UNITED STATES
POSTAL SERVICE

May 17, 2019

MANAGERS, OPERATIONS SUPPORT (AREA)

SUBJECT: Operations Policy for the Memorial Day Holiday, Monday, May 27, 2019

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2019 Memorial Day Holiday (observed on Monday, May 27th). Service levels for this holiday are displayed in Exhibit 125.22 of the *Postal Operations Manual* (POM).

Delivery Operations

All offices should carefully review their staffing plans for this holiday and make adjustments as necessary to meet the needs of their communities. For planning purposes, Post Offices should use recent mail volumes, and adjust for local circumstances.

Make arrangements for dispatch of packages received through lobby deposit points, including Self Service Kiosks (SSKs).

Saturday, May 25:
Normal (Saturday) service levels will be provided in delivery and collection operations. All delivery units should take action prior to this date to assure that units are in a current status.

Sunday, May 26:
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). Area and District offices should verify compliance to the Sunday Staffing SOP and utilize their LOCs and HCUs 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. All delivery units should take action prior to this date to confirm that units are in a current status.

Memorial Day Holiday, "Widely Observed," Monday, May 27:
There will be no regular delivery service except for Holiday Premium Priority Mail Express, Sunday/Holiday Same Day Package Delivery (hub and spoke structure), and appropriate Network Priority at select locations. Area and 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.

Tuesday, May 28:
Return to normal service levels. Delivery managers and supervisors should plan for additional mail volume and packages for delivery after the holiday. 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 Operations
No retail service will be 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.

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 (boxes, Priority Mail labels, etc.) are available for customers. Dispatch all packages received through lobby deposit points, including SSKs. Facilities with staffing on this holiday should accommodate requests for drop shipment appointments.

Offices should ensure that the current holiday closing "door cling" 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) may be open on the holiday. 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 services will be available.

Saturday, May 25: Normal (Saturday) service levels will be provided in retail operations. The retail staffing should be adjusted based on projected workload.

Sunday, May 26: Normal service levels. Retail services should only be available in those offices that normally open on Sundays.

Memorial Day Holiday, "Widely Observed," Monday, May 27: No retail service will be available, except from those facilities normally open on this holiday.

Tuesday, May 28: Return to normal service levels. Retail managers and supervisors should use recent sales trend information and adjust for local circumstances.

Processing Operations

This Memorial 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 Blue & Orange Marketing Mail for Saturday delivery.
- Sites cancelling on Monday will be determined locally, by Area, as well as decisions for Tuesday 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 Saturday afternoon/evening. Finalization will be Monday prior to Second Pass (919).
- Sites are encouraged to use holiday DPS sort programs to extract PO BOX volume for CRRT process and dispatch to delivery units on Sunday and Monday.
- Ensure only one DPS run on Tuesday morning (no double runs of DPS on Tuesday).
- Ensure all mail retrieved from freight house and processed for on-time delivery on Tuesday
- Utilize the RPG model for DPS processing on Saturday night, Sunday and Monday that ensures an early DPS dispatch for Tuesday delivery.
- Ensure on-time or early clearance of FC SPRs on Friday & Saturday to avoid surface volume rolling over to Monday and Tuesday.

- Evaluate the processing of Outgoing Priority 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.

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 Saturday night and Monday 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. 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. 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 Friday and Saturday 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 Friday and 16:00 Monday is available for delivery Tuesday 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.

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.

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 following the holiday.

Logistics Operations

Air Transportation Network

FedEx will operate a reduced schedule for this holiday. ATO will provide sites with their planned matrix for Tuesday special sort. There will be no Night turn for Express Mail on Monday.

Holiday	Tender Day	Date	Day (x1)	Night (x67)	Comments
Day before	Sunday	5/26/2019	YES	NO	
Memorial Day	Monday	5/27/2019	NO	NO	No Day/Night-turn on Memorial Day
Day after	Tuesday	5/28/2019	YES	YES	Limited Daysort Operation

UPS will operate in accordance with planned routes in Logistics Order Agreement (LOA) and facilities should verify routes in SAMS. There will be no Monday or Tuesday operations for this holiday.

Holiday	Tender Day	Date	Postal Volume Tendered	Comments
Day before	Sunday	5/26/2019	NO	
Memorial Day	Monday	5/27/2019	NO	No Mail Tender on Memorial Day
Day after	Tuesday	5/28/2019	NO	No Mail Tender on day after Memorial Day

Commercial air will operate a normal schedule throughout the holiday period. TSA K9 screening will operate as listed below:

Holiday: Memorial Day

Date Day	5/25/2019 SAT	5/26/2019 SUN	5/27/2019 MON	5/28/2019 TUE	5/29/2019 WED	5/30/2019 THU	5/31/2019 FRI
ATL (DL)	Y	Y	Y	N	Y	Y	Y
BDL via JFK (DL)	Y	Y	N/A	N	Y	Y	Y
BOS (AA)	Y	Y	N/A	N	Y	Y	Y
BOS (UA)	Y	Y	N/A	N	Y	Y	Y
CLT (AA)	Y	N/A	N/A	N	Y	Y	Y
EWR (UA)	Y	Y	N/A	N	Y	Y	Y
GUM (UA)	Y	Y	Y	Y	Y	Y	Y
HNL (UA)	Y	Y	Y	Y	Y	Y	Y
IAH (UA)	Y	Y	N/A	N	Y	Y	Y
JFK (AA)	Y	Y	N/A	N	Y	Y	Y
JFK (DL)	Y	Y	N/A	N	Y	Y	Y
LAS (AA)	Y	Y	N/A	N	Y	Y	Y
LAS (HA)	Y	Y	N/A	Y	Y	Y	Y
LAX (UA)	Y	Y	N/A	Y	Y	Y	Y
ORD (AA)	Y	N/A	Y	N	Y	Y	Y
ORD (UA)	Y	N/A	Y	N	Y	Y	Y
PHL (AA)	N/A	N/A	N/A	N	N/A	N/A	Y
SFO (UA)	Y	Y	N/A	Y	Y	Y	Y
SJU (AA)	N/A	N/A	N/A	N	Y	Y	Y
SJU (DL)	N/A	N/A	N/A	N	Y	Y	Y
STL (AA)	Y	Y	N/A	N	Y	Y	Y

Y = need canine team
N = do not need canine team
N/A = not scheduled

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 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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