



December 21, 2020

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

SUBJECT: Operations Policy for the Christmas Holiday, Friday, December 25, 2020
and the New Year's Day Holiday, Friday, January 1, 2021

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2020 Christmas holiday and 2021 New Year's Day holiday.

Service levels for these holidays are displayed in Sections 125.22 and 313.24 of the *Postal Operations Manual (POM)*. This memorandum also contains guidance for notifying the public of changes in service on Christmas Eve and New Year's Eve.

Delivery Operations

All functions should take action prior to the holidays and the holiday "eves" to assure that operations are in a current status.

- Scheduling should be reviewed to ensure delivery operations is prepared for peak holiday parcel volumes including but not limited to:
 - Review scheduling of Parcel Overflow and Static AM/PM parcel runs where needed.
 - Delivery territory is properly configured in PDTAT (Parcel Delivery Territory Assignment Tool) for Static Dynamic Routing and Parcel Overflow.
 - Supervisors have access and are trained/prepared to run Parcel Overflow, Dynamic, and Static Dynamic software programs.
 - Newly hired personnel (ARC's, CCA's, RCA's) understand proper scanning procedures.
 - Delivery Units are prepared for holiday transportation, including **EARLY** parcel volumes, drop shipments and other package mailers.

Wednesday, December 23 and Wednesday, December 30:

Normal (Wednesday) service levels will be provided in delivery and collection operations. Parcel Overflow or Static Routing must be in place for AM/PM parcel runs where volume necessitates and to ensure routes are ready upon carrier arrival to eliminate costly waiting time. Supervisors must review carrier loading for efficiencies and provide guidance for craft personnel as needed. Area and District LOC Operations should be staffed to cover your expected hours of delivery and be utilized to assist managers with performance and communication.

Collection Operations: Normal service levels will be provided in collections.

Thursday, December 24 and Thursday, December 31: Normal (Thursday) service levels will be provided in delivery operations. **Modified or reduced collection operations may occur as directed by Headquarters.** Parcel Overflow or Static Routing must be in place for AM/PM parcel runs where volume necessitates and to ensure routes are ready upon carrier arrival to eliminate costly waiting time. Supervisors must review carrier loading for efficiencies and provide guidance for craft personnel as needed. Area and District LOC Operations should be staffed to cover your

expected hours of delivery and be utilized to assist managers with performance and communication. There will be no Night Owl drops, on Thursday, December 24 or Thursday, December 31, for Friday delivery.

Collection Operations:

- Modified or reduced service levels will be provided for collections on Thursday, December 24, 2020.
- Normal service levels will be provided for collections on Thursday, December 31, 2020.

Christmas Holiday, "Widely Observed", Friday, December 25, 2020 and New Year's Day Holiday, "Widely Observed," Friday, January 1, 2021:

There will be no regular delivery (except for Holiday Premium Priority Mail Express).

Saturday, December 26, 2020 and Saturday, January 2, 2021:

Return to normal service levels. Postmasters/Managers and supervisors should plan for extremely heavy package volume for delivery after the holiday.

- Supervisors must monitor PVS/HCR/Drop Shipment arrival times and clerk productivities to ensure timely completion of distribution operations.
- Parcel Overflow and Static Routing must be in place for AM/PM parcel runs where volume necessitates and routes must be ready upon carrier arrival to eliminate costly waiting time.
- Supervisors must review carrier loading for efficiencies and provide guidance for craft personnel as needed.
- Area and District LOC Operations should be staffed to cover your expected hours of delivery and be utilized to assist managers with performance and communication.
- Night Owls will resume Saturday night (Dec 26 and Jan 2) into Sunday morning.

Rural Operations

- ARC usage has been expanded through December 31, 2020. ARCs may be scheduled on a volunteer basis, on non-holiday weekdays, to provide auxiliary assistance in the form of **package delivery only**.
- Regular Carriers will be able to work on a voluntary basis three Sundays, through December 31, 2020, based on the signed agreement between Labor and the NRLCA (National Rural Letter Carriers Association).

Retail Operations

All offices should carefully review their staffing plans and adjust as necessary to meet the needs of their communities. For planning purposes, Post Offices should use recent and SPLY retail sales trend information and mail volumes.

Please ensure Self Service Kiosks (SSKs) are fully stocked and that mailing supplies (Priority Mail labels, boxes, etc.) are available for customers. Make arrangements for dispatch of packages received through lobby deposit points, including SSKs.

Offices should ensure that the current holiday closing "door cling" signage is properly displayed. Many Contract Postal Units (CPUs) may be open on the holiday. Post Offices should, therefore, advise customers (to the extent possible) of the locations and hours of operations for CPUs, and where retail services will be available.

Ensure all offices post informational notices as outlined below. Also, provide information to local media resources with a request that the information be published or broadcasted to the community on multiple occasions **prior to December 24.**

Thursday, December 24: Normal (Thursday) service levels will be provided in retail operations. Retail staffing should be adjusted based on projected workload. Retail must provide package pickup services for customers to the maximum extent possible.

- **Facilities Data Base (FDB)** – Contact your District Retail Specialist to enter and edit hours of operations.
- **Special Holiday Notice** – Display signage by December 3 at the Retail lobby entrance, in the Retail lobby itself, in other public lobbies (such as the PO Box section) and in affected Business Mail Entry Units.
- **PO Box Access** – In cases where 24-hour access is not available, service should still be available to customers between 12 noon and the regular closing time.
- **Parcel Pick Up (i.e., Dutch Door)** – Ensure that service is available during regular business hours even if the office closes at 12 noon.
- **Holiday Closing Door Cling** – Ensure that the current holiday closing “door Cling” Point of Purchase (POP) signage is properly displayed. Offices with glass doors should center the door cling inside the main customer entrance door at eye level. Offices with wooden doors should affix the door cling on the exterior. Additional door cling signage can be ordered by contacting the Point of Purchase Hotline at 1-800-332-0317.
- **Contract Postal Units (CPUs)** – Communicate information about the early closing policy to CPUs and Approved Shippers. Some CPUs may offer service during the holiday period; therefore, Post Offices should advise customers (to the extent possible) of the locations and hours of operation for CPUs and any other alternate locations where retail service will be available.

Thursday, December 31 (New Year’s Eve): Normal service levels will be provided in retail Operations. Retail staffing should be adjusted based on projected workload. Retail should provide package pickup services for customers to the maximum extent possible.

Christmas Day Holiday, “Widely Observed,” Friday, December 25, 2020 and New Year’s Day Holiday, Friday, January 1, 2021:

No Retail service will be available on December 25, 2020 or January 2, 2021. Each Area should provide Headquarters Retail Operations with a list of locations that are required to be open. Please reference Postal Operations Manual (POM) 125.22 “National Holiday”. Post Offices should provide Post Office Box access for customers to the maximum extent possible.

Saturday, December 26, 2020 and Saturday, January 2, 2021:

Return to normal service levels. Retail managers and supervisors should use recent sales trend information and adjust for local circumstances. Retail should provide package pickup services for customers to the maximum extent possible.

Customer Service – Function 4

On Thursday, December 24, please ensure Delivery Units make the correct Delivery Day Indicator selection. Packages scheduled for delivery on:

- Thursday, December 24: select ‘Today’
- Friday, December 25: select ‘Holiday’
- Saturday, December 26: select ‘Next Day’*

If applicable, Friday, December 25, ensure Delivery Units make the correct Delivery Day Indicator selection. Packages scheduled for delivery on:

- Friday, December 25: select ‘Holiday’
- Saturday, December 26: select ‘Next Day’

*Used for processing packages on December 25 **but have a Delivery Date of December 26**

On **Thursday, December 31**, please ensure Delivery Units make the correct Delivery Day Indicator selection. Packages scheduled for delivery on:

- Thursday, December 31: select 'Today'
- Friday, January 1: select 'Holiday'
- Saturday, January 2: select 'Next Day'

On **Friday, January 1**, please ensure Delivery Units make the correct Delivery Day Indicator selection. Packages scheduled for delivery on:

- Friday, January 1: select 'Holiday'
- Saturday, January 2: select 'Next Day'

*Used for processing on January 1 **but have a Delivery Date of January 2**

Processing Operations

This Christmas and New Year's 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 yellow & pink Marketing mail for Thursday delivery.
- Sites will not cancel on Friday.
- Decisions for Saturday early collection plans will be determined locally / by Division. (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 Thursday afternoon/evening. Finalization will be Friday prior to Second Pass (919).
- Ensure only one DPS run on Saturday (no double runs of DPS).
- Ensure all mail retrieved from freight house and processed for on time delivery on Saturday.
- Utilize an RPG model for DPS processing Thursday and Friday that ensures an early DPS dispatch for Saturday delivery.
- Assign SWYB to avoid VAP issues to THS.
- Plan for recovery of committed volumes arriving on CAIR and FedEx on Friday due for Saturday 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 Friday night and Saturday morning.
- Ensure communication to field of FedEx and Dispatch Plan.

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, inclusive of LAMM Friday due for Saturday delivery. All missorted, missent, return-to-sender and Postal Automated Redirection System volumes must be identified, finalized, prepared for assignment and dispatched on the appropriate transportation network on Thursday. The 24-hour clock indicators for the Managed Mail Program on hand will be useful in monitoring the success of this plan.

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 Thursday retail receipts are finalized and dispatched on the appropriate network transportation on the following day.

All NDCs must ensure destinating parcel volume received between 16:00 Thursday and 16:00 Friday is available for delivery Saturday 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.

Processing NOCC Operations

The Processing NOCC will provide support 24 hours a day through the holiday. Contacts are as follows:

NOCC Processing East Region: NOCCProcessingEastRegion@usps.gov

Phone: 412-494-2151

NOCC Processing West Region: NOCCProcessingWestRegion@usps.gov

Phone: 972-665-9022

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

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 Area and District to ensure adequate offload plans for inbound ePacket volumes.

Logistics Operations

Air Transportation Network

FedEx

FedEx will not operate on the Christmas holiday (observed), Friday, December 25 or the New Year's Day holiday (observed), Friday, January 1. Normal operations will resume with the FedEx day-turn on the Saturday after the holidays, December 26 and January 2.

THS Build and Break Operations will be coordinated through ATO.

2020 FedEx Network Holiday Operations					
FedEx Holidays Highlighted					
					UPDATED: 6/8/20 (Subject to Change)
Widely Observed Holidays					
Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before	Thursday	12/24/2020	YES	YES	Night-turn aircraft will return to destination on Saturday morning
Christmas Day	Friday	12/25/2020	NO	NO	No Day/Night-turn on Christmas Day
Day after	Saturday	12/26/2020	YES	NO	
Day before	Thursday	12/31/2020	YES	YES	Night-turn aircraft will return to destination on Saturday morning
New Years Day	Friday	1/1/2021	NO	NO	No Day/Night-turn on New Year's Day
Day after	Saturday	1/2/2021	YES	NO	

UPS

UPS will not operate on Friday, December 25, Saturday, December 26, Friday, January 1, or Saturday January 2 (reference Logistics Ordering Agreement). Normal operations will resume on Tuesday, December 29 and Tuesday, January 6.

2020 UPS Network Holiday Operations				
UPS Holiday Highlighted				
				UPDATED: 10/17/19 Final
Widely Observed Holidays				
Holiday	Tender Day	Date	UPS Operations	Comments
Day before	Thursday	12/24/2020	YES	Special Operating Plan all mail due back same day
Christmas Day	Friday	12/25/2020	NO	No Mail Tender on Christmas Day
Day after	Saturday	12/26/2020	NO	
Day before	Thursday	12/31/2020	YES	Special Operating Plan all mail due back same day
New Years Day	Friday	1/1/2021	NO	No Mail Tender on New Year's Day
Day after	Saturday	1/2/2021	NO	

Supplemental Networks

There will be no Kalitta (K4), AmeriJet (M6), or Amazon (A1) operations on Friday, December 25, 2020. Normal operations will resume on Saturday, December 26, 2020.

2020 Supplemental Network Holiday Operations							
Supplemental Networks							
Holiday	Day of Week	Date	Aloha	Amazon	Amerijet	Kalitta	
Day before	Thursday	12/24/2020	YES	YES	YES	YES	
Christmas Day	Friday	12/25/2020	NO	NO	NO	NO	
Day after	Saturday	12/26/2020	YES	NO	YES	YES	
Holiday	Day of Week	Date	Amazon	Amazon	Amerijet	Kalitta	
Day before	Thursday	12/31/2020	YES	YES	YES	YES	
New Years Day	Friday	1/1/2021	NO	NO	NO	NO	
Day after	Saturday	1/2/2021	YES	TBD	YES	YES	

CAIR

The canine screening holiday operation schedule for TSA and 3PK9 (MSA) will be issued via e-mail in Excel format to the Logistics and Processing Director for each Postal Division.

TSA Screening

DAY OF WEEK SERVICE								SCREENING	DAY OF WEEK SERVICE								SCREENING	LOCATION	SAT	SUN	MON	TUE	WED	THU	FRI	TIME
LOCATION	SAT	SUN	MON	TUE	WED	THU	FRI	TIME	LOCATION	SAT	SUN	MON	TUE	WED	THU	FRI	TIME	LOCATION	1/2	1/3	1/4	1/5	1/6	1/7	1/8	TIME
	12/19	12/20	12/21	12/22	12/23	12/24	12/25			12/26	12/27	12/28	12/29	12/30	12/31	1/1										
ATL (DL)	Y	Y	N/A	Y	Y	Y	Y	7:00	ATL (DL)	N	Y	N/A	Y	Y	Y	Y	7:00	ATL (UA)	N	Y	N/A	Y	Y	Y	Y	7:00
ATL (UA)	Y	Y	N/A	Y	Y	Y	Y	6:00	ATL (UA)	N	Y	N/A	Y	Y	Y	Y	6:00	BDL via JFK (DL)	N	Y	N/A	Y	Y	Y	Y	7:00
BDL via JFK (DL)	Y	Y	N/A	Y	Y	Y	Y	7:00	BDL via JFK (DL)	N	Y	N/A	Y	Y	Y	Y	7:00	BOS (AA)	N	Y	N/A	Y	Y	Y	Y	7:00
BOS (AA)	Y	Y	N/A	Y	Y	Y	Y	7:00	BOS (AA)	N	Y	N/A	Y	Y	Y	Y	7:00	BOS (UA)	N	Y	N/A	Y	Y	Y	Y	4:00
BOS (UA)	Y	Y	N/A	Y	Y	Y	Y	4:00	BOS (UA)	N	Y	N/A	Y	Y	Y	Y	4:00	CLT (AA)	N	N/A	N/A	Y	Y	Y	Y	5:00
CLT (AA)	Y	N/A	N/A	Y	Y	Y	Y	5:00	CLT (AA)	N	N/A	N/A	Y	Y	Y	N	5:00	GUM (UA)	Y	Y	Y	Y	Y	Y	Y	varies
GUM (UA)	Y	Y	Y	Y	Y	Y	Y	varies	GUM (UA)	Y	Y	Y	Y	Y	Y	Y	varies	HNL (UA)	Y	Y	Y	Y	Y	Y	Y	6:00/10:00
HNL (UA)	Y	Y	Y	Y	Y	Y	Y	6:00/10:00	HNL (UA)	Y	Y	Y	Y	Y	Y	Y	6:00/10:00	IAD (UA)	N/A	8:00						
IAD (UA)	N/A	8:00	IAD (UA)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8:00	IAH (UA)	Y	Y	N/A	Y	Y	Y	Y	4:30						
IAH (UA)	Y	Y	N/A	Y	Y	Y	Y	4:30	IAH (UA)	Y	Y	N/A	Y	Y	Y	Y	4:30	JFK (DL)	N	Y	N/A	Y	Y	Y	Y	7:00
JFK (DL)	Y	Y	N/A	Y	Y	Y	Y	7:00	JFK (DL)	N	Y	N/A	Y	Y	Y	Y	7:00	LAS (AA)	N	Y	N/A	Y	Y	Y	Y	5:00
LAS (AA)	Y	Y	N/A	Y	Y	Y	Y	5:00	LAS (AA)	N	Y	N/A	Y	Y	Y	Y	5:00	LAS (HA)	N	Y	N/A	Y	Y	Y	Y	5:30
LAS (HA)	Y	Y	N/A	Y	Y	Y	Y	5:30	LAS (HA)	N	Y	N/A	Y	Y	Y	Y	5:30	LAX (UA)	Y	Y	N/A	Y	Y	Y	Y	6:00
LAX (UA)	Y	Y	N/A	Y	Y	Y	Y	6:00	LAX (UA)	Y	Y	N/A	Y	Y	Y	Y	6:00	ORD (AA)	Y	N/A	Y	Y	Y	Y	Y	5:00
ORD (AA)	Y	N/A	Y	Y	Y	Y	Y	5:00	ORD (AA)	Y	N/A	Y	Y	Y	Y	Y	5:00	ORD (UA)	Y	N/A	Y	Y	Y	Y	Y	5:00
ORD (UA)	Y	N/A	Y	Y	Y	Y	Y	5:00	ORD (UA)	Y	N/A	Y	Y	Y	Y	Y	5:00	PDX (UA)	Y	Y	N/A	Y	Y	Y	Y	5:00
PDX (UA)	Y	Y	N/A	Y	Y	Y	Y	5:00	PDX (UA)	Y	Y	N/A	Y	Y	Y	Y	5:00	PHL (AA)	N/A	7:00						
PHL (AA)	N/A	7:00	PHL (AA)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	7:00	PHX (AA)	N/A	4:30												
PHX (AA)	N/A	4:30	PHX (AA)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4:30	SEA (UA)	N	Y	N/A	Y	Y	Y	Y	5:30						
SEA (UA)	Y	Y	N/A	Y	Y	Y	Y	5:30	SEA (UA)	N	Y	N/A	Y	Y	Y	Y	5:30	SFO (UA)	Y	Y	N/A	Y	Y	Y	Y	6:30
SFO (UA)	Y	Y	N/A	Y	Y	Y	Y	6:30	SFO (UA)	Y	Y	N/A	Y	Y	Y	Y	6:30	SIU (AA)	N/A	6:00						
SIU (AA)	N/A	N/A	N/A	Y	Y	Y	Y	6:00	SIU (AA)	N/A	N/A	N/A	Y	Y	Y	N	6:00	SIU (DL)	N/A	N/A	N/A	Y	Y	Y	Y	6:00
SIU (DL)	N/A	N/A	N/A	Y	Y	Y	Y	6:00	SIU (DL)	N/A	N/A	N/A	Y	Y	Y	N	6:00	SMF (DL)	N/A	6:00						
SMF (DL)	N/A	6:00	SMF (DL)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6:00	STL (AA)	N	Y	N/A	Y	Y	Y	Y	7:00						
STL (AA)	Y	Y	N/A	Y	Y	Y	Y	7:00	STL (AA)	N	Y	N/A	Y	Y	Y	N	7:00									

3PK9 Screening

DAY OF WEEK SERVICE								SCREENING	DAY OF WEEK SERVICE								SCREENING	DAY OF WEEK SERVICE								SCREENING
LOCATION	SAT	SUN	MON	TUE	WED	THU	FRI	TIME	LOCATION	SAT	SUN	MON	TUE	WED	THU	FRI	TIME	LOCATION	SAT	SUN	MON	TUE	WED	THU	FRI	TIME
	12/19	12/20	12/21	12/22	12/23	12/24	12/25			12/26	12/27	12/28	12/29	12/30	12/31	1/1			1/2	1/3	1/4	1/5	1/6	1/7	1/8	
DEN	Y	Y	N/A	Y	Y	N	N	0400	DEN	N	Y	N/A	Y	Y	Y	Y	0400	DEN	Y	Y	N/A	Y	Y	Y	Y	0400
MCO	Y	Y	N/A	Y	Y	Y	N	0500	MCO	Y	Y	N/A	Y	Y	Y	N	0500	MCO	Y	Y	N/A	Y	Y	Y	Y	0500
PHL	Y	Y	N/A	Y	Y	Y	N	0400	PHL	Y	Y	N/A	Y	Y	Y	N	0400	PHL	Y	Y	N/A	Y	Y	Y	Y	0400
PHX	Y	Y	N/A	Y	Y	Y	Y	0400	PHX	N	Y	N/A	Y	Y	Y	Y	0400	PHX	N	Y	N/A	Y	Y	Y	Y	0400
TPA	Y	Y	N/A	Y	Y	Y	Y	0600	TPA	N	Y	N/A	Y	Y	Y	Y	0600	TPA	N	Y	N/A	Y	Y	Y	Y	0600

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	Thursday	12/24/2020	YES	YES	YES	YES	YES	YES
Christmas	Friday	12/25/2020	YES	YES	YES	YES	YES	NO
Day after	Saturday	12/26/2020	YES	YES	YES	YES	YES	YES
Holiday	Day of Week	Date	LAX Export	LAX Import	SFO Export	SFO Import		
Day before	Thursday	12/24/2020	YES	YES	YES	YES		
Christmas	Friday	12/25/2020	YES	YES	YES	YES		
Day after	Saturday	12/26/2020	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	Thursday	12/24/2020	YES	24/7	YES	24/7	YES	08:00 - 14:00
Christmas	Friday	12/25/2020	YES	24/7	YES	24/7	YES	CLOSED

Day after	Saturday	12/26/2020	YES	24/7	YES	24/7	YES	08:00 - 20:00
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Holiday	Day of Week	Date	LAX CBP open	LAX CBP hours	SFO CBP open	SFO CBP Hours
Day before	Thursday	12/24/2020	YES	07:00 – 15:30	YES	05:00 - 15:00; 15:00 - 19:00 Portal Only
Christmas	Friday	12/25/2020	YES	CLOSED	YES	07:30 - 15:00
Day after	Saturday	12/26/2020	YES	07:00 - 22:00	YES	05:00 - 15:00; 15:00 - 19:00 Portal Only

Expected Processing at the ISC

Holiday	Day of Week	Date	JFK	ORD	MIA	LAX	SFO
Day before	Thursday	12/24/20	Off load Morgan P&DC	Off load Carol Stream P&DC	No Offloads	No Offloads	24/7 Holiday Schedule Processing & OPN
Christmas	Friday	12/25/2020	Off load Morgan P&DC	Off load Carol Stream P&DC	Letters to MIA P&DC and Flats to Royal Palm P&DC	No Offloads	24/7 Holiday Schedule Processing & OPN
Day after	Saturday	12/26/2020	Off load Morgan P&DC	Off load Carol Stream P&DC	Letters to MIA P&DC and Flats to Royal Palm P&DC	No Offloads	24/7 Processing & OPN

Surface Transportation Network

The Surface Transfer Centers will operate on a holiday schedule as shown on the Network Operations Surface Operations” website at:

<https://blue.usps.gov/network-operations/surface/stcs.htm>

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

USPS STC HOLIDAY SCHEDULE			
Christmas Day Holiday Schedule, 12/25/2020			
Origin STC/ Surface HUB	Thursday 12/24/20	Friday 12/25/20	Saturday 12/26/20
Atlanta GA STC/NDC Phone (404) 792-3152	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours

Capital Metro STC/NDC Phone (301) 499-7419	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Seminole/Orlando STC Phone (689) 205-0965	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Indianapolis IN STC Phone (317) 487-4045	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Chicago IL STC Phone (630) 536-5275 or 5276	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Kansas City KS STC Phone (913) 914-7091 or 7155	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Memphis TN STC Phone (901) 370-6860	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
New Jersey NJ STC/NDC	OPEN	OPEN	OPEN
Phone (201) 714-6370	24 Hours	24 Hours	24 Hours
New England NDC/STC Phone (413) 785-6552	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Northern CA NDC/STC Phone (510) 528-9671	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Southern Area STC Phone (469) 284-9352	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Salt Lake City UT STC Phone (801) 972-3559 or 3585	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Southern CA NDC/STC Phone (323) 729-4242	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours

ChristmasDayHolSch2020

USPS STC HOLIDAY SCHEDULE			
New Year's Day Holiday Schedule, 01/01/2021			
Origin STC/ Surface HUB	Thursday 12/31/20	Friday 01/01/21	Saturday 01/02/21
Atlanta GA STC/NDC Phone (404) 792-3152	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Capital Metro STC/NDC Phone (301) 499-7419	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Seminole/Orlando STC	OPEN	OPEN	OPEN

Phone (689) 205-0965	24 Hours	24 Hours	24 Hours
Indianapolis IN STC Phone (317) 487-4045	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Chicago IL STC Phone (630) 536-5275 or 5276	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Kansas City KS STC Phone (913) 914-7091 or 7155	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Memphis TN STC Phone (901) 370-6860	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
New Jersey NJ STC/NDC Phone (201) 714-6370	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
New England NDC/STC	OPEN	OPEN	OPEN

Phone (413) 785-6552	24 Hours	24 Hours	24 Hours
Northern CA NDC/STC Phone (510) 528-9671	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Southern Area STC Phone (469) 284-9352	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Salt Lake City UT STC Phone (801) 972-3559 or 3585	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours
Southern CA NDC/STC Phone (323) 729-4242	OPEN 24 Hours	OPEN 24 Hours	OPEN 24 Hours

NewYearsDayHolSch2021

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 will ensure commercial air capacity is utilized ahead of FedEx.

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.



Joshua D. Colin, PhD.
Vice President
Delivery Operations



Angela H. Curtis
Vice President
Retail and Post Office Operations



Mike L. Barber
Vice President
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Managers, Delivery Programs Support (Area)
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