

June 24, 2019

MANAGERS, OPERATIONS SUPPORT (AREA)

SUBJECT: Delivery and Retail Operations Policy for the Independence Day Holiday,
Thursday, July 4, 2019

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2019 Independence Day Holiday (observed on Thursday, July 4). 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.

Wednesday, July 3:

Normal (Wednesday) 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.

Independence Day Holiday, "Widely Observed," Thursday, July 4:

There will be no regular delivery service, except for Holiday Premium Priority Mail Express. There will be no Sunday/Holiday Same Day Package Delivery (hub and spoke structure). Offices identified on the attached July 4 DDU injection list will open to accept Amazon drops only. Drops will occur between 4:00 am and 8:00 am with a projected arrival time listed in the weekday route book. Offices may scan and distribute the packages to carrier routes at the discretion of the Area/District.

Scheduled Night Owls for Thursday night (July 4) into Friday Morning (July 5) will be opened as normal.

Friday, July 5:

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.

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 (boxes, Priority Mail labels, etc.) are available for customers. Dispatch all 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. Offices with glass doors should center the door cling inside the main customer entrance door at eye level. Offices with wooden doors should affix the door cling on the exterior. Additional door cling signage can be ordered by contacting the Point of Purchase Hotline at 1-800-332-0317.

Contract Postal Units (CPUs) may be open on the holiday. Therefore, post offices should advise customers (to the extent possible) of the locations and hours of operation for CPUs and any other alternate locations where retail services will be available.

Wednesday, July 3:

Normal (Wednesday) service levels will be provided in retail operations. The retail staffing should be adjusted based on projected workload.

Independence Day Holiday, "Widely Observed," Thursday, July 4:

No retail service will be available, except from those facilities normally open on this holiday.

Friday, July 5:

Return to normal service levels. Retail managers and supervisors should use recent sales trend information and adjust for local circumstances.

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:

- **Do Not Mix First Class with Priority**
- Use the variance tools and the Run Plan Generator (RPG) for staffing operations.
- Advance as much Violet & Yellow Marketing Mail for Wednesday delivery as possible.
- Sites cancelling on Thursday will be determined locally / by Area as well as decisions for Friday early collection plans. (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.
- Recommend processing First Pass (918) on Wednesday afternoon/evening. Finalization will be Thursday prior to Second Pass (919).
- Sites are encouraged to use holiday DPS sort programs to extract PO BOX volume for CRRT process and dispatch to delivery units on Wednesday and Thursday.
- Ensure only one DPS run on Friday morning (no double runs of DPS on Friday).
- Ensure all mail retrieved from freight house and processed for on time delivery on Friday
- Utilize an RPG model for DPS processing on Wednesday and Thursday that ensures an early DPS dispatch for Friday delivery.
- Ensure on-time or early clearance of FC SPRs on Wednesday to avoid surface volume rolling over to Thursday and Friday.
- Evaluate the processing of Outgoing Priority 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.

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:

All Target stores will be operational and require the normal transportation that is currently in place.

- 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 Thursday night and Friday 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 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 number 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 Wednesday 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 Wednesday and 16:00 Thursday is available for delivery Friday 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 widely-observed holiday presents an opportunity to consolidate and compress plant operations to generate savings as long as 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) for staffing operations.
- Clear any delayed volumes and advance mail where possible.
- Ensure coordination with Customs & Border Protection (CSP) 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 plan for inbound ePacket volumes
- Ensure on-time clearance of FC SPRs to avoid surface volume rolling over.
- Ensure processing and dispatch of Priority to avoid exceeding lift.

Logistics Operations

Air Transportation Network

FedEx will not operate on Thursday, Jul 4th.

Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before	Wednesday	7/3/2019	YES	YES	Night-turn aircraft will return to destination on Friday morning
Independence Day	Thursday	7/4/2019	NO	NO	No Day/Night-turn on Independence Day
Day after	Friday	7/5/2019	YES	YES	

UPS will not operate on Thursday, July 4th. All other days will operate in accordance with planned routes in Logistics Order Agreement (LOA) and facilities should verify routes in SAMS.

Holiday	Tender Date	Date	Postal Volume Tendered	Comments
Day before	Wednesday	7/3/2019	YES	Special Operating Plan all
Independence Day	Thursday	7/4/2019	NO	No Day/Night-turn on Independence Day
Day after	Friday	7/5/2019	YES	Normal Tender unless operating a reduced air network

Commercial air will operate a normal schedule throughout the holiday period. TSA K9 screening will operate as listed below:

Holiday: July 4th

Date	6/29/2019	6/30/2019	7/1/2019	7/2/2019	7/3/2019	7/4/2019	7/5/2019
Day	SAT	SUN	MON	TUE	WED	THU	FRI
ATL DL	Y	Y	Y	Y	Y	Y	Y
BDL via JFK (DL)	Y	Y	N/A	Y	Y	Y	N
*MHT BOS (AA)	Y	Y	N/A	Y	Y	Y	N
*MHT BOS (UA)	Y	Y	N/A	Y	Y	Y	N
CLT (AA)	Y	N/A	N/A	Y	Y	Y	N
EWR (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	N
JFK (AA)	Y	Y	N/A	Y	Y	Y	Y
JFK (DL)	Y	Y	N/A	Y	Y	Y	N
LAS (AA)	Y	Y	N/A	Y	Y	Y	Y
LAS (HA)	Y	Y	N/A	Y	Y	Y	Y
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	Y	Y	Y
PHL (AA)	N/A	N/A	N/A	Y	N/A	N/A	N
SFO (UA)	Y	Y	N/A	Y	Y	Y	Y
SJU (AA)	N/A	N/A	N/A	Y	Y	Y	N
SJU (DL)	N/A	N/A	N/A	Y	Y	Y	N
STL (AA)	Y	Y	N/A	Y	Y	Y	N

Y = need canine team

N = do not need canine team

N/A = not scheduled

R=TSA Refused

*No day turn

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/

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 ensure commercial air capacity is utilized ahead of FedEx. There should be no adjustment of capacity thresholds to add or delete mail classes under any circumstances. Do not edit the active planned route file.

Please disseminate these policies and procedures to the appropriate personnel in your area. Your immediate attention to these details and dispatch procedures is appreciated.



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Attachment

cc: Ms. Brennan
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Managers, Delivery Programs Support (Area)
Managers, In-Plant Support (Area)
Manager, Business Service Network