UNITED STATES
POSTAL SERVICE

November 17, 2020

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

SUBJECT: Operations Policy for the Thanksgiving Day Holiday, Thursday, November 26, 2020

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2020 Thanksgiving Day Holiday. 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.

Wednesday, November 25:
Normal (Wednesday) 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. Post-holiday scheduling should be reviewed to ensure Delivery Operations is prepared for peak holiday parcel volumes following Thanksgiving including, but not limited to:

- Review scheduling of static AM and PM parcel runs as needed.
- Delivery territory is properly configured in PDAT.
- Parcel Overflow Routes should be configured for Friday routes.
- Supervisors have access, are trained and prepared to run dynamic/static software programs.
- Newly hired CCA's, RCA's and ARC's understand proper scanning procedures.
- Delivery Unit is prepared for holiday transportation including early parcel volumes including drop shipments and other package mailers.

Thanksgiving Day Holiday, "Widely Observed," Thursday, November 26:
There will be no regular delivery service except for Holiday Premium/Priority Mail Express.

- There will be Amazon Thanksgiving drops to identified-Destination Delivery Units (DDU's).
  - Drops will occur between 4:00 am – 8:00 am
  - These are drop sites only
  - Delivery of Amazon and Priority volume is at the discretion of the District and Area leadership
- There will be no Night Owl drops Wednesday night into Thursday morning.
  - Regular Night Owl drops resume for Thursday into Friday morning

Friday, November 27:
Delivery managers and supervisors should plan for additional mail volume and packages for delivery after the holiday.

475 L'Enfant Plaza SW
Washington, DC 20260

- Supervisors must monitor PVS/HCR/Drop Shipment arrival times and clerk productivities to ensure timely completion of distribution operations.
- Parcel Overflow Routing must be in place for AM/PM parcel runs where volume necessitates.
- Parcel routes must be ready upon carrier arrival to eliminate costly waiting time.
- Supervisors must review carrier loading for efficiencies and provide guidance for craft personnel as needed.
- Area and District LOC Operations should be staffed to cover your expected hours of delivery and be utilized to assist managers with performance and communication.

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.

Wednesday, November 25:
Normal (Wednesday) 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.

Thanksgiving Day Holiday, "Widely Observed," Thursday, November 26:
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". Offices that have package delivery may offer side/Dutch door package pick up for customers. If this is planned, appropriate HQ signage will be provided. Post Offices should provide Post Office Box access for customers to the maximum extent possible.

Friday, November 27: Return to normal service levels. Retail managers and supervisors should use recent sales trend information and adjust for local circumstances. Soft opening for non-revenue pickup and retail windows where warranted. Sweep and scan lobby collection drops and dispatch all mail on first available truck.

Customer Service –Function 4

Please ensure Delivery Units make the correct Delivery Day Indicator selection.

Wednesday, November 25: packages scheduled for delivery on:
- Wednesday, November 25, select **'Today'**
- Thursday, November 26, select **'Holiday'**
- Friday, November 27, select **'Next Day'** *

Thursday, November 26: packages scheduled for delivery on:
- Thursday, November 26, select **'Holiday'**

- Friday, November 27, select **'Next Day'** *

* Used for processing packages on Nov 25 and/or 26 **but scheduled Delivery Date is 11/27**

Friday, November 27: packages scheduled for delivery on: Friday, November 27, select **'Today'**

Processing Operations

This Thanksgiving 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 as much Violet & Yellow Marketing mail for Wednesday delivery as possible.
- Sites will not cancel on Thursday.
- Inhibit Delivery Point Sequence (DPS) sort program regeneration prior to the holiday and re-establish afterwards.
- Recommend processing First Pass (918) on Wednesday afternoon/evening. Finalization will be Thursday prior to Second Pass (919).
- Ensure only one DPS run on Friday (no double runs of DPS).
- Ensure all mail retrieved from freight house and processed for on time delivery on Friday.
- Utilize an RPG model for DPS processing on Wednesday and Thursday that ensures an early DPS dispatch for Friday delivery.
- Evaluate the processing of Outgoing Priority on the day of the holiday to avoid late clearance on Friday. (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.
- Plan for recovery of committed volumes arriving on CAIR and FedEx on Friday due for Saturday Delivery.

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:

- All Target Stores will be operational and require the normal transportation that is currently in place.
- 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 Thursday night and Friday 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 Friday due for Saturday delivery. All missorted, missent, return-to-sender and Postal Automated Redirection System volumes must be identified, finalized, prepared for assignment and dispatched on the appropriate transportation network on Wednesday. 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 number 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 Wednesday 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 Wednesday and 16:00 Thursday is available for delivery Friday 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.

Processing NOCC Operations

The Processing NOCC will provide support 24 hours a day through the holiday. Contacts are as follows:

NOCC Processing East Region: NOCCProcessingEastRegion@usps.gov
Phone: 412-494-2151
NOCC Processing West Region: NOCCProcessingWestRegion@usps.gov
Phone: 972-665-9022

International Service Center 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.

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.

Logistics Operations

Air Logistics

The THS will operate a normal schedule throughout the holiday period in support of the FedEx schedule below.

FedEx
FedEx will operate a normal schedule on Wednesday, November 25, 2020. There will be no FedEx operations on Thursday, November 26, 2020. FedEx will return to a normal schedule on Friday, November 27, 2020.

Lives Acceptance FedEx Network:
The last day for Live animal shipments will be Tuesday day - Tuesday night November 24, 2020. Live animal shipments will not be accepted Wednesday, November 25, 2020. Live animal shipments will resume back on Friday, November 27, 2020.

FedEx Holidays Highlighted					
Holiday	**Day of Week**	**Date**	**Day (x1)**	**Night (x67)**	**Comments**
Day before	Wednesday	11/25/2020	YES	YES	Night-turn aircraft will return to destination on Friday morning

Thanksgiving Day	Thursday	11/26/2020	NO	NO	No Day/Night-turn on Thanksgiving Day
Day after	Friday	11/27/2020	YES	YES	

UPS

UPS will operate on Wednesday, November 25, 2020. There will be no UPS operations on Thursday, November 26, 2020 or Friday, November 27, 2020.

UPS Holiday Highlighted				
Holiday	**Tender Day**	**Date**	**UPS Operations**	**Comments**
Day before	Wednesday	11/25/2020	YES	Special Operating Plan all mail due back same day
Thanksgiving Day	Thursday	11/26/2020	NO	No Mail Tender on Thanksgiving Day
Day after	Friday	11/27/2020	NO	No Mail Tender the day after Thanksgiving

Supplemental Networks

No operations on Thursday Nov 26, 2020. Normal operations will resume on November 27, 2020.

Supplemental Networks							
Holiday	**Day of Week**	**Date**	**Aloha**	**Amazon**	**Amerijet**	**Kalitta**	**NAC**
Day before	Wednesday	11/25/2020	YES	YES	YES	YES	YES
Thanksgiving Day	Thursday	11/26/2020	NO	NO	NO	NO	NO
Day after	Friday	11/27/2020	YES	YES	YES	YES	YES

CAIR

Commercial air will operate a normal schedule throughout the holiday period.

Holiday: Thanksgiving

	Date	11/21/2020	11/22/2020	11/23/2020	11/24/2020	11/25/2020	11/26/2020	11/27/2020
	Day	SAT	SUN	MON	TUE	WED	THU	FRI
	ATL (DL)	Y	Y	N/A	Y	Y	Y	Y
	ATL (UA)	Y	Y	N/A	Y	Y	Y	Y
	BDL via JFK (DL	Y	Y	N/A	Y	Y	Y	N
*MHT	BOS (AA)	Y	Y	N/A	Y	Y	Y	N
*MHT	BOS (UA)	Y	Y	N/A	Y	Y	Y	N
	CLT (AA)	Y	N/A	N/A	Y	Y	Y	Y
	EWR (UA)	Y	Y	N/A	Y	Y	Y	Y
	GUM (UA)	Y	Y	Y	Y	Y	Y	Y
	HNL (UA)	Y	Y	Y	Y	Y	Y	Y
	IAD (UA)	Y	Y	N/A	Y	Y	Y	Y
	IAH (UA)	Y	Y	N/A	Y	Y	Y	N
	JFK (DL)	Y	Y	N/A	Y	Y	Y	N
	LAS (AA)	Y	Y	N/A	Y	Y	Y	Y
	LAS (HA)	Y	Y	N/A	Y	Y	Y	Y
	LAX (UA)	Y	Y	N/A	Y	Y	Y	Y
	LAX (AA)	Y	Y	N/A	Y	Y	Y	Y
	ORD (AA)	Y	N/A	Y	Y	Y	Y	Y
	ORD (UA)	Y	N/A	Y	Y	Y	Y	Y
	PHL (AA)	N/A	N/A	N/A	Y	N/A	N/A	N
	PDX (UA)	Y	Y	N/A	Y	Y	Y	Y
	SEA (UA)	Y	Y	N/A	Y	Y	Y	Y
	SFO (UA)	Y	Y	N/A	Y	Y	Y	Y
	SJU (AA)	N/A	N/A	N/A	Y	Y	Y	N
	SJU (DL)	N/A	N/A	N/A	Y	Y	Y	N
	STL (AA)	Y	Y	N/A	Y	Y	Y	N

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 Thursday 11/26/2020 and processed timely.

Logistics NOCC Operations

The Logistics NOCC will provide support 24 hours a day through the holiday. Email contacts are as follows:

NOCC Logistics East Region: NOCCLogisticsEasternRegion@usps.gov
NOCC Logistics West Region: NOCCLogisticsWesternRegion@usps.gov

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	Wednesday	11/25/2020	YES	YES	YES	YES	YES	YES
Thanksgiving	Thursday	11/26/2020	YES	YES	YES	YES	YES	YES

Day after	Friday	11/27/2020	YES	YES	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	SFO Export	SFO Import
Day before	Wednesday	11/25/2020	YES	YES	YES	YES
Thanksgiving	Thursday	11/26/2020	YES	YES	YES	YES
Day after	Friday	11/27/2020	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	Wednesday	11/25/2020	YES	24/7	YES	24/7	YES	06:00 - 16:00
Thanksgiving	Thursday	11/26/2020	YES	24/7	YES	24/7	YES	06:00 - 14:00
Day after	Friday	11/27/2020	YES	24/7	YES	24/7	YES	06:00 - 16:00

Holiday	Day of Week	Date	LAX CBP open	LAX CBP hours	SFO CBP open	SFO CBP Hours
Day before	Wednesday	11/25/2020	YES	07:00 - 22:00	YES	05:00 - 15:00; 15:00 - 19:00 Portal Only

Thanksgiving	Thursday	11/26/2020	YES	07:00 - 15:00	YES	07:30 - 15:00
Day after	Friday	11/27/2020	YES	07:00 - 22:00	YES	05:00 - 15:00; 15:00 - 19:00 Portal Only

Expected Processing at the ISC

Holiday	Day of Week	Date	JFK	ORD	MIA	LAX	SFO
Day before	Wednesday	11/27/2020	Off load Morgan P&DC	Off load Carol Stream P&DC	Priority to Royal Palm	No Offloads	24/7 Holiday Schedule Processing & OPN
Thanks-giving	Thursday	11/28/2020	Off load Morgan P&DC	Off load Carol Stream P&DC	Letters to MIA P&DC and Flats & Priority to Royal Palm P&DC	No Offloads	24/7 Holiday Schedule Processing & OPN
Day after	Friday	11/29/2020	Off load Morgan P&DC	Off load Carol Stream P&DC	Letters to MIA P&DC and Flats & Prio to Royal Palm P&DC	No Offloads	24/7 Processing & OPN

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/networkoperations/surface/stcs.htmhttp://blue.usps.gov/network_operations/

USPS STC HOLIDAY SCHEDULE Thanksgiving Day Holiday Schedule, 11/26/2020			
Origin STC/ Surface HUB	**Wednesday 11/25/20**	**Thursday 11/26/20**	**Friday 11/27/20**
Atlanta GA STC/NDC Phone (404) 792-3152	**OPEN 24 Hours**	**OPEN 24 Hours**	**OPEN 24 Hours**
Capital Metro STC/NDC	**OPEN**	**OPEN**	**OPEN**

Phone (301) 499-7419	**24 Hours**	**24 Hours**	**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**

ThanksgivingDayHolSch2020

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 will ensure commercial air capacity is utilized ahead of FedEx.

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.

Joshua D. Colin, PhD.
Vice President
Delivery Operations

Angela H. Curtis
Vice President
Retail and Post Office Operations

Mike L. Barber
Vice President
Processing & Maintenance Operations

Robert Cintron
Vice President
Logistics

cc: Kristin A. Seaver, Chief Retail and Delivery Officer and Executive VP
David E. Williams, Chief Logistics and Processing Operations and Executive VP