



FOR IMMEDIATE RELEASE
Dec. 14, 2020

Contact: Kim Frum
kimberly.a.frum@usps.gov
usps.com/news



Amid Historic Volumes in an Extraordinary Year for Deliveries, the U.S. Postal Service Reinforces Importance of Mailing Packages Early

Postal Service Pulling out All Stops to Meet Seasonal Volumes Amid Pandemic

WASHINGTON, DC — In an extraordinary year of unprecedented challenges given the COVID-19 pandemic and a historic record of mail and package volume this holiday season, the Postal Service encourages customers to send their holiday gifts and cards as soon as possible.

“We thank our customers for their continued support, and we are committed to making sure gifts and cards are delivered on time to celebrate the holidays,” said Kristin Seaver, Chief Retail and Delivery Officer of the Postal Service. “We also thank our 644,000 employees who are working tirelessly throughout these unique conditions to ensure the delivery of holiday gifts and greetings.

Seaver added, “We continue to flex our network including making sure the right equipment is available to sort, process and deliver a historic volume of mail and packages this holiday season.”

While every year the Postal Service carefully plans for peak holiday season, a historic record of holiday volume compounded by a temporary employee shortage due to the COVID-19 surge, and capacity challenges with airlifts and trucking for moving this historic volume of mail are leading to temporary delays. These challenges are being felt by shippers across the board.

The Postal Service leadership team, the unions and management associations are all working in close collaboration to address issues and concerns as they arise as we focus on delivering the Holidays for the nation.

Seasonal workers are hired when and where needed, and technology has been expanded to enhance package tracking throughout the USPS processing and transportation networks. Sunday delivery expanded on Nov. 29 to locations with high package volumes. USPS already delivers packages on Sundays in most major cities. Mail carriers will also deliver packages for an additional fee on Christmas Day in **select** locations.

Other initiatives include, but aren't limited to:

- Expanded holiday retail hours in select locations
- Expanded package delivery window — delivery in morning, afternoon, and early evening where volume warrants
- Expanded operational capacity with new equipment
- Lease extra vehicles as needed to expedite deliveries

Busiest Mailing and Delivery Days

The busiest time of the season peaks two weeks before Christmas, when much of the last-minute shopping starts. This week, Dec. 14-21, is predicted to be the busiest mailing, shipping and delivery week.

Skip the Trip and Ship Online

Consumers don't have to leave home to ship their packages. In these socially distant times, they can simply visit usps.com or use the [Click-N-Ship](#) feature for help shipping that holiday gift,

