UNITED STATES
POSTAL SERVICE

January 8, 2021

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

SUBJECT: Operations Policy for the Martin Luther King Jr. Day Holiday, Monday, January 18, 2021

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2021 Martin Luther King Jr. Day Holiday (observed on Monday, January 18). Service levels for this holiday are displayed in Exhibit 125.22 of the *Postal Operations Manual* (POM).

Martin Luther King Day is a non-widely observed holiday, which means that many businesses are open and producing outgoing mail. Particularly if the local plant is cancelling mail, you must make business and overflow collections to ensure that customer's service expectations are met. Personnel on duty should check collection boxes at post offices, lobby drops and Self Service Kiosks (SSKs) for overflow situations on Monday, January 18.

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.

Saturday, January 16:

- 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, January 17:

- 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.

Martin Luther King Jr. Day Holiday, "Not Widely Observed," Monday, January 18:

- There will be no regular delivery service except for Holiday Premium Priority Mail Express and Sunday/Holiday Same Day Package Delivery (hub and spoke structure

- Area and District offices should use Sunday Staffing SOP on this holiday and utilize LOC's and HCU's 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.
- Sunday eligible Night Owls should be staffed Sunday night into Monday for holiday delivery. Any additional Night Owl sites will be detailed, and a list will be sent out once confirmed by our customer.

Tuesday, January 19:

- 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

- Review staffing plans and adjust accordingly to meet demands of community.

- Ensure Self Service Kiosks (SSK's) are fully stocked and mailing supplies (Priority Mailboxes, labels, etc) are available.

- Ensure current holiday closing "door cling" signage is displayed.

Saturday, January 16:

- Normal (Saturday) service levels will be adhered to in retail operations. Retail staffing should be adjusted based on projected workload.

Sunday, January 17:

- Normal service levels in offices normally open on Sunday.

Martin Luther King Jr. Day Holiday, "Not Widely Observed," Monday, January 18:

- Retail services will be not available, except in those facilities normally open on this holiday. Each Area should provide Director, Retail Operations with a list of locations that have approval to be open. Please reference Postal Operations Manual (POM) 125.22 "National Holidays".

Tuesday, January 19:

- Return to normal service levels. Retail staffing should be adjusted based on recent sales trend and projected workload.

Post Office Operations

Saturday, January 16, 2021 – Normal Service Day / Holiday Preparations:

- Remote Forwarding System (RFS): Ensure undeliverable parcels are processed timely to avoid backlogs through the holiday.

- PM Parcel Distribution: Review volumes, schedules, and identify and process on-hand volume to ensure unit is clear before the holiday.

- Parcel Return Service (PRS): Dispatch PRS as scheduled. If needed, escalate non-picked up package issues to your District PRS Coordinator. For Return Delivery Units (RDU), follow the 48-hour rule before dispatching to the plant.

- Technology: Confirm all scanning equipment is operable and transmitting without incident including: ADUS, DSS, MDD, MDD-IO, PASS. Extra batteries should be kept on hand as needed. For ADUS equipment, ensure sort plans are current and all updates are completed.

- Notice Left Shelf: Verify items receive notification or are returned according to the schedule. For Post Office box packages, if it fits, place in the PO box or parcel locker.

- MyPO Notifications: Check MyPO notifications, including hold mail and redelivery.

- Function 4 Staffing: Schedule appropriately and utilize all scanning equipment to process packages for delivery. Review post-holiday scheduling to ensure package processing is completed for early morning delivery. Review VAP Gap to confirm clerks begin tour aligns with first AAU.

- First In First Out (FIFO): Use placards and lines for maintaining FIFO to manage volume and assist with applying the correct Delivery Day Indicator (DDI) (see below).

- Collections: Clear collection points in front of and within the post office prior to truck arriving and dispatch all available outgoing mail on first available truck. Follow local separation procedures when preparing mail for dispatch.

- Sorting and Staging Area: Make certain all processing equipment is neat, in place, and ready for the following day. Check housekeeping: floors clear of debris, trash bins emptied, extra empty equipment staged ready for pickup.

- Delivery Day Indicator (DDI): Ensure delivery units apply the correct DDI BEFORE scanning packages (see below).

Date Pieces are Scanned	Day Packages Will be Delivered	DDI Selection
Sunday, January 17, 2021	Sunday, Jan 17	Today
	Monday, Jan 18	Holiday
	Tuesday, Jan 19	Next Day *
Monday, January 18, 2021	Monday, Jan 18	Holiday
	Tuesday, Jan 19	Next Day **
Tuesday, January 19, 2021	Tuesday, Jan 19	Today

*Used for processing packages on Sunday, **BUT have a Delivery Date of Monday, Jan 18**
** Used for processing packages on Monday, **BUT have a Delivery Date of Tuesday, Jan 19**

Sunday, January 17, 2021 – Normal 'Sunday' Service Levels

- Function 4 Staffing: Balance the workhours to the workload by reviewing VAP Gap tool to identify staff opportunities, assess Sunday volume trend data and mail arrival times to schedule staff that coincides with the workload and Sunday-performance expectations (=> 215 parcels per hour and OT <=1%).
- Collections: Clear collection points in front of and within the post office (e.g., collection

boxes, inside lobby drops and self-service kiosks) prior to truck arriving and dispatch all available outgoing mail on first available truck. Follow local separation procedures when preparing mail for dispatch according to local holiday schedules.

Monday, January 18, 2021 – Martin Luther King, Jr.'s Birthday – "Not Widely Observed" Holiday

Martin Luther King, Jr's Birthday is a "not widely observed" holiday, which means many businesses are open and producing outgoing mail.

- Collections: Post Office Operations personnel on duty should check and clear collection points in front of and within the post office (e.g., collection boxes, inside lobby drops and self-service kiosks) prior to truck arriving and dispatch all available outgoing mail on first available truck. Follow local separation procedures when preparing mail for dispatch according to local holiday schedules.

Tuesday, January 19, 2021 – Return to Normal Service Levels

- Function 4 Staffing:
    - Plan for additional mail volume and packages for post-holiday delivery
    - Review VAP Gap tool, post-holiday volume trend data, CSAW projections and mail arrival times to schedule staffing that coincides with the projected workload and performance expectations.

Processing Operations

This 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.
    - Thursday opening Blue, Advancing 40% or more into Friday delivery and remaining volume into Saturday.
    - Friday, opening Orange, advanced 40% or more into Saturday delivery with remaining volume into Tuesday DPS.
    - Saturday and Sunday opening green, stage for DPS
    - Monday opening Violet stage for DPS
- Sites canceling on Monday will be determined locally/by Area as well as the decision for Tuesday early collection plans. (See below instructions relative to processing and dispatching Commercial Mailings).
- Inhibit Delivery Point Sequence sort programs 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 Delivery Point Sequence (DPS) run on Tuesday (no double runs of DPS).
- Ensure all mail retrieved from freight house and processed for on time delivery on Tuesday.
- Utilize a RPG model for DPS processing on Saturday night, Sunday, and Monday morning that ensures an early DPS dispatch for Tuesday delivery.

- 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, scanned and staged for our 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 the appropriate actions are in place for a success operation:

- 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.
- Assure that destinating two-day and three-day volumes are processed to meet service goals before and after the holiday, inclusive of LAMM Monday due for Tuesday delivery.
- 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.

Facility Access Shipment Tracking (FAST) System Holiday Policy

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

ISC Operations

This non-widely-observed holiday presents an opportunity to maximize processing to take 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 to avoid surface volume rolling over
- Ensure processing and dispatch of Priority throughout the holiday weekend to avoid exceeding lift

Logistics Operations

Air Transportation Network

- FedEx, UPS, and commercial air will operate a normal schedule throughout the holiday period.
- Supplemental networks (Aloha, Amazon, AmeriJet, Kalitta, NAC) will not operate on Tuesday 1/19/21.

FedEx:

Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
		-			
Day before	Sunday	1/17/2021	YES	NO	
Martin Luther King Day	Monday	1/18/2021	NO	YES	No Day-turn
Day after	Tuesday	1/19/2021	YES	YES	

UPS:

Holiday	Day of Week	Date	Postal Volume Tendered	Comments
		-		
Day before	Sunday	1/17/2021	NO	
Martin Luther King Day	Monday	1/18/2021	NO	
Day after	Tuesday	1/19/2021	YES	Normal Tuesday Tender

***Check LOA (Logistics Ordering Agreement) for the UPS mail classes and weights on 1/19/21*

Supplemental Networks:

Holiday	Day of Week	Date	Aloha	Amazon	AmeriJet	Kalitta	NAC
Day before	Sunday	1/17/2021	NO	YES	NO	NO	NO
Martin Luther King Day	Monday	1/18/2021	NO	NO	NO	NO	NO
Day after	Tuesday	1/19/2021	NO	NO	NO	NO	NO

CAIR:

The canine screening operation schedule for the holiday period will be issued via e-mail to each Area Manager, Network Operations.

Holiday: Martin Luther King

	Date Day	1/16/2021 SAT	1/17/2021 SUN	1/18/2021 MON	1/19/2021 TUE	1/20/2021 WED	1/21/2021 THU	1/22/2021 FRI
	TSA							
	ATL (DL)	Y	Y	N/A	N	Y	Y	Y
	BDL via JFK (DL)	Y	Y	N/A	N	Y	Y	Y
*MHT	BOS (AA)	Y	Y	N/A	N	Y	Y	Y
*MHT	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
	MSA							
	PHL	Y	Y	N/A	Y	Y	Y	Y
	PHX	Y	Y	N/A	Y	Y	Y	Y
	TPA	Y	Y	N/A	Y	Y	Y	Y
	DEN	Y	Y	N/A	Y	Y	Y	Y

Y = need canine team
N = do not need canine team
N/A = not scheduled
R = TSA Refused

Please ensure the volume is picked up from the Freight Houses on Monday 01/20/2021 and processed timely.

Area NOCCs and IPS groups should monitor and review the links in the IV Tools, specifically ***D&R Tag Assignments Past 24 Hours*** and ***Build Anomalies*** to ensure capacity is maximized and volumes are properly built and tendered to the correct hub.

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	Sunday	1/17/2021	YES	YES	YES	YES	YES	YES
MLK Day	Monday	1/18/2021	YES	YES	YES	YES	YES	YES
Day after	Tuesday	1/19/2021	YES	YES	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	SFO Export	SFO Import
Day before	Sunday	1/17/2021	YES	YES	YES	YES
MLK Day	Monday	1/18/2021	YES	YES	YES	YES
Day after	Tuesday	1/19/2021	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	Sunday	1/17/2021	YES	24/7	YES	24/7	YES	08:00 - 16:00
MLK Day	Monday	1/18/2021	YES	24/7	YES	24/7	YES	08:00 - 16:00
Day after	Tuesday	1/19/2021	YES	24/7	YES	24/7	YES	08:00 - 16:00

Holiday	Day of Week	Date	LAX CBP open	LAX CBP hours	SFO CBP open	SFO CBP hours
Day before	Sunday	1/17/2021	YES	Normal Closure	YES	05:00 - 15:00; 15:00 - 19:00 Portal Only
MLK Day	Monday	1/18/2021	YES	07:00 - 22:00	YES	07:30 - 15:00
Day after	Tuesday	1/19/2021	YES	07:00 - 22:00	YES	05:00 - 15:00; 15:00 - 19:00 Portal Only

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 Martin Luther King Birthday Holiday Schedule			
Origin STC/ Surface HUB	**Sunday 01/17/21**	**Monday 01/18/21**	**Tuesday 01/19/21**
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 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 Phone (201) 714-6370	**OPEN 24 Hours**	**OPEN 24 Hours**	**OPEN 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**

MLKBirthdayHolSch2021

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.

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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