UNITED STATES
POSTAL SERVICE

December 12, 2019

MANAGERS, OPERATIONS SUPPORT (AREA)

SUBJECT: Operations Policy for the Christmas Holiday, Wednesday, December 25, 2019 and the New Year's Day Holiday, Wednesday, January 1, 2020

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2019 Christmas holiday and 2020 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.

Monday, December 23 and Monday December 30:

Normal (Monday) 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.

Tuesday, December 24 and Tuesday, December 31:

Normal (Tuesday) service levels will be provided in delivery 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. There will be no Night Owl drops, on Tuesday, December 24 or Tuesday, December 31, for Wednesday delivery.

Christmas Holiday, "Widely Observed", Wednesday, December 25, 2019 and New Year's Day Holiday, "Widely Observed," Wednesday, January 1, 2020:

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

Thursday, December 26, 2019 and Thursday, January 2, 2020:
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 Tuesday night (Dec 25 and Jan 1) into Wednesday morning.

Rural Operations

- ARC usage has been expanded for the 2019 Peak Season: Beginning November 4, 2019 and continuing through Friday, January 17, 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, December 8, 15, and 22, based on the signed agreement between Labor and the NRLCA (National Rural Letter Carriers Association).

Collection Operations:

Monday, December 23 and Monday December 30: Normal service levels will be provided in collections.

Tuesday, December 24

- Modified Collection Operations: All collection points with a scheduled last collection after 12:00 noon may be advanced to as early as 12:00 Noon. This includes Retail locations and Post Offices. All collections points with a scheduled last collection before 12 noon, will be collected at their normal times.

Tuesday, December 31:

- Normal service levels will be provided for collections.

Christmas Holiday, "Widely Observed", Wednesday, December 25, 2019 and New Year's Day Holiday, "Widely Observed," Wednesday, January 1, 2020:
There will be no collections scheduled except from those facilities that are normally open on these holidays.

Thursday, December 26, 2019 and Thursday, January 2, 2020:

Return to normal service levels.

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 that 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. Facilities with staffing on this holiday should accommodate requests for drop shipment appointments.

Ensure that 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.**

- **Monday, December 23 and Monday, December 30:**
  Normal (Monday) 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.

- **Tuesday, December 24 (Christmas Eve):**
  Retail locations are open but have the option to reduce the retail lobby hours and close no earlier than 12 noon based on Area/District approval. **Modified or reduced collections may occur. Collection points at Retail locations with a scheduled last collection after 12:00 noon may be advanced to as early as 12:00 Noon. All collection points with a scheduled last collection before 12 noon will be collected at the normal time. If an office plans to close at 12 noon on Christmas Eve, adhere to the following:**

- **Facilities Data Base (FDB)** – Contact your District Retail Specialist to enter and edit hours of operations.
- **Special Holiday Notice** – Display signage by December 13 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.
- **Passports Acceptance Sites** – Adjust the Retail Customer Appointment Schedule (RCAS) to reflect reduced offices hours.

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

- **Wednesday, December 25 (Christmas Day) and Wednesday, January 1 (New Year's Day):**

No retail service will be available, except from facilities normally open on these holidays. Each Area should provide Headquarters Retail Operations with a list of locations that have approval to be open. Please reference Postal Operations Manual (POM) 125.22 "National Holidays". Post Offices should provide Post Office Box access for customers to the maximum extent possible.

- **Thursday, December 26, 2019 and Thursday, January 2, 2020:**
  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.

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 Violet & Green Marketing mail for Tuesday delivery.
- Sites cancelling on Wednesday will be determined locally and by Area as well as decisions for Thursday 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 Tuesday afternoon/evening.
- Ensure only one DPS run on Thursday (no double runs of DPS).
- Ensure all mail retrieved from freight house and processed for on time delivery on Thursday.
- Utilize an RPG model for DPS processing Tuesday night and Wednesday that ensures an early DPS dispatch for Thursday delivery.
- Evaluate the processing of Outgoing Priority on the day of the holiday to avoid late clearance on Thursday. (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.
- Plan for recovery of committed volumes arriving on CAIR and FedEx on Thursday due for Friday 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 Tuesday night and Wednesday 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 Wednesday due for Thursday 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 Tuesday. 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 Tuesday 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 Tuesday and 16:00 Wednesday is available for delivery Thursday 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

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), Wednesday, December 25 or the New Year's Day holiday (observed), Wednesday, January 1. Normal operations will resume with the FedEx day-turn on the Thursday after the holidays, December 26 and January 2.

THS Build and Break Operations will be coordinated through ATO.

2019 FedEx Network Holiday Operations					
FedEx Holidays Highlighted					
					UPDATED: 10/17/18 (Subject to Change)
Holiday	**Day of Week**	**Date**	**Day (x1)**	**Night (x67)**	**Comments**
Day before	Tuesday	12/24/2019	YES	YES	Night-turn aircraft will return to destination on Thursday morning
Christmas Day	Wednesday	12/25/2019	NO	NO	No Day/Night-turn on Christmas Day
Day after	Thursday	12/26/2019	YES	YES	

UPS

UPS will not operate on Tuesday, December 24, Wednesday, December 25 or Wednesday, January 1, (reference Logistics Ordering Agreement). Normal operations will resume on Thursday, December 26 and Thursday, January 2.

2019 UPS Network Holiday Operations				
UPS Holiday Highligted				
				UPDATED: 01/08/19 Final
Holiday	Tender Day	Date	UPS Operations	Comments
Day before	Tuesday	12/24/2019	NO	No Mail Tender on Christmas Eve
Christmas Day	Wednesday	12/25/2019	NO	No Mail Tender on Christmas Day
Day after	Thursday	12/26/2019	YES	Normal Tender unless operating a reduced air network

Supplemental Networks

There will be no Kalitta (K4), AmeriJet (M6), or Amazon (A1) operations on Wednesday, December 25, 2019. Normal operations will resume on Thursday, December 26, 2019.

2019 Supplemental Network Holiday Operations					
					UPDATED: 10/17/19
Widely Observed Holidays					
Holiday	Day of Week	Date	Kalitta	AmeriJet	Amazon
Day before	Tuesday	12/24/2019	YES	YES	YES
Christmas Day	Wednesday	12/25/2019	NO	NO	NO
Day after	Thursday	12/26/2019	YES	YES	YES

CAIR

Commercial air will operate a normal schedule throughout the holiday period. The canine screening operation schedule for the holiday period will be issued via e-mail to each Area Manager, Distribution Networks.

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 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.

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