



September 25, 2020

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

SUBJECT: Headquarters Operational Policy for the Columbus Day Holiday,  
Monday, October 12, 2020

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2020 Columbus 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. For planning purposes, Post Offices should use recent mail volumes, and adjust for local circumstances.

Make arrangements for dispatch of packages received through lobby deposit points, including Self Service Kiosks (SSKs)

#### **Saturday, October 10:**

Normal (Saturday) service levels will be provided in delivery and collection operations. All delivery units should take action prior to this date to assure that units are in a current status (No curtailed mail volumes or parcel volume).

#### **Sunday, October 11:**

Normal (Sunday) service levels will be provided in delivery and collection operations including Sunday/Holiday Priority Mail Express and Sunday/Holiday Same Day Package Delivery (hub and spoke structure). Area and District offices should ensure compliance to the Sunday Staffing SOP and utilize their Local Operations Center (LOCs) and Hub Control Units (HCUs) to manage hub offices. EAS must use Delivery Management Systems (DMS) when available to ensure that proper scanning and delivery of Sunday parcels have been completed at all hub locations.

#### **Columbus Day Holiday, "Non-Widely Observed," Monday, October 12:**

There will be no regular delivery service except for Holiday Premium Priority Mail Express, Sunday/Holiday Same Day Package Delivery (hub and spoke structure), appropriate Network Priority at select locations. Area and District offices should use Sunday Staffing SOP on this Holiday and utilize LOCs and HCUs to manage hub offices. EAS must use Delivery Management Systems (DMS) to ensure proper scanning and delivery of Same Day parcels has been completed at all hub locations. 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. Additional Night Owl sites will be for Monday night into to Tuesday morning.

**Tuesday, October 13:**

Return to normal service levels. Delivery managers and supervisors should plan for additional mail volume and packages for delivery after the holiday. 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. This is to include the regularly scheduled Night Owls.

**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 ensure 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.

**Saturday, October 10:** Normal (Saturday) 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.

**Sunday, October 11:** Normal service levels. Retail services should only be available in those offices that normally open on Sundays. Offices that have Sunday package delivery may offer side/Dutch door package pick up for customers. If this is planned, appropriate HQ signage will be provided.

**Columbus Day Holiday, "Non-Widely Observed," Monday, October 12:** 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". Offices that have package delivery may offer side/Dutch door package pick up for customers. If this is planned, appropriate HQ signage will be provided. Post Offices should provide Post Office Box access for customers to the maximum extent possible.

**Tuesday, October 13:** Return to normal service levels. Retail managers and supervisors should use recent sales trend information and adjust for local circumstances. Soft opening for non-revenue pickup and retail windows where warranted. Sweep and scan lobby collection drops and dispatch all mail on first available truck.

**Customer Service –Function 4**

**On Saturday, October 10,** please ensure Delivery Units make the correct Delivery Day Indicator selection. Packages scheduled for delivery on:

- Saturday, October 10, select 'Today'.
- Sunday, October 11, select 'Sunday'.
- Monday, October 12, select 'Holiday'.
- Tuesday, October 13, select 'Next Day'.

**On Sunday, October 11**, please ensure Delivery Units make the correct Delivery Day Indicator selection. Packages scheduled for delivery on:

- Sunday, October 11, select 'Sunday'.
- Monday, October 12, select 'Holiday'.
- Tuesday, October 13, select 'Next Day'.

**On Monday, October 12**, please ensure Delivery Units make the correct Delivery Day Indicator selection. Packages scheduled for delivery on:

- Monday, October 12, select 'Holiday'.
- Tuesday, October 13, select 'Next Day'.

### **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:

- **Columbus Day Holiday, "Non-Widely Observed,"- Monday Cancellations are required in sites that will have network capability and assist with clearance times.**
- **Do Not Combine First Class with Priority**
- Use the variance tools and the Run Plan Generator (RPG) for staffing operations.
- Advance as much Blue & Orange Marketing Mail for Saturday delivery.
- No Flat CRRT on Saturday
- Decisions for Tuesday early collection plans will be determined locally / by Region/Division. (See below instructions relative to processing and dispatching Commercial Mailings).
- Inhibit Delivery Point Sequence (DPS) sort program regeneration prior to the holiday and re-establish afterwards.
- No DPS on Saturday. Process First Pass (918) early on Sunday morning. Finalization will be Monday prior to Second Pass (919).
- Ensure only one DPS run on Tuesday morning (no double runs of DPS on Tuesday).
- Plant Managers must review and finalize RPG plans and IVES schedules previous week.
- Utilize a RPG model for DPS processing on Sunday and Monday that ensures an early DPS dispatch for Tuesday delivery.
- Ensure on-time or early clearance of FC SPRs on Friday & Saturday to avoid surface volume rolling over to Monday and Tuesday.
- Work all available OG packages, PARS, commercial FCM on the holiday.

- Evaluate the processing of Outgoing Priority & 1<sup>st</sup> 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.

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 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. 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.

The FAST Help Desk will be authorized to contact local Plant Managers directly to resolve urgent acceptance issues.

Network Distribution Centers (NDCs) also have an opportunity to consolidate and compress operations to generate savings while maintaining service performance levels. NDCs must utilize the RPG tool to staff operations. Tier 2 NDCs must ensure that all outgoing volume from Friday and

Saturday retail receipts are finalized and dispatched on the appropriate network transportation on the following day.

All NDCs must ensure destinating parcel volume received between 16:00 Friday and 16:00 Monday is available for delivery Tuesday morning. NDCs must schedule drop shipment acceptance hours to ensure timely induction, processing and dispatch of mail.

If there is a need to deviate from this guidance, please work through the appropriate office for an exception.

### **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, NOSS, 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	10/11/2020	YES	NO	
<b>Columbus Day</b>	Monday	10/12/2020	NO	YES	No Day Turn
Day after	Tuesday	10/13/2020	YES	YES	

##### UPS

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

Holiday	Tender Day	Date	UPS Operations	Comments
Day before	Sunday	10/11/2020	NO	
<b>Columbus Day</b>	Monday	10/12/2020	NO	
Day after	Tuesday	10/13/2020	YES	Normal Tuesday Tender

##### Supplemental Networks

Minimal supplemental flights. Normal operations resume on Wednesday, October 14, 2020.

Holiday	Day of Week	Date	Aloha	Amazon	Ameri jet	Kalitta	NAC	UA	UPS
Day Before	Sunday	10/11/2020	NO	YES	NO	NO	NO	YES	NO
<b>Columbus Day</b>	Monday	10/12/2020	NO	NO	NO	NO	NO	NO	NO
Day after	Tuesday	10/13/2020	NO	NO	NO	NO	NO	YES	NO

**CAIR**

Normal CAIR operations during this period. There will be normal TSA tender on Tuesday in all locations participating in this program other than LAS (HA).

**Holiday: Columbus Day**

Date	10/12/2019	10/13/2019	10/14/2019	10/15/2019	10/16/2019	10/17/2019	10/18/2019
Day	SAT	SUN	MON	TUE	WED	THU	FRI
ATL (DL)	Y	Y	N/A	Y	Y	Y	Y
BDL via JFK (DL)	Y	Y	N/A	Y	Y	Y	Y
BOS (AA)	Y	Y	N/A	Y	Y	Y	Y
BOS (UA)	Y	Y	N/A	Y	Y	Y	Y
CLT (AA)	Y	N/A	N/A	Y	Y	Y	Y
EWB (UA)	Y	Y	N/A	Y	Y	Y	Y
GUM (UA)	Y	Y	Y	Y	Y	Y	Y
HNL (UA)	Y	Y	Y	Y	Y	Y	Y
IAH (UA)	Y	Y	N/A	Y	Y	Y	Y
JFK (DL)	Y	Y	N/A	Y	Y	Y	Y
LAS (AA)	Y	Y	N/A	Y	Y	Y	Y
LAS (HA)	N	N	N/A	N	N	N	N
LAX (UA)	Y	Y	N/A	Y	Y	Y	Y
ORD (AA)	Y	N/A	Y	Y	Y	Y	Y
ORD (UA)	Y	N/A	Y	Y	N/A	N/A	Y
PHL (AA)	N/A	N/A	N/A	Y	Y	Y	Y
PHX (3PK9)	Y	Y	N/A	Y	Y	Y	Y
SFO (UA)	Y	Y	N/A	Y	Y	Y	Y
SJU (AA)	N/A	N/A	N/A	Y	Y	Y	Y
SJU (DL)	N/A	N/A	N/A	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

**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	Sunday	10/11/2020	YES	YES	YES	YES	YES	YES
<b>Columbus Day</b>	Monday	10/12/2020	YES	YES	YES	YES	YES	YES
Day after	Tuesday	10/13/2020	YES	YES	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	SFO Export	SFO Import
Day before	Sunday	10/11/2020	YES	YES	YES	YES
<b>Columbus Day</b>	Monday	10/12/2020	YES	YES	YES	YES
Day after	Tuesday	10/13/2020	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	Sunday	10/11/2020	YES	24/7	YES	24/7	YES	06:00 - 16:00
<b>Columbus Day</b>	Monday	10/12/2020	YES	24/7	YES	24/7	YES	06:00 - 16:00
Day after	Tuesday	10/13/2020	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	Sunday	10/11/2020	NO	Normal Closure	YES	07:30 – 15:00
<b>Columbus Day</b>	Monday	10/12/2020	YES	07:00 – 22:00	YES	07:30 – 15:00
Day after	Tuesday	10/13/2020	YES	07:00 – 22:00	YES	05:00 – 15:00; 15:00 – 19:00 Portal Only

**Expected Processing at the ISC**

Holiday	Day of Week	Date	JFK	ORD	MIA	LAX	SFO
Day before	Sunday	10/13/2020	Off load Morgan P&DC	Off load Carol Stream P&DC	Priority to Royal Palm	No Offloads	24/7 Holiday Schedule Processing & OPN
<b>Columbus Day</b>	Monday	10/14/2020	Off load Morgan P&DC	Off load Carol Stream P&DC	Letters to MIA P&DC and Flats & Priority to Royal Palm P&DC	No Offloads	24/7 Holiday Schedule Processing & OPN
Day after	Tuesday	10/15/2020	Off load Morgan P&DC	Off load Carol Stream P&DC	Letters to MIA P&DC and Flats & Priority to Royal Palm P&DC	No Offloads	24/7 Processing & OPN

**Surface Transportation Network**

The Surface Transfer Centers will operate on a holiday schedule as shown on the Network Operations "Surface Operations" website at:

[http://blue.usps.gov/network\\_operations/stcs.htm](http://blue.usps.gov/network_operations/stcs.htm)  
[http://blue.usps.gov/network\\_operations/](http://blue.usps.gov/network_operations/)

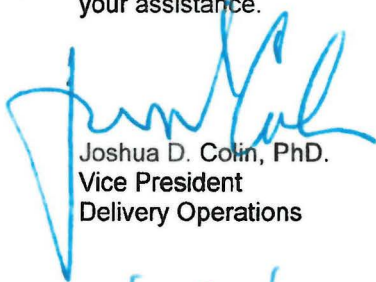


**Dispatch Procedures**

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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