

December 31, 2024

VICE PRESIDENTS, REGIONAL PROCESSING OPERATIONS
DISTRICT MANAGERAS
PCES POSTMASTERS
MANAGERS, POST OFFICE OPERATIONS

**SUBJECT: Operations Policy for the National Day of Mourning
Thursday, January 9, 2025**

This memorandum provides general operating policy and planning guidance for the upcoming National Day of Mourning as ordered in the Proclamation Announcing the Death of James Earl Carter, Jr.

National Day of Mourning is declared for the Death of a President. Beginning with the death of President Kennedy in 1963, the incumbent President has issued an Executive order closing Government offices throughout the world as “a mark of respect” upon the death of each President or former President. However, many businesses are open and producing outgoing mail. District Managers will coordinate with plant partners and perform full collections if cancellations are scheduled. Collection times must be performed as close to the latest posted pick-up time as possible. District Managers must also coordinate with Logistics to ensure adequate transportation is scheduled to transport all collected mail. Personnel on duty should check collection boxes at Post Office, lobby drops and Self-Service Kiosks (SSKs) for overflow on Thursday, January 9, 2025.

Wednesday, January 8, 2025

Post Office Operations

The following Delivery Day Indicator (DDI) selections will be available starting Wednesday January 8, 2025, one day previous to the National Day of Mourning. Ensure all users of scanning equipment that will be applying an AAU scan is aware of the appropriate selection.

Date Packages are SCANNED	Date Packages will be DELIVERED	DDI Selection
Wednesday, January 8, 2025	Wednesday, January 8, 2025	Today
	Thursday, January 9, 2025	Holiday
	Friday, January 10, 2025	Next Day*
Thursday, January 9, 2025	Thursday, January 9, 2025	Holiday
	Friday, January 10, 2025	Next Day*
Friday, January 10, 2025	Saturday, January 11, 2025	Today
	Sunday, January 12, 2025	Tomorrow*

* Used for processing packages on the current day, **BUT have a Delivery Date for the Next Day**

Retail Operations

Management should ensure SSK consumables and supplies are fully stocked, and postage stamps/ mailing supplies (Expedited Packaging Supplies) are available for customers.

- Ensure all SSK alerts are cleared, and consumables are filled before leaving COB (receipt tape and labels).

Vestibules – Please be sure that all vestibules are clear to accept plant dispatches on Thursday am.

Delivery Operations

In addition to regular delivery and collections operations, all delivery offices should:

- Act prior to this date to ensure that units are in a current package and mail delivery status.
- For planning purposes, offices should use recent mail volume trends and adjust for any unforeseen local circumstances.
- Take appropriate action to ensure units remain in a current status

Thursday, January 9, 2025 - National Day of Mourning

Retail Operations

Retail Window Hours will be closed on **January 9, 2025**, in its entirety at all retail locations.

- All changes to retail hours will be made in FDB by District (MOI) or District Retail and Delivery Project Manager (RD). Changes cannot be made in FDB by the retail unit.
- Signage must be posted in the lobby entrance, PO Box section and/or areas accessed by the public NLT Friday January 3rd to alert customers.

Passport appointments will be blocked for Passport Acceptance Facilities by the USPS Passport Program Office for the day of **January 9, 2025**.

GSA USA Access appointments will be blocked for all GSA PIV facilities by the HQ-Strategy & Optimization Group for the day of **January 9, 2025**.

Offices should display proper signage prior to the National Day of Mourning. HQ Retail Operations will provide a template for your usage. Visibly taped or handwritten signage is not acceptable. Advise customers of any Contract Postal Units (CPUs) or Approved Shipper (APS) locations where retail services will be available on **January 9, 2025**, and provide them with the hours of operation.

All offices are required to review their weekly Line H required hours on RADAR/F3 through the Daily/Weekly Line H Report and schedule that many hours for custodial operations within the work week. For example, if an office has 30 hours of required custodial operations weekly, the custodian would need to work 7.5 hours over four days instead of 6 hours over five days to ensure we meet the required Line H hours for that week. Utilize IVES and schedule accordingly.

Delivery Operations

- There will be no regular delivery service except for Premium Priority Mail Express
- Delivery of any product (including delayed mail delivery) not committed on this day will only be approved by the Vice President for that assigned Region, with prior notification provided to the Chief, Retail and Delivery Officer.
- There will be Walmart drops at all Walmart Destination Delivery Unit (DDU locations
- Offices are not required to deliver Walmart on the National Day of Mourning
- There will be Amazon drops at all Amazon Destination Delivery Unit (DDU) locations:
- Offices are not required to deliver Amazon on the National Day of Mourning

- No Night Owl drops Wednesday night into Thursday morning. Regular Amazon Night Owl drops resume Thursday night into Friday morning and should be staffed accordingly
- All Amazon/Walmart offices will be required to be open for acceptance from 4am –8am local time.
- Processing and Logistics will also use this window to provide advanced mail and parcels. DPS will arrive on Friday.
- Units should be prepared to scan according to the DDI table above and distribute parcels to carrier routes for Friday preparation.

Collection Operations:

- There will be no scheduled collection operations.
- District Managers will coordinate with customers for picking up from large mailers after VP review and concurrence
- Once concurrence is achieved, District Managers will coordinate with Logistics to ensure adequate transportation is scheduled to transport all collected pickups

Friday, January 10, 2025:

Return to normal service levels.

- Ensure planning and scheduling with craft and EAS are in alignment to reduce splitting open assignments while addressing efficiencies, eliminating late carriers, service and scanning failures and minimizing overtime accumulation.
- Take appropriate action to ensure units remain in a current status; the goal is to have zero delayed or curtailed mail volumes.
- Review past performance and work with In-Plant Support and Network Operations on transportation.
- Full local management engagement, to include reducing and eliminating telecoms during morning operations to support the front-line delivery teams is required.
- Plan and schedule in alignment to support leave and return times **without** conducting 6:00am to 9:00am package deliveries.
- Delivery managers and supervisors should plan for additional mail volume and packages for delivery after the holiday **without** pre-touring carriers.
- Plan and schedule in alignment to address efficiencies ensuring service, scanning performance, late carriers, overtime and penalty overtime impacts are reduced.
- Collections must start and run-on time to meet the DOV to the mail processing facilities.

Elvin Mercado
Acting Vice President
Delivery Operations

Raj Sanghera
Acting Vice President
Retail & Post Office Operations

Scott P. Raymond
Vice President
Area Retail & Delivery Operations – Atlantic

Michael W. Rakes
Acting Vice President
Area Retail & Delivery Operations – Central

Tom Billington
District Manager
Texas 3

Eduardo H. Ruiz
Vice President
Area Retail & Delivery Operations – WestPac