UNITED STATES
POSTAL SERVICE

February 06, 2020

MANAGERS, OPERATIONS SUPPORT (AREA)

SUBJECT: Operations Policy for the 2020 Presidents' Day Holiday
Monday, February 17, 2020

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2020 Presidents' Holiday (observed on Monday, February 17, 2020). Service levels for this holiday are displayed in Exhibit 125.22 of the *Postal Operations Manual* (POM).

Presidents' Day is a non-widely observed holiday, which means that many businesses are open and producing outgoing mail. Area and Districts should consider establishing auxiliary Collection and Package Pick-ups in order to capture volume generated. Communication and a plan to ensure obtained volumes are transported to the local processing center should be established. 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 office, lobby drops and Self Service Kiosks (SSKs) for overflow situation on Monday, February 17, 2020.

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, February 15:

- 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, February 16:

- Normal (Sunday) service levels will be provided in delivery and collection operations
  - 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 confirm that units are in a current status.

Presidents' Day Holiday, "Not Widely Observed," Monday, February 17:

- There will be no regular delivery service except for
  - Holiday Premium Priority Mail Express
  - Sunday/Holiday Same Day Package Delivery
  - 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.
- All **363** Night Owls re-open Monday night into Tuesday Morning

Tuesday, February 18:

- 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

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.

Offices should ensure that the current holiday closing "door cling" signage is properly displayed.

Many Contract Postal Units (CPUs) may be open on the holiday. Post Offices should, therefore, advise customers (to the extent possible) of the locations and hours of operation for CPUs, and where retail services will be available.

Saturday, February 15:
Normal (Saturday) 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.

Sunday, February 16:
Normal service levels. Retail services should only be available in those offices that normally open on Sundays.

Presidents' Day Holiday, "Not Widely Observed," Monday, February 17:
No retail service will be available, except in those facilities normally open on this holiday.

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.

Tuesday, February 18:
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 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 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 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.

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.

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.

If there is a need to deviate from this guidance, please work through the appropriate office for an exception.

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. On Tuesday, February 18, there will be no supplemental networks (Amazon, Kalitta, and Amerijet). Supplemental networks will return to normal operations on Wednesday, February 19.

FedEx:

Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before	Sunday	2/16/2020	YES	NO	
Presidents Day	Monday	2/17/2020	NO	YES	No Day-turn
Day after	Tuesday	2/18/2020	YES	YES	

UPS:

Holiday	Day of Week	Date	UPS Operation	Comments
Day before	Sunday	2/16/2020	NO	
Presidents Day	Monday	2/17/2020	NO	
Day after	Tuesday	2/18/2020	YES	Normal Tuesday Tender

Supplemental Networks:

Holiday	Day of Week	Date	Amazon	Amerijet	Kalitta
Day before	Sunday	2/16/2020	YES	NO	NO
Presidents Day	Monday	2/17/2020	NO	NO	NO
Day after	Tuesday	2/18/2020	NO	NO	NO

The commercial air TSA canine screening schedule is below:

	Date	2/15/2020	2/16/2020	2/17/2020	2/18/2020	2/19/2020	2/20/2020	2/21/2020
	Day	SAT	SUN	MON	TUE	WED	THU	FRI
	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

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/site/wcm/connect/network_operations/logistics_and_processing/surface/stcs

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.

Kevin L. McAdams
Vice President
Delivery and Retail Operations

Joshua D. Colin, PhD
Vice President
Processing and Maintenance Operations (A)

Robert Cintron
Vice President
Logistics

cc: Ms. Brennan
David E. Williams
Vice Presidents, Area Operations
Managers, Delivery Programs Support (Area)
Managers, In-Plant Support (Area)
Manager, Business Service Network