/2023 WED	12/28/2023 THU	12/29/2023 FRI
DFW (AA, DL, UA)	Y	Y	N	Y	Y	Y	Y
IAH (UA, AA)	Y	Y	N	Y	Y	Y	Y
MSY (AA, DL, UA)	Y	Y	N	Y	Y	Y	Y
BOS (AA, DL, UA)	Y	Y	N	Y	Y	Y	Y
JFK (AA, AS, DL, UA)	Y	Y	N	Y	Y	Y	Y
LGA (AA)	Y	Y	N	Y	Y	Y	Y
EWR (AA, AS, DL, UA)	Y	Y	N	Y	Y	Y	Y
PHL (AA, DL)	Y	Y	N	Y	Y	Y	Y
SAT (AA)	Y	Y	N	Y	Y	Y	Y
AUS (AA, UA, WN)	Y	Y	N	Y	Y	Y	Y
ATL (DL, WN)	Y	Y	N	Y	Y	Y	Y
JAX (AA, DL)	Y	Y	N	Y	Y	Y	Y
MCO (AA, AS, DL, UA, WN)	Y	Y	N	Y	Y	Y	Y
TPA (AA, DL, UA)	Y	Y	N	Y	Y	Y	Y
MIA (AA, UA, DL)	Y	Y	N	Y	Y	Y	Y
SJU (AA)	Y	Y	N	Y	Y	Y	Y
BWI (AA, DL)	Y	Y	N	Y	Y	Y	Y
IAD (UA)	Y	Y	N	Y	Y	Y	Y

K2

Date	12/23/2023 SAT	12/24/2023 SUN	12/25/2023 MON	12/26/2023 TUE	12/27/2023 WED	12/28/2023 THU	12/29/2023 FRI
PIT (AA)	Y	Y	N	Y	Y	Y	Y
CMH (AA, DL, UA, WN)	Y	Y	N	Y	Y	Y	Y
CVG (DL)	Y	Y	N	Y	Y	Y	Y
IND (DL)	Y	Y	N	Y	Y	Y	Y
DTW (DL)	Y	Y	N	Y	Y	Y	Y
SLC (DL)	Y	Y	N	Y	Y	Y	Y
PDX (AS, UA, DL)	Y	Y	N	Y	Y	Y	Y
SEA (AA, AS, DL, UA)	Y	Y	N	Y	Y	Y	Y
ANC (AS)	Y	Y	N	Y	Y	Y	Y

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

New Year

TSA

Date	12/30/2023 SAT	12/31/2023 SUN	1/1/2024 MON	1/2/2024 TUE	1/3/2024 WED	1/4/2024 THU	1/5/2024 FRI
GUM (UA)	Y	Y	N	Y	Y	Y	Y

MSA

Date	12/30/2023 SAT	12/31/2023 SUN	1/1/2024 MON	1/2/2024 TUE	1/3/2024 WED	1/4/2024 THU	1/5/2024 FRI
DEN (AA, UA, DL)	Y	Y	N	Y	Y	Y	Y
ORD (AA, UA)	Y	Y	N	Y	Y	Y	Y
HNL (AS, DL, UA)	Y	Y	N	Y	Y	Y	Y
LAX (AA, AS, UA, DL)	Y	Y	N	Y	Y	Y	Y
SAN (DL)	Y	Y	N	Y	Y	Y	Y
PHX (AA, UA, DL)	Y	Y	N	Y	Y	Y	Y
MSP (DL)	Y	Y	N	Y	Y	Y	Y
ORD (AA, UA)	Y	Y	N	Y	Y	Y	Y
SFO (AA, AS, DL, UA)	Y	Y	N	Y	Y	Y	Y

AMK9

Date	12/30/2023 SAT	12/31/2023 SUN	1/1/2024 MON	1/2/2024 TUE	1/3/2024 WED	1/4/2024 THU	1/5/2024 FRI
DFW (AA, DL, UA)	Y	Y	N	Y	Y	Y	Y
IAH (UA, AA)	Y	Y	N	Y	Y	Y	Y
MSY (AA, DL, UA)	Y	Y	N	Y	Y	Y	Y
BOS (AA, DL, UA)	Y	Y	N	Y	Y	Y	Y
JFK (AA, AS, DL, UA)	Y	Y	N	Y	Y	Y	Y
LGA (AA)	Y	Y	N	Y	Y	Y	Y
EWR (AA, AS, DL, UA)	Y	Y	N	Y	Y	Y	Y
PHL (AA, DL)	Y	Y	N	Y	Y	Y	Y
SAT (AA)	Y	Y	N	Y	Y	Y	Y
AUS (AA, UA, WN)	Y	Y	N	Y	Y	Y	Y
ATL (DL, WN)	Y	Y	N	Y	Y	Y	Y
JAX (AA, DL)	Y	Y	N	Y	Y	Y	Y
MCO (AA, AS, DL, UA, WN)	Y	Y	N	Y	Y	Y	Y
TPA (AA, DL, UA)	Y	Y	N	Y	Y	Y	Y
MIA (AA, UA, DL)	Y	Y	N	Y	Y	Y	Y
SJU (AA)	Y	Y	N	Y	Y	Y	Y
BWI (AA, DL)	Y	Y	N	Y	Y	Y	Y
IAD (UA)	Y	Y	N	Y	Y	Y	Y

K2

Date	12/30/2023 SAT	12/31/2023 SUN	1/1/2024 MON	1/2/2024 TUE	1/3/2024 WED	1/4/2024 THU	1/5/2024 FRI
PIT (AA)	Y	Y	N	Y	Y	Y	Y
CMH (AA, DL, UA, WN)	Y	Y	N	Y	Y	Y	Y
CVG (DL)	Y	Y	N	Y	Y	Y	Y
IND (DL)	Y	Y	N	Y	Y	Y	Y
DTW (DL)	Y	Y	N	Y	Y	Y	Y
SLC (DL)	Y	Y	N	Y	Y	Y	Y
PDX (AS, UA, DL)	Y	Y	N	Y	Y	Y	Y
SEA (AA, AS, DL, UA)	Y	Y	N	Y	Y	Y	Y
ANC (AS)	Y	Y	N	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	12/24/2023	YES	YES	YES	YES
Christmas Day	Monday	12/25/2023	YES	YES	YES	YES
Day after	Tuesday	12/26/2023	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	MIA Export	MIA Import
Day before	Sunday	12/24/2023	YES	YES	YES	YES
Christmas Day	Monday	12/25/2023	YES	YES	YES	YES
Day after	Tuesday	12/26/2023	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	Sunday	12/24/2023	YES	24/7	YES	06:15 - 14:15
Christmas Day	Monday	12/25/2023	YES	24/7	YES	06:15 - 14:15
Day after	Tuesday	12/26/2023	YES	24/7	YES	06:15 - 14:15

Holiday	Day of Week	Date	LAX CBP open	LAX CBP hours	MIA CBP open	MIA CBP hours
Day before	Sunday	12/24/2023	YES	06:00 - 22:00	YES	06:00 - 16:00
Christmas Day	Monday	12/25/2023	NO	CLOSED	NO	CLOSED
Day after	Tuesday	12/26/2023	YES	06:00 - 22:00	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	Sunday	12/31/2023	YES	YES	YES	YES
New Year's Day	Monday	1/1/2024	YES	YES	YES	YES
Day after	Tuesday	1/2/2024	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	MIA Export	MIA Import
Day before	Sunday	12/31/2023	YES	YES	YES	YES
New Year's Day	Monday	1/1/2024	YES	YES	YES	YES
Day after	Tuesday	1/2/2024	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	12/31/2023	YES	24/7	YES	06:15 - 14:15
New Year's Day	Monday	1/1/2024	YES	24/7	YES	06:15 - 14:15
Day after	Tuesday	1/2/2024	YES	24/7	YES	06:15 - 14:15

Holiday	Day of Week	Date	LAX CBP Open	LAX CBP hours	MIA CBP Open	MIA CBP hours
Day before	Sunday	12/31/2023	YES	06:00 - 22:00	YES	06:00 – 16:00
New Year's Day	Monday	1/1/2024	YES	06:00 - 22:00	NO	CLOSED
Day after	Tuesday	1/2/2024	YES	06:00 - 22:00	YES	06:00 - 20:30

Surface Transportation Network

CHRISTMAS STC OPERATIONS

Date	Transportation	Operations
Sunday, December 24th 2023	Sunday scheduled trips operate	Full Sunday operations
Monday, December 25th 2023	Monday scheduled trips operate	Full Monday operations
Tuesday, December 26th 2023	Tuesday scheduled trips operate	Full Tuesday operations

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
Sunday, December 31st 2023	Sunday scheduled trips operate	Full Sunday operations
Monday, January 1st 2024	Monday scheduled trips operate	Full Monday operations
Tuesday, January 2nd 2024	Tuesday scheduled trips operate	Full Tuesday operations

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

Logistics NOCC

- 24-hour coverage, including on the holiday, to provide assistance and escalation
- Increased monitoring of TDNA, TSND, Yard Cycle Time and WTIL

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 2023-12-01 09:45:33 EST

Angela H. Curtis
Vice President
Delivery Operations

E-SIGNED by ELVIN MERCADO
on 2023-11-30 08:37:53 EST

Elvin Mercado
Vice President
Retail and Post Office Operations

Robert Cintron

Digitally signed by
Robert Cintron
Date: 2023.12.04
15:13:31 -05'00'

Robert Cintron
Vice President
Logistics

E-SIGNED by DANE.A COLEMAN
on 2023-12-04 16:09:54 EST

Dane A. Coleman
Vice President
Processing & Maintenance Operations

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