



2011 LETTERS TO SANTA PROGRAM — “THE PROCESS”

1. Letters to Santa are mailed by children across the country
2. The letters default at the plant and they go to the designated “Letters to Santa/ Operation Santa” area
3. Employees open and sort the letters
4. The “needy” letters are copied and both the original and the copy receive the same number
5. The original letter is filed in numerical order
6. On the copy of the letter, the child’s last name and address are blacked out and it is placed in an “adoption” area
7. A customer comes into the Post Office to adopt a letter to Santa
8. The customer fills out the form, shows ID, then may choose a letter (s) up to ten, then leaves with the letter to fulfill the writers request.
9. The customer returns with a box to be mailed to the child and gives the clerk the box and the adopted letter
10. The clerk takes the box and retrieves the original letter (using the numbering system) to create a mailing label
11. The customer pays the postage and never sees the address for the child

ORIGINAL

Dear Santa,

My name is Caitlyn and I have been a very good girl this year and my brother Joshua has been good too but my mommy lost her job and does not have money to get me and my brother any presents. We don't want any toys. We just want shoes and clothes and a coat and a hat and maybe some mittens. It is cold here and there are holes in my shoes and the snow makes my toes hurt. We would really like for you to bring my mommy something too. She works so hard and deserves something really nice like maybe a new robe or socks. I'm 8 and my brother is 6. I don't know what size we wear but I'm sure you know.

Please come and bring us something. You flew right over our house last year and didn't stop and we were sad. We will leave you milk and cookies if we have any but if you have extras, you could leave some for us.

We love you.

*Caitlyn and Joshua Smith
5432 Apple Drive
Springfield VA 22150*



Dear Santa,

My name is Caitlyn and I have been a very good girl this year and my brother Joshua has been good too but my mommy lost her job and does not have money to get me and my brother any presents. We don't want any toys. We just want shoes and clothes and a coat and a hat and maybe some mittens. It is cold here and there are holes in my shoes and the snow makes my toes hurt. We would really like for you to bring my mommy something too. She works so hard and deserves something really nice like maybe a new robe or socks. I'm 8 and my brother is 6. I don't know what size we wear but I'm sure you know.

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*Caitlyn and Joshua Smith
5432 Apple Drive
Springfield VA 22150*



WHAT THE CUSTOMER
COPY LOOKS LIKE.

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Dear Santa,

My name is Caitlyn and I have been a very good girl this year and my brother Joshua has been good too but my mommy lost her job and does not have money to get me and my brother any presents. We don't want any toys. We just want shoes and clothes and a coat and a hat and maybe some mittens. It is cold here and there are holes in my shoes and the snow makes my toes hurt. We would really like for you to bring my mommy something too. She works so hard and deserves something really nice like maybe a new robe or socks. I'm 8 and my brother is 6. I don't know what size we wear but I'm sure you know.

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We love you.

Caitlyn and Joshua

LAST NAME

MAILING ADDRESS

