

January 10, 2022

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

SUBJECT: Operations Policy for the Martin Luther King Jr. Day Holiday,  
Monday, January 17, 2022

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2022 Martin Luther King Jr. Day Holiday (observed on Monday, January 17). Service levels for this holiday are displayed in Exhibit 125.22 of the *Postal Operations Manual (POM)*.

Martin Luther King Day is a non-widely observed holiday, which means that many businesses are open and producing outgoing mail. Particularly if the local plant is cancelling mail, you must make business and overflow collections to ensure that customer's service expectations are met. Personnel on duty should check collection boxes at post offices, lobby drops and Self-Service Kiosks (SSKs) for overflow situations on Monday, January 17.

### **Delivery Operations**

All offices must 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 assure that units are in a current status.
- For planning purposes, post offices should use recent mail volumes, and adjust for local circumstances.

### **Saturday, January 15:**

- Normal (Saturday) service levels will be provided in delivery and collection operations.
- All delivery units should take appropriate action to eliminate delayed or curtailed mail volumes.

### **Sunday, January 16:**

- 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).
- District offices should verify compliance to the Sunday Staffing SOP and utilize their LOCs and HCU to manage hub offices.
- EAS must use Delivery Management Systems (DMS), when available, to confirm proper scanning and delivery of Sunday parcels has been completed at all hub locations.
- Offices in a delayed status should use this day to become current.

### **Martin Luther King Jr. Day Holiday, “Not Widely Observed,” Monday, January 17:**

- There will be no regular delivery service except for Holiday Premium Priority Mail Express and Sunday/Holiday Same Day Package Delivery (hub and spoke structure)
  - Offices in a delayed status should use this day to become current.
- District offices should use Sunday Staffing SOP on this holiday and utilize LOC's and HCU's 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.
- Sunday eligible Night Owls should be staffed Sunday night into Monday for holiday delivery. Any additional Night Owl sites will be detailed, and a list will be sent out once confirmed by our customer.
- Collection Operations:
  - Delivery Operations will coordinate with plant partners and perform full collections if cancellations are scheduled.
    - Collection times must be performed as close to the last posted pick up time as possible
    - Coordinate with Logistics to ensure adequate transportation is scheduled to transport all collected mail

### **Tuesday, January 18:**

Return to normal service levels.

- Delivery managers and supervisors should plan for additional mail volume and packages for delivery after the holiday.
- 6-9 am morning package play must be utilized by all delivery units with carriers returning after 20:00 on December 27, 2021.
  - Evening package plays should be scheduled as needed.
- 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
- Collections must start and run on time to meet the DOV to 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 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 locations where retail services will be available on the Martin Luther King Jr. Day holiday and provide them with the hours of operation.

**Saturday, January 15:** 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. 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, DSS, IMDAS, MDD-IO, PASS. 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](mailto:ADUSSDUSSortPlanRequests@usps.gov) by Thursday January 13.

- **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
- **'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)
- **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 holiday weekend
- Utilize the Amazon projections sent on Friday (1/14/22) for proper planning and scheduling

Date pieces are scanned	Day Packages will be Delivered	DDI Selection
Saturday, January 15, 2022	Sat – January 15	Today
	Sun – January 16	Sunday
	Mon – January 17	Holiday
	Tues – January 18	Next Day *
Sunday, January 16, 2022	Sun – January 16	Sunday
	Mon – January 17	Holiday
	Tues – January 18	Next Day *
Monday, January 17, 2022	Mon – January 17	Holiday
	Tues – January 18	Next Day *
Tuesday, January 18, 2022	Tues – January 18	Today
	Wed – January 19	Next Day *

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

**Sunday, January 16:** Normal ('Sunday') service levels will be provided

- **Function 4 Staffing:** Balance workhours to workload by reviewing 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 (=> 215 parcels per hour and OT <=1%)
- Normal Hub Delivery on Sunday
- **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

**Monday, January 17: Martin Luther King Jr. Day Holiday, “Non-Widely Observed”**

- Martin Luther King Jr. Day is a “Non-Widely Observed” holiday, which means many businesses are open. No retail service will be available, except for those facilities normally open on this holiday. Post offices should provide post office box access for customers to the maximum extent possible
- Collections:
  - There will be no regular delivery or collections on this holiday. 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
- Amazon will drop to all Sunday promise Amazon sites on Monday for HUB delivery. Review route-book drop times to schedule personnel to accept drops in the morning
- Night Owl sites will be scheduled, and a list provided once approved

**Tuesday, January 18:**

- Return to normal service levels. Management should review the SSRD from 1/19/21 (FY21 day-after Martin Luther King 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:
  - Plan for additional mail volume and packages for post-holiday delivery
  - 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 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 a RPG model for DPS processing on Sunday and Monday night 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 volumes available for Holiday pick up and Outgoing processing.
- 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 & 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.

### **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 Saturday & Sunday
- Increased monitoring of DPS performance to plan on Sunday and 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 Monday 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 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.

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](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 Helpdesk 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.

### **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

**Logistics Operations**

**Air Transportation Network**

- FedEx, UPS, and commercial air will operate a normal schedule throughout the holiday period.
- Supplemental networks (Aloha, Amazon, AmeriJet, Kalitta and Norther Air Cargo) will not operate on Tuesday 1/18/22.

**FedEx:**

Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before	Sunday	1/16/2022	YES	NO	
<b>Martin Luther King Day</b>	Monday	1/17/2022	NO	YES	No Day-turn
Day after	Tuesday	1/18/2022	YES	YES	

**UPS:**

Holiday	Day of Week	Date	Postal Volume Tendered	Comments
Day before	Sunday	1/16/2022	NO	
<b>Martin Luther King Day</b>	Monday	1/17/2022	YES	Normal Monday Tender
Day after	Tuesday	1/18/2022	YES	Normal Tuesday Tender

\*\*Check LOA (Logistics Ordering Agreement) for the UPS mail classes and weights on 1/21/20

**Supplemental Networks:**

Holiday	Day of Week	Date	Aloha	Amazon	Amerijet	Kalitta	NAC
Day before	Sunday	1/16/2022	NO	YES	NO	NO	NO
<b>Martin Luther King Day</b>	Monday	1/17/2022	NO	NO	NO	NO	NO
Day after	Tuesday	1/18/2022	NO	NO	NO	NO	NO

**CAIR:**

The canine screening operation schedule for the holiday period is shown below:

Date	1/15/2022	1/16/2022	1/17/2022	1/18/2022	1/19/2022	1/20/2022	1/21/2022
Day	SAT	SUN	MON	TUE	WED	THU	FRI
CLT (AA)	Y	N/A	N/A	Y	Y	Y	Y
GUM (UA)	Y	Y	Y	Y	Y	Y	Y
STL (AA)	Y	Y	N/A	Y	Y	Y	Y

Y = need canine team  
 N = do not need canine team  
 N/A = not scheduled  
 R = TSA Refused



Date Day	1/15/2022 SAT	1/16/2022 SUN	1/17/2022 MON	1/18/2022 TUE	1/19/2022 WED	1/20/2022 THU	1/21/2022 FRI
PHX (AA, UA)	Y	Y	N/A	Y	Y	Y	Y
DEN (AA, UA, DL)	Y	Y	N/A	Y	Y	Y	Y
PHL (AA)	Y	Y	N/A	Y	Y	Y	Y
TPA (AA, UA, DL)	Y	Y	N/A	Y	Y	Y	Y
MCO (AA, UA, DL, WN)	Y	Y	N/A	Y	Y	Y	Y
LAX (AA, UA, DL)	Y	Y	N/A	Y	Y	Y	Y
DFW (AA, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
HNL (UA)	Y	Y	Y	Y	Y	Y	Y
ORD (AA, UA)	Y	Y	N/A	Y	Y	Y	Y
JFK (AA, UA, DL, AS)	Y	Y	N/A	Y	Y	Y	Y
ATL (DL, WN)	Y	Y	N/A	Y	Y	Y	Y
DTW (DL)	Y	Y	N/A	Y	Y	Y	Y
SLC (DL)	Y	Y	N/A	Y	Y	Y	Y
PDX (AS)	Y	N/A	N/A	Y	Y	Y	Y
MSP (DL)	Y	Y	N/A	Y	Y	Y	Y
SEA (AS, AA, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
ANC (AS)	Y	Y	N/A	Y	Y	Y	Y
SAN (DL, UA)	Y	Y	N/A	Y	Y	Y	Y
BOS (AA, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
IND (DL)	Y	Y	N/A	Y	Y	Y	Y
BWI (AA, DL)	Y	Y	N/A	Y	Y	Y	Y
IAD (UA)	Y	Y	N/A	Y	Y	Y	Y
SFO (AA, AS, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
CVG (DL)	Y	Y	N/A	Y	Y	Y	Y
IAH (UA)	Y	Y	N/A	Y	Y	Y	Y
S-JU (AA)	N/A	N/A	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

Please ensure the volume is picked up from the Freight Houses on Monday 01/17/2022 and processed timely.

Area NOCCs and IPS groups should monitor and review the links in the IV Tools, specifically **D&R Tag Assignments Past 24 Hours** and **Build Anomalies** to ensure capacity is maximized and volumes are properly built and tendered to the correct hub.

CUSTOMER EXPERIENCE

**LOGISTICS**

**DIAGNOSTIC TOOLS**

**AIR TRANSPORTATION**

- [Air.usps.gov](#)
- [FCM Air Transit SPM](#)
- [Day Turn Report - Shared Networks](#)
- [Air Network Performance](#)
- [D&R Tag Assignments Past 24 Hours](#)
- [Near Zero D&R Tag Report](#)
- [FEDEX Assignments to Capacity](#)
- [Freight House Analysis](#)
- [Inbound Destinating Volume](#)
- [THS Early Warning System](#)
- [THS Volume Arrival Profile with Build and Close Scans](#)
- [Build Anomalies](#)
- [Bypass Opportunity](#)
- [IMtl \(EDL\) Recurrence](#)



## **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	1/16/2022	YES	YES	YES	YES	YES	YES
<b>MLK Day</b>	Monday	1/17/2022	YES	YES	YES	YES	YES	YES
Day after	Tuesday	1/18/2022	YES	YES	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	SFO Export	SFO Import
Day before	Sunday	1/16/2022	YES	YES	YES	YES
<b>MLK Day</b>	Monday	1/17/2022	YES	YES	YES	YES
Day after	Tuesday	1/18/2022	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	MIA CBP open	MIA CBP hours
Day before	Sunday	1/16/2022	YES	24/7	YES	02:00-22:00	YES	08:00 - 16:00
<b>MLK Day</b>	Monday	1/17/2022	YES	24/7	YES	02:00-22:00	YES	08:00 - 16:00
Day after	Tuesday	1/18/2022	YES	24/7	YES	02:00-22:00	YES	08:00 - 16:00

Holiday	Day of Week	Date	LAX CBP open	LAX CBP hours	SFO CBP open	SFO CBP hours
Day before	Sunday	1/16/2022	NO	Normal closure	YES	07:30 – 15:00
<b>MLK Day</b>	Monday	1/17/2022	YES	07:00 – 22:00	YES	07:30 – 15:00
Day after	Tuesday	1/18/2022	YES	07:00 – 22:00	YES	07:30 – 15:00

### **Surface Transportation Network**

Surface Transfer Centers have normal operations for Martin Luther King Jr Holiday:

- Transportation Frequency: Daily except Mondays and days after holidays other than Martin Luther King Jr.'s Birthday, Presidents' Day, Columbus Day and Veterans Day.
- Operations: Normal operating hours

### **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.

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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