

May 11, 2022

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

SUBJECT: Operations Policy for the Memorial Day Holiday,
Monday, May 30, 2022

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2022 Memorial Day Holiday (observed on Monday, May 30, 2022). Service levels for this holiday are displayed in Exhibit 125.22 of the Postal Operations Manual (POM).

Memorial Day is a widely observed holiday, which means that many businesses are closed and not producing outgoing mail. There will be no regular delivery service except for Holiday Premium Priority Mail Express and Sunday/Holiday Same Day Package Delivery. Personnel on duty should check collection boxes at post offices, lobby drops and Self-Service Kiosks (SSKs) for overflow on Monday, May 30, 2022.

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 take action prior to this date to ensure that units are in a current status
- For planning purposes, Post Offices should use recent mail volumes, and adjust for local circumstances

Saturday, May 28:

- 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, May 29:

- 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 Hub Control Units (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
- Delivery of any product not committed on this day will be designated by Headquarters Vice Presidents

Memorial Day Holiday, "Widely Observed," Monday, May 30:

- 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)
- 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
- Delivery of any product not committed on this day will be designated by Headquarters Vice Presidents
- Sunday eligible Night Owls will be scheduled and should be staffed Sunday night into Monday for holiday delivery. A finalized list will be provided once approved

Tuesday, May 31:

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 late returning carriers on February 22, 2022
 - 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

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 Memorial Day holiday and provide them with the hours of operation.

Saturday, May 28: 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
- 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 by Thursday May 26
- 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
- '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 (5/27/22) for proper planning and scheduling
- Confirm users have the correct PDTA access in order to send for routing

DDI Selections:

Date Packages are SCANNED	Date Packages will be DELIVERED	DDI Selection
Saturday, May 28, 2022	Sat – May 28	Today
	Sun – May 29	Sunday
	Mon – May 30	Holiday
	Tue – May 31	Next Day *
Sunday, May 29, 2022	Sun – May 29	Sunday
	Mon – May 30	Holiday

	Tue – May 31	Next Day *
Monday, May 30, 2022	Mon – May 30	Holiday
	Tue – May 31	Next Day *
Tuesday, May 31, 2022	Tue – May 31	Today
	Wed – June 1	Next Day *

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

Sunday, May 29: 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 (=> 270 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, May 30: Memorial Day Holiday, “Widely Observed”:

- Retail services will be not 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) 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
- “Holiday” configuration must be used as day of week selection in PDTA

Tuesday, May 31:

- Return to normal service levels. Management should review the SSRD from 6/1/21 (FY21 day-after Memorial Day 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:
 - 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

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 an 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 & 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 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. 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 Help Desk 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 match processing to workload to ensure 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 on Friday and Saturday to avoid surface volume rolling over to Monday and Tuesday.
- Ensure processing and dispatch of Priority throughout the holiday weekend to avoid exceeding lift on Wednesday.
- Ensure all tours properly segregate, process and report CBP holds each day.
- Ensure domestic offload sites return CBP HOLDS that are captured and present them to the USPIS.

Logistics Operations

Air Transportation Network

FedEx has a pending decision if it will operate a Special Daysort operation on Tuesday, May 31, 2022.

Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before	Sunday	5/29/2022	YES	NO	
Memorial Day	Monday	5/30/2022	NO	NO	No Day/Night-turn on Memorial Day
Day after	Tuesday	5/31/2022	YES	YES	Limited Sort

UPS will operate in accordance with planned routes in Logistics Order Agreement (LOA) and facilities should verify routes in SAMS.

Holiday	Tender Day	Date	Postal Volume Tendered	Comments
Day before	Sunday	5/29/2022	NO	
Memorial Day	Monday	5/30/2022	NO	No Mail Tender on Memorial Day
Day after	Tuesday	5/31/2022	NO	No Mail Tender on day after Memorial Day

Supplemental Networks (Aloha, Amazon, AmeriJet, Kalitta, & NAC): Only Amazon will operate over the holiday period (5/29/2022 only).

Holiday	Day of Week	Date	Aloha	Amazon	AmeriJet	Kalitta	NAC
Day before	Sunday	5/29/2022	NO	YES	NO	NO	NO
Memorial Day	Monday	5/30/2022	NO	NO	NO	NO	NO
Day after	Tuesday	5/31/2022	NO	NO	NO	NO	NO

TSA K9 screening and 3PK9 screening will operate as follows:

Holiday: Memorial Day TSA

Date	5/28/2022	5/29/2022	5/30/2022	5/31/2022	6/1/2022	6/2/2022	6/3/2022
Day	SAT	SUN	MON	TUE	WED	THU	FRI
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

Holiday: Memorial Day 3PK9

Date	5/28/2022	5/29/2022	5/30/2022	5/31/2022	6/1/2022	6/2/2022	6/3/2022
Day	SAT	SUN	MON	TUE	WED	THU	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
SJU (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

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	5/29/2022	YES	YES	YES	YES
Memorial Day	Monday	5/30/2022	YES	YES	YES	YES
Day after	Tuesday	5/31/2022	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	MIA Export	MIA Import
Day before	Sunday	5/29/2022	YES	YES	YES	YES
Memorial Day	Monday	5/30/2022	YES	YES	YES	YES
Day after	Tuesday	5/31/2022	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
Day before	Sunday	5/29/2022	YES	24/7	YES	24/7
Memorial Day	Monday	5/30/2022	YES	24/7	YES	24/7
Day after	Tuesday	5/31/2022	YES	24/7	YES	24/7

Holiday	Day of Week	Date	LAX CBP open	LAX CBP hours	MIA CBP open	MIA CBP hours
Day before	Sunday	5/29/2022	NO	Normal closure	YES	06:00 - 20:30
Memorial Day	Monday	5/30/2022	YES	06:00 - 22:00	YES	06:00 - 20:30
Day after	Tuesday	5/31/2022	YES	06:00 - 22:00	YES	06:00 - 20:30

Surface Transportation Network

Surface Transfer Centers have normal operations for Memorial Day 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.

- 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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