UNITED STATES
POSTAL SERVICE

May 13, 2020

MANAGERS, OPERATIONS SUPPORT (AREA)

SUBJECT: Delivery and Retail Operations Policy for the Memorial Day Holiday, Monday, May 25, 2020

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2020 Memorial Day Holiday (observed on Monday, May 25th). 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 23:
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 24:
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 25:
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 26:
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.

Many 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. Offices with holiday delivery/collections should clear open CPU/COP of outgoing mail to advance mail to plants on earliest available transportation.

Saturday, May 23: Normal (Saturday) service levels will be provided in retail operations. The retail staffing should be adjusted based on projected workload.

Sunday, May 24: Normal service levels. Retail services should only be available in those offices that normally open on Sundays.

Memorial Day Holiday, "Widely Observed," Monday, May 25: No retail service will be available, except from those facilities normally open on this holiday.

Tuesday, May 26: Return to normal service levels. Retail managers and supervisors should use recent sales trend information and adjust for local circumstances.

Processing Operations

This Labor Day 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).

- Ensure only one DPS run on Tuesday morning (no double runs of DPS on Tuesday).
- Utilize a 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.

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 commit that Parcel Return Service (PRS-569xx) operations will be staffed and all returns sorted and available to PRS partners as agreed.

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.

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 Help Desk coverage during the holiday scheduling period. Normal projects and supplemental support activities will resume in the week following the holiday.

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.

Logistics Operations

Air Transportation Network

FedEx will operate a Special Sort operation on Tuesday, May 26, 2020. Participating Origin airstop information provided below.

Holiday		Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before		Sunday	5/24/2020	YES	NO	
Memorial Day		Monday	5/25/2020	NO	NO	No Day/Night-turn on Memorial Day
Day after		Tuesday	5/26/2020	YES	YES	Special Sort

UPS will operate in accordance with planned routes in Logistics Order Agreement (LOA) and facilities should verify routes in SAMS.

Holiday	Tender Day	Date	UPS Operations	Comments
Day before	Sunday	5/24/2020	NO	
Memorial Day	Monday	5/25/2020	NO	No Mail Tender on Memorial Day
Day after	Tuesday	5/26/2020	NO	No Mail Tender on day after Memorial Day

Supplemental Networks (Amerijet, Amazon, Kalitta, & UPS): Only Amazon will operate over the holiday period (5/24/2020 only).

Holiday	Day of Week	Date	Amazon	Amerijet	Kalitta	*UPS
Day before	Sunday	5/24/2020	YES	NO	NO	NO
Memorial Day	Monday	5/25/2020	NO	NO	NO	NO
Day after	Tuesday	5/26/2020	NO	YES	YES	NO

**UPS is DEN/SLC to PHL/EWR/JFK & PHL/JFK/EWR to DEN/SLC*

Commercial air is extremely volatile due to COVID-19. The schedule is continually changing as flights decrease across the CAIR network. It is uncertain what flight schedules will be available throughout the holiday period. TSA K9 screening will operate if carrier has availability.

Tuesday May 26, 2020 – FX Special Sort

Area	Airstop	FedEx Accepted Volume	FedEx Comments
Capital Metro	ATL	7,300	FedEx Flight
Capital Metro	BWI	2,100	USPS will internally move BWI to RIC.
Capital Metro	CLT	1,800	USPS will internally move CLT to GSO.
Capital Metro	GSO	1,800	FedEx Flight
Capital Metro	IAD	1,050	USPS will internally move IAD to RIC.
Capital Metro	ORF	700	USPS will internally move ORF to RIC.
Capital Metro	RIC	500	FedEx Flight
Eastern	BNA	3,000	USPS operated truck BNA to MEMH
Eastern	CLE	1,600	USPS will internally move CLE to LCK.
Eastern	CMH (LCK)	800	FedEx Flight
Eastern	CVG	4,400	USPS will internally move CVG to LCK.
Eastern	MEM	4,300	USPS operated truck MEM to MEMH
Eastern	PHL	7,000	FedEx Flight
Eastern	PIT	1,000	USPS will internally move PIT to CMH (LCK).
Eastern	ROC	1,400	USPS will internally move ROC to PHL.
Eastern	SDF	2,000	USPS operated truck SDF-MEMH
Great Lakes	DTW	2,200	FedEx Flight
Great Lakes	GRR	500	USPS will internally move GRR to DTW.
Great Lakes	IND	4,200	USPS operated truck IND to MEMH
Great Lakes	MKE	800	USPS operated truck MKE to MEMH
Great Lakes	ORD	14,000	USPS operated truck ORD to MEMH
Great Lakes	SPI	500	USPS operated truck SPI to MEMH
Great Lakes	STL	600	USPS operated truck STL to MEMH
Northeast	BDL	2,100	USPS will internally move BDL to BOS.
Northeast	BOS	1,000	FedEx Flight
Northeast	EWR	5,700	FedEx Flight
Northeast	JFK	11,900	FedEx Flight
Northeast	MHT	900	USPS will internally move MHT to BOS.
Pacific	LAX	21,000	FedEx Flight - USPS will internally move ONT 16280, SAN 2700 to LAX.
Pacific	OAK	3,300	FedEx Flight
Pacific	ONT	31,280	FedEx Flight - USPS will tender MD10 worth of cube in ONT with remaining ONT internally moved to LAX by USPS
Pacific	SAN	2,700	USPS will internally move SAN to LAX.
Pacific	SFO	12,912	USPS will internally move SFO to OAK.
Pacific	SMF	8,451	USPS will internally move SMF to OAK.
Southern	AUS	1,600	USPS will internally move AUS to SAT.
Southern	BHM	1,200	USPS operated truck BHM to MEMH
Southern	DFW	7,100	USPS operated truck DFW to MEMH

Southern	IAH	10,700	USPS operated truck IAH to MEMH
Southern	JAN	500	USPS operated truck JAN to MEMH
Southern	JAX	4,200	USPS operated truck JAX-MEMH
Southern	LIT	800	USPS operated truck LIT to MEMH
Southern	MCO	1,800	USPS will internally move MCO to TPA.
Southern	MIA	7,900	FedEx Flight
Southern	OKC	1,100	USPS operated truck OKC-MEMH
Southern	SAT	2,500	FedEx Flight
Southern	TLH	500	USPS operated truck TLH-MEMH
Southern	TPA	6,100	FedEx Flight
Southern	TUL	1,400	USPS operated truck TUL-MEMH
Western	DSM	2,200	USPS operated truck DSM-MEMH
Western	LAS	7,000	FedEx Flight
Western	MCI	2,800	USPS operated truck MCI-MEMH
Western	MSP	1,900	FedEx Flight
Western	OMA	6,900	FedEx Flight
Western	PDX	2,000	USPS will internally move PDX to SEA.
Western	PHX	8,800	FedEx Flight
Western	RNO	1,260	USPS will internally move RNO to OAK.
Western	SEA	6,600	FedEx Flight
Western	SLC	8,900	FedEx Flight
	Totals	260,553	

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/

Origin Air stops must operate Air to Surface Diversions throughout the weekend. Air to Surface Diversions should operate on Tuesday where volume warrants a truck and in accordance with the established surface transportation plan to mitigate Air shortfall. All origins should operate plane air to surface trips on Wednesday.

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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