

October 16, 2025

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

SUBJECT: Operations Policy for the Veterans Day Holiday, Tuesday, November 11, 2025

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2025 Veterans Day Holiday (observed on Tuesday, November 11, 2025). Service levels for this holiday are displayed in Exhibit 125.22 of the *Postal Operations Manual* (POM).

Veterans Day is a non-widely observed holiday, which means that 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 Tuesday, November 11, 2025.

Delivery Operations

All offices should carefully review their staffing plans for this holiday and adjust as necessary to meet the needs of their communities.

- All delivery units should act prior to this date to ensure that units are in a current package and mail delivery status
- For planning purposes, Post Offices should use recent mail volume trends, and adjust for any unforeseen local circumstances
- The pre- and post-holiday surveys adhering to delivery compliance to these plans must be completed with accuracy

Tuesday, November 4, 2025:

- Local management should review the Route Book for the following week's holiday drop times by our same day mailers. Route Books will no longer be forwarded and will be available via External Customer Integration SharePoint, Amazon Resource Page or RouteBook Power BI sites below. Offices will also receive a My Post Office (MyPO) certification link with these links below.

[HQ External Customer Integration \(AMAZON Resource Page\)](#)

[RouteBook - Power BI](#)

- A delivery manager or supervisor must:
 - Post the holiday work schedules and review attendance patterns to be addressed prior to the holiday

- Ensure compliance with the Triangulation Pull Up Play Escalation leading into the holiday weekend

Saturday, November 8, 2025:

In addition to regular (Saturday) delivery and collections, all delivery offices should:

- Take appropriate action to ensure units remain in a current status; the goal is to have zero delayed or curtailed mail volumes going into the Tuesday holiday
- Plan and schedule in alignment to address efficiencies to ensure late carriers, service, scanning indicators, overtime and penalty overtime impacts are reduced

Sunday, November 9, 2025:

- Normal (Sunday) service levels will be provided in delivery operations including Sunday/Holiday Priority Mail Express and Sunday/Holiday Same Day Package Delivery (HUB and spoke structures)
- Sunday eligible Amazon Night Owls will be scheduled and should be staffed Sunday night and Tuesday night for holiday delivery
- Management should be scheduled based on Dynamic Routing (DRT) projections versus actual hours
 - Carriers should **not** be scheduled prior to Distribution Up Time (DUT)
 - Carriers should be loading their vehicles **within 15 minutes** of their begin tour
 - Carriers should be delivering packages **within 45 minutes** of their begin tour
- EAS must use Delivery Management Systems (DMS), when available, to confirm proper scanning and delivery of Sunday parcels has been completed at all locations
- **Delivery of any product not committed** on this day will only be designated by the Vice President for that assigned Region

Monday, November 10, 2025:

In addition to regular (Monday) deliveries and collections, all delivery offices should:

- Take appropriate action to ensure units remain in a current status; the goal is to have zero delayed or curtailed mail volumes going into the Tuesday holiday
- Plan and schedule in alignment to address efficiencies to ensure late carriers, service, scanning indicators, overtime and penalty overtime impacts are reduced

Veterans Day Holiday, “Non-Widely Observed”, Tuesday, November 11, 2025:

- There will be no regular delivery service except for Holiday Premium Priority Mail Express and Holiday Same Day Package Delivery (HUB and spoke structures)
- Amazon will drop to all Sunday/Holiday sites for holiday delivery
 - Night Owls will also be scheduled
 - Review Route Book drop times to schedule personnel to accept volume according to the scheduled drops
- Please review major mailer Route Books for holiday drop times
- EAS must use DMS, when available, to confirm proper scanning and delivery of Holiday Same Day parcels has been completed at all locations
- **Delivery of any product not committed** on this day will only be designated by the Vice President for that assigned Region
- Collection Operations:
 - District Managers will coordinate with plant partners and perform full collections if cancelations are scheduled
 - Collection times must be performed as close to the last posted pick up time as possible
 - District Managers will coordinate with Logistics to ensure adequate transportation is scheduled to transport all collected mail
 - Collections must start and run-on time to meet the Dispatch of Value (DOV) to the mail processing facilities

Wednesday, November 12, 2025:

Return to normal service levels.

- 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
- Planning and scheduling must be aligned to support leave and return times **without** conducting 6 to 9 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

Retail and Post Office Operations

Management should review staffing plans and adjust as necessary to meet the needs of their communities using recent and same period as last year (SPLY) retail sales trend information and mail volumes.

Management should ensure SSK and Rapid Dropoff Station (RDS) consumables and supplies are fully stocked and postage stamps/mailling supplies (Expedited Packaging Supplies, ReadyPost, Greeting Cards, Gift Cards) are available for customers.

Offices should display proper “door cling” signage prior to the holiday. 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 the Veterans Day holiday and provide them with the hours of operation.

Offices should ensure their facilities are cleaned and maintain their daily PS Form 4852/Line H requirements for custodial operations.

Monday, November 10: Normal service levels will be provided in Retail and Post Office Operations.

- Remote Forwarding System (RFS): Ensure undeliverable parcels are processed timely to avoid backlogs through the holiday.
- Parcel Return Service (PRS): Dispatch PRS as scheduled. If needed, escalate non-picked up package issues to your Business Service Network (BSN) representative, and annotate in RADAR. For Return Delivery Units (RDU), follow the 48-hour rule before dispatching to the plant.
- Equipment: Confirm all scanning equipment is operable and transmitted without incidents including: ADUS, SDUS, PASS, DSS, MDD-IO. Extra batteries should be kept on hand as needed. For ADUS and SDUS equipment, the holiday sort plan mimics the Sunday PDTAT configuration. Sites should verify their PDTAT files are correct. If changes are required, submit to ADUSSDUSS or PlanRequests@usps.gov by Wednesday, November 5
- 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, package pickups and redelivery and ensure items are closed in MyPO timely. Carrier pickup requests are to be closed the same day as the request in MyPO, otherwise they will be reported as failed.

- **'First In First Out' (FIFO):** Use placards, signs, and lines for maintaining FIFO to manage volume and assist with applying the correct Delivery Day Indicator (DDI).
- **Delivery Day Indicator (DDI):** Management oversight to ensure delivery units apply the correct DDI **BEFORE** scanning packages (see below). **REMINDER: After 11:00 AM, in conjunction with 15 minutes of idle time (no scans), the PASS and DSS machines will no longer have "Today" available as a DDI selection.**
- **PM Parcel Distribution:** Review volumes, schedules, and work all available parcels in the PM to ensure unit is clean before the holiday.
- **Sorting and Staging Area:** Confirm all processing equipment/containers are 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.
- Verify all major mailer route books for scheduled drop times over the holiday weekend.
- Utilize the Amazon projections sent on -Tuesday (11/4/25) for proper planning and scheduling.
- Confirm users have the correct PDTA access to send for routing.
- Ensure all MTE is prepped and dispatched back to plant partners.
- Ensure all SSK alerts are cleared, and consumables are filled before leaving COB (receipt tape and labels).

DDI Selections:

Date Packages are SCANNED	Date Packages will be DELIVERED	DDI Selection
Monday, November 10, 2025	Mon – November 10	Today
	Tues – November 11	Holiday
	Wed – November 12	Next Day *
Tuesday, November 11, 2025	Tues – November 11	Holiday
	Wed – November 12	Next Day *
Wednesday, November 12, 2025	Wed – November 12	Today
	Thurs – November 13	Tomorrow

* Used for processing packages on the current day BUT **have a Delivery Date for the "Next" Day:** Normal service levels will be provided.

- **Function 4 Staffing:** Balance workhours to workload by reviewing VAP Gap tool to identify staff opportunities, assess holiday volume trend data and mail arrival times to schedule staff that coincides with the workload and performance expectations.
- Normal Delivery on Monday.
- **Collections:** At the local level, confirm holiday-specific collection transportation schedules for the dispatching of collection mail. 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, November 11: Veterans Day Holiday, "Non-Widely Observed":

- Retail services will not 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.

- 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) follow local separation and MTEL placarding procedures to prepare and dispatch all outgoing mail on first available truck.
- District Integrated Operating Plan Specialists should review District and local surface and air transportation network holiday schedules. If networks are operating, ensure major mailers are contacted to make certain volumes collected and inducted into the system in a timely manner.
- District Integrated Operating Plan Specialists should work in conjunction with local processing and transportation personnel to ensure IOP agreements are being followed and MAQ/PAQ anomalies are being recorded properly.
- There will be Amazon Night Owl drops scheduled Monday night into Tuesday morning for holiday delivery.
 - Amazon will drop to Sunday/Holiday HUB locations for same day holiday delivery:
 - Amazon will utilize the Sunday Route Book times for holiday drops.
 - Review major mailer Route Books for holiday drop times
 - Ensure all MTE is prepped and dispatched to plant partners.

Wednesday, November 12:

- Return to normal service levels. Management should review the SSRD from 11/12/24 (FY24 day-after “observed” Veterans Day Holiday) and use recent sales trend information to adjust for local circumstances.
- Package pickup services should be provided at Dutch doors along with soft openings to reduce customer wait times to the fullest extent possible.
- 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, mail arrival times and utilize F4 IVES Scheduler to plan for staffing that coincides with the projected workload and performance expectations.
 - Ensure all MTE is prepped and dispatched to plant partners.

Processing Operations

This Veteran 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:

- There will be NO cancellations on Tuesday holiday
- RTO volumes will not be cancelled on the Holiday.
- Opening Units kept at day zero for Letters and Flats.
- Advance all available blue & orange Marketing Mail for Saturday delivery
- Review IVES scheduling to match operating plans.
- Focus on RPG Compliance and P2P (Start Time & Throughput).
- Inhibit Delivery Point Sequence (DPS) sort program regeneration prior to the holiday and re-establish afterwards.
- Utilize an RPG model for DPS processing on Monday & Tuesday night that ensures an early DPS dispatch for Wednesday delivery.
- Ensure only one DPS run on Wednesday morning (no double runs of DPS).
- Communicate with Manager Customer Relations and Logistics to leverage mailer package volumes available for Holiday pick up and Outgoing processing.
- Decisions for Wednesday early collection plans will be determined locally by Region/Division. (See below instructions related to processing and dispatching Commercial Mailings).

- Evaluate the processing of Outgoing Priority & 1st class on the day of the holiday to avoid late clearance on Wednesday. (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 NOCC

- Increased nightly oversight of plant performance to plan/capacity
- 24-hour coverage, including on the holiday, to provide assistance and escalation
- Increased monitoring of MMP performance to plan on Sunday & Monday
- Increased monitoring of DPS performance to plan on Monday and Tuesday
- Monitoring of all planned/unplanned Power Outages.

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 Tuesday night and Wednesday morning.
- Ensure communication to field of Air/Surface Network 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 are to ensure proper Priority Mail Open & Distribute (PMOD) process, especially ensuring all destinating volume receives it's stopped the clock Received at Opening Unit (RAOU) scan upon arrival.

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 associated offices and must support the achievement of Operating Precision Plan. 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.

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 profile 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.

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:

- All ISCs should work with domestic partner sites to ensure all Export mail is captured prior to holiday and all Import mail is processed or transported to the domestic site for service commitment
- Ensure coordination with Customs & Border Protection (CBP) to provide sufficient staff to avoid backlogs.
- Ensure Customs belts are staffed sufficiently to maximize efficiency and stop the clock events are performed as required.
- Ensure processing and dispatch of all mail throughout the holiday weekend to avoid exceeding or missing surface or air transportation.

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 throughout 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.

Logistics Operations

Air Transportation Network

UPS

UPS will have normal operations during the Veterans Day period.

Holiday	Day of Week	Date	Postal Volume Tendered	Comments
Day before	Monday	11/10/2025	NO	
Veterans Day	Tuesday	11/11/2025	YES	Normal Tender
Day after	Wednesday	11/12/2025	YES	Normal Tender

Supplemental Networks

There will be no AmeriJet (M6) operations on Tuesday, November 11, 2025. Normal operations will resume on Wednesday, November 12, 2025.

Holiday	Day of Week	Date	Amerijet
Day before	Monday	11/10/2025	NO
Veterans Day	Tuesday	11/11/2025	NO
Day after	Wednesday	11/12/2025	YES
	Thursday	11/13/2025	YES

FedEx

Normal FedEx Night-sort operations are planned during the Veterans Day period from all FedEx hub locations.

Holiday	Day of Week	Date	Night (x67)	Comments
Day before	Monday	11/10/2025	YES	Normal Tender
Veterans Day	Tuesday	11/11/2025	YES	Normal Tender
Day after	Wednesday	11/12/2025	YES	Normal Tender

CAIR

Holiday: Veterans Day

Global

Date	11/8/2025	11/9/2025	11/10/2025	11/11/2025	11/12/2025	11/13/2025	11/14/2025
	SAT	SUN	MON	TUE	WED	THU	FRI
LAX (AA, AS, UA, DL)	Y	Y	Y	Y	Y	Y	Y

AMK9

Date	11/8/2025	11/9/2025	11/10/2025	11/11/2025	11/12/2025	11/13/2025	11/14/2025
	SAT	SUN	MON	TUE	WED	THU	FRI
DEN (AA, UA, DL)	Y	Y	N/A	Y	Y	Y	Y
ORD (AA, UA)	Y	Y	Y	Y	Y	Y	Y
SAN (DL)	Y	Y	N/A	Y	Y	Y	Y
PHX (AA, UA, DL)	Y	Y	N/A	Y	Y	Y	Y
MSP (DL)	Y	Y	N/A	Y	Y	Y	Y
ORD (AA, UA)	Y	Y	N/A	Y	Y	Y	Y
SFO (AA, AS, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
DFW (AA, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
IAH (UA, AA)	Y	Y	N/A	Y	Y	Y	Y
MSY (AA, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
BOS (AA, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
JFK (AA, AS, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
LGA (AA)	Y	Y	N/A	Y	Y	Y	Y
EWB (AA, AS, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
PHL (AA, DL)	Y	Y	N/A	Y	Y	Y	Y
SAT (AA)	Y	Y	N/A	Y	Y	Y	Y
AUS (AA, UA)	Y	Y	N/A	Y	Y	Y	Y
ATL (DL)	Y	Y	N/A	Y	Y	Y	Y
JAX (AA, DL)	Y	Y	N/A	Y	Y	Y	Y
MCO (AA, AS, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
TPA (AA, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
MIA (AA, UA, DL)	Y	Y	N/A	Y	Y	Y	Y
SJU (AA)	Y	Y	N/A	Y	Y	Y	Y
BWI (AA, DL)	Y	Y	N/A	Y	Y	Y	Y
IAD (UA)	Y	Y	N/A	Y	Y	Y	Y
PIT (AA)	Y	Y	N/A	Y	Y	Y	Y
CMH (AA, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
CVG (DL)	Y	Y	N/A	Y	Y	Y	Y
IND (DL)	Y	Y	N/A	Y	Y	Y	Y
DTW (DL)	Y	Y	N/A	Y	Y	Y	Y
SLC (DL)	Y	Y	N/A	Y	Y	Y	Y
PDX (AS, UA, DL)	Y	Y	N/A	Y	Y	Y	Y
SEA (AA, AS, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
ANC (AS)	Y	Y	N/A	Y	Y	Y	Y
GUM (UA)	Y	Y	Y	Y	Y	Y	Y
HNL (AS, DL, UA)	Y	Y	N/A	Y	Y	Y	Y

Y = need canine team

N = do not need canine team

N/A = not scheduled

*Noted: Yes on Monday for LAX/ORD/GUM

International Transportation Plan

Import/Export Plan for the ISC

<u>Holiday</u>	<u>Day of Week</u>	<u>Date</u>	<u>JFK Export</u>	<u>JFK Import</u>	<u>ORD Export</u>	<u>ORD Import</u>
Day before	Monday	11/10/2025	YES	YES	YES	YES
Veterans Day	Tuesday	11/11/2025	YES	YES	YES	YES
Day after	Wednesday	11/12/2025	YES	YES	YES	YES

<u>Holiday</u>	<u>Day of Week</u>	<u>Date</u>	<u>LAX Export</u>	<u>LAX Import</u>	<u>MIA Export</u>	<u>MIA Import</u>
Day before	Monday	11/10/2025	YES	YES	YES	YES
Veterans Day	Tuesday	11/11/2025	YES	YES	YES	YES
Day after	Wednesday	11/12/2025	YES	YES	YES	YES

Customs CBP opening plan and hours at the ISC

<u>Holiday</u>	<u>Day of Week</u>	<u>Date</u>	<u>JFK CBP Open</u>	<u>JFK CBP hours</u>	<u>ORD CBP Open</u>	<u>ORD CBP hours</u>
Day before	Monday	11/10/2025	YES	24/7	YES	06:00 – 15:00
Veterans Day	Tuesday	11/11/2025	YES	24/7	YES	06:00 – 15:00
Day after	Wednesday	11/12/2025	YES	24/7	YES	06:00 – 15:00

<u>Holiday</u>	<u>Day of Week</u>	<u>Date</u>	<u>LAX CBP Open</u>	<u>LAX CBP hours</u>	<u>MIA CBP Open</u>	<u>MIA CBP hours</u>
Day before	Monday	11/10/2025	YES	06:00 - 22:00	YES	06:00 - 20:00
Veterans Day	Tuesday	11/11/2025	YES	06:00 - 14:00	YES	06:00 - 20:00
Day after	Wednesday	11/12/2025	YES	06:00 - 22:00	YES	06:00 - 20:00

Surface Transportation Network

The Surface Transfer Centers (STC) will be normal operations during the Veterans Day Holiday.

Normal STC operations planned during the Veterans Day period to include transportation.

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.
- 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.

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