UNITED STATES
POSTAL SERVICE

June 18, 2021

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

SUBJECT: Operations Policy for the Independence Day Holiday, Monday, July 5, 2021

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2021 Independence Day Holiday (observed on Monday, July 5th). 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 adjust 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, July 3:
- 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.

Sunday, 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 am and 8 am with a projected arrival time of sites on the attached list will be provided once finalized. Offices may scan and distribute the packages to carrier routes at the discretion of the District.
- Scheduled Night Owls for Sunday night (July 4) into Monday morning (July 5) will be opened as normal.

Independence Day Holiday, "Widely Observed," Monday, July 5:
- Normal (Sunday/Holiday) service levels will be provided in delivery units including Sunday/Holiday Priority Mail Express and Sunday/Holiday Same Day Package Delivery (hub and spoke structure).
- District offices should verify compliance to the Holiday Staffing SOP and utilize their LOCs and HCUs to manage hub offices.
- EAS must use Delivery Management Systems (DMS), when available, to confirm proper scanning and delivery of holiday parcels has been completed at all hub locations.
- All delivery units should take action prior to this date to confirm that units are in a current status.

Tuesday, July 6:

- 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

- Review staffing plans and adjust accordingly to meet demands of community.

- Ensure Self Service Kiosks (SSK's) are fully stocked and mailing supplies (Priority Mail boxes, labels, etc.) are available.

- Ensure current holiday closing "door cling" signage is displayed

Saturday, July 3, 2021: Normal Service Day
- Normal (Saturday) service levels will be adhered to in retail operations. Retail staffing should be adjusted based on projected workload.

Sunday, July 4, 2021: Independence Day
- No retail service will be available, except at those facilities approved to be open on this holiday.

Monday, July 5, 2021: Independence Day – "Widely Observed" Holiday
- Retail services will be not available, except for specific facilities that include holiday service in their normal schedules (e.g., 24-hour retail offices and air mail facilities). Each Area should provide the Director, Retail Operations with a list of locations that have approval to be open. Please reference Postal Operations Manual (POM) 125.22 "National Holidays".

Tuesday, July 6, 2021: Return to Normal Service Levels
- Return to normal service levels. Retail staffing should be adjusted based on recent sales trend and projected workload.

Post Office Operations

Saturday, July 3, 2021 – Normal Service Day / Holiday Preparations:
- Remote Forwarding System (RFS): Ensure undeliverable parcels are processed timely to avoid backlogs through the holiday.

- PM Parcel Distribution: Review volumes, schedules, and identify and process on-hand volume to ensure unit is clear before the holiday.

- Parcel Return Service (PRS): Dispatch PRS as scheduled. If needed, escalate non-picked up package issues to your District PRS Coordinator. 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, DSS, IMDAS, MDD, MDD-IO, PASS. Extra batteries should be kept on hand as needed. For ADUS equipment, ensure sort plans are current and all updates are completed.

- <u>Notice Left Shelf</u>: 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.

- <u>MyPO Notifications</u>: Check MyPO notifications, including hold mail and redelivery.

- <u>Function 4 Staffing</u>: Schedule appropriately and utilize all scanning equipment to process packages for delivery. Review post-holiday scheduling to ensure package processing is completed for early morning delivery. Review VAP Gap to confirm clerks begin tour aligns with first AAU.

- <u>First In First Out (FIFO)</u>: Use placards, signs and lines for maintaining FIFO to manage volume and assist with applying the correct Delivery Day Indicator (DDI) (see DDI below).

- <u>Collections</u>: Clear collection points in front of and within the post office prior to truck arriving and dispatch all available outgoing mail on first available truck. Follow local separation procedures when preparing mail for dispatch.

- <u>Sorting and Staging Area</u>: Make certain all processing equipment 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.

- <u>Delivery Day Indicator (DDI)</u>: Ensure delivery units apply the correct DDI <u>BEFORE</u> scanning packages (see below).

Date pieces are scanned	Day Packages will be Delivered	DDI Selection
Saturday, July 3, 2021	Sat - July 3rd	Today
	Sun - July 4th	Sunday
	Mon – July 5th	Holiday
	Tue - July 6th	Next Day *
Sunday, July 4, 2021	Sun - July 4th	Sunday
	Mon – July 5th	Holiday
	Tues – July 6th	Next Day *
Monday, July 5, 2021	Mon – July 5th	Holiday
	Tues – July 6th	Next Day *
Tuesday, July 6, 2021	Tues – July 6th	Today
	Wed – July 7th	Next Day *

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

<u>Sunday, July 4, 2021</u> – Normal 'Sunday' Service Levels
- <u>Function 4 Staffing</u>: Balance the workhours to the 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%).

- <u>Collections</u>: 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.

<u>Monday, July 5, 2021 – Independence Day – "Widely Observed" Holiday</u>
Independence Day is a "widely observed" holiday, which means many businesses are closed and not producing outgoing mail.
- <u>Collections</u>: At the local level, confirm holiday-specific collection transportation schedules for the dispatching of collection mail.
  - 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) 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.
- Review District and local Air Transportation Network holiday "lift" schedules; if networks are operating, contact major mailers to ensure volume is collected and inducted into the system in a timely fashion

<u>Tuesday, July 6, 2021 – Return to Normal Service Levels</u>
- <u>Function 4 Staffing</u>:
  - Plan for additional mail volume and packages for post-holiday delivery
  - Review VAP Gap tool, post-holiday volume trend data, CSAW projections and mail arrival times to schedule staffing that coincides with the projected workload and performance expectations

Processing Operations

This Independence Day 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* 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 as possible.
- Sites cancelling on Monday will be determined locally / by Division as well as decisions for Tuesday 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 Saturday & Sunday. Finalization will be Monday prior to Second Pass (919).
- Ensure only one DPS run on Tuesday (no double runs of DPS).
- Ensure all mail retrieved from freight house and processed for on time delivery Tuesday
- Utilize an RPG model for DPS processing on Saturday and Monday that ensures an early DPS dispatch for Tuesday delivery.
- Assign SWYB to avoid VAP issues to THS.
- Plan for recovery of committed volumes arriving on CAIR and FedEx on Sunday/Monday due for Tuesday delivery.

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 Sunday night and Monday morning
- Ensure communication to field of FedEx and Dispatch Plan

Plant managers must ensure the appropriate actions ae in place for a successful operation:

- 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.
- Assure that destinating two and three-day volumes are processed to meet service goals before and after the holiday, inclusive of LAMM due for Tuesday delivery.
- All missorted, missent, return-to-sender and Postal Automated Redirection System (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.

Facility Access Shipment Tracking (FAST) System Holiday Policy

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 Saturday and Monday are 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.

Maintenance Operations

The Maintenance Technical Support Center (MTSC) will assist mail processing sites with planned power outages in accordance with the following knowledge base (KB) article.

Facility Planned Power Outages
MTSC KB0012715

Refer to the Mail Processing Emergency Response Checklists for critical actions and tasks.

Additional Information

- For all power outages, create a ticket on the MTSC Web Ticket Portal for the affected site and provide all relevant information about the outage.
- For **planned** power outages, sites must submit a Change Request (CR) form to FAP_Power_Outage_Notification@usps.gov. The CR form is available in the MTSC KB.

Upon receipt of the MTSC web ticket, the MTSC Network Operations Application Support (NOAS) team will contact Engineering to:

- Schedule graceful shutdowns of IDS, NDSS, and NGTC for **planned** outages.
- Validate functionality after power is restored for all outages.

If a system has issues going online after power is restored, then create a new ticket for the affected system and request NST assistance.

Non-Emergency Project Requests

MTSC will provide phone support 24 hours a day through the holiday, but will curtail all non-emergency support activities to ensure sufficient HelpDesk coverage during the holiday scheduling period. Normal projects and supplemental support activities will resume in the week following the holiday.

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) 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 Division Directors and Districts to ensure adequate offload plans for inbound ePacket volumes and domestic FCM SPRS between ISCs and P&DCs

Logistics Operations

Air Transportation Network

Fedex will operate a Special Day Sort on Tuesday, July 6.

Holiday	Day of Week	Date	Day (X1)	Night (X67)	Comments
Independence Day	Sunday	7/4/2021	YES	NO	
Day after	Monday	7/5/2021	NO	NO	No Day/Night-turn on Independence Day Observed
Day after	Tuesday	7/6/2021	YES	YES	Special Daysort

UPS **will not** operate on Tuesday, Jul 6.

Holiday	Tender Day	Date	Postal Volume Tendered	Comments
Independence Day	Sunday	7/4/2021	NO	
Day after	Monday	7/5/2021	NO	No Mail Tender July 5th, 2021
Day after	Tuesday	7/6/2021	NO	

Supplemental Networks:

Holiday	Day of Week	Date	Aloha	Amazon	Amerijet	Kalitta	NAC
Day before	Sunday	7/4/2021	NO	NO	NO	NO	NO
Independence Day	Monday	7/5/2021	NO	NO	NO	NO	NO
Day after	Tuesday	7/6/2021	NO	NO	NO	NO	NO

Commercial air will operate TSA K9 and MSA screening as listed below:

Holiday: July 4th

TSA

| Date | 7/3/2021 | 7/4/2021 | 7/5/2021 | 7/6/2021 | 7/7/2021 | 7/8/2021 | 7/9/2021 |
Day	SAT	SUN	MON	TUE	WED	THU	FRI
BOS(AA)	y	y	N/A	y	y	y	y
BOS(UA)	y	y	N/A	y	y	y	y
CLT IAAI	y	NIA	NIA	y	y	y	y
GUM (UA)	y	y	y	y	y	y	y
IAH(UA)	y	N	N/A	y	y	y	y
LAS (AA)	y	N	N/A	y	y	y	y
SFO (UA)	y	N	N/A	y	y	y	y
SJU (AA)	N/A	N/A	N/A	y	y	y	y
STL(AA)	y	N	N/A	y	y	y	y

*MHT (BOS(AA))
*MHT (BOS(UA))

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

MSA

| Date | 7/3/2021 | 7/4/2021 | 7/5/2021 | 7/6/2021 | 7/7/2021 | 7/8/2021 | 7/9/2021 |
Day	SAT	SUN	MON	TUE	WED	THU	FRI
PHX (AA)	Y	N	N/A	Y	Y	Y	Y
DEN (AA UA DL)	Y	N	N/A	Y	Y	Y	Y
PHL (AA)	Y	N	N/A	Y	Y	Y	Y
TPA (AA UA, DL)	Y	N	N/A	Y	Y	Y	Y
MCO (AA, UA, DL WN)	Y	N	N/A	Y	Y	Y	Y
LAX (AA UA, DL)	Y	N	N/A	Y	Y	Y	Y
DFW(AA)	Y	N	N/A	Y	Y	Y	Y
HNL(UA)	Y	Y	N/A	Y	Y	Y	Y
ORD (AA, UA)	Y	N	N/A	Y	Y	Y	Y
JFK (AA, UA ,DL,AS)	Y	N	N/A	Y	Y	Y	Y
ATL(DL)	Y	N	N/A	Y	Y	Y	Y
MIA(AA, UA, DL)	Y	N	N/A	Y	Y	Y	Y

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

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
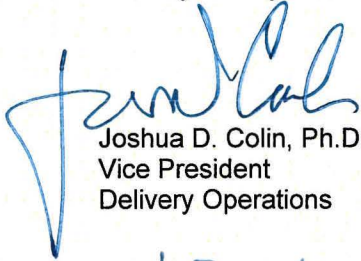http://blue.usps.gov/network_operations/

Dispatch Procedures

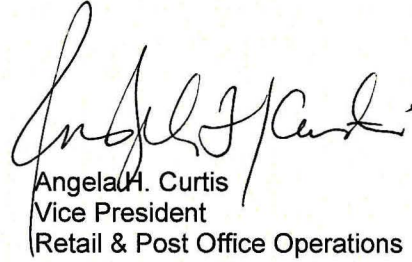To avoid transportation delays, manage mail volume flow before, during, and after the holiday accordingly:

• 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.

Thank you for your assistance.

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Attachment

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