UNITED STATES
POSTAL SERVICE

November 1, 2017

MANAGERS, OPERATIONS SUPPORT (AREA)

SUBJECT: Headquarters Operational Policy for the Veterans Day Holiday,
Saturday, November 11, 2017

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2017 Veterans 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.

Make arrangements for dispatch of packages received through lobby deposit points, including Self Service Kiosks (SSKs).

Friday, November 10: Normal (Friday) service levels will be provided in delivery and collection operations. All delivery units should take action prior to this date to assure units are in a current status.

Veterans Day Holiday, "Non-Widely Observed," Saturday, November 11: There will be no regular delivery service except for Holiday Premium Priority Mail Express, Same Day Parcel Select (currently Amazon Sunday), appropriate Network Priority at select locations, and Customize Delivery (Amazon Fresh-hub model at the identified five digit delivery units). 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.

Monday, November 13: 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

Post Offices should use recent retail sales trend information and mail volumes, and adjust for local circumstances.

Please ensure that Self Service Kiosks (SSKs) are fully stocked and that mailing supplies (boxes, Priority Mail labels, 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. Offices with glass doors should center the door cling inside the main customer entrance door at

eye level. Offices with wooden doors should affix the door cling on the exterior. Additional door cling signage can be ordered by contacting the Point of Purchase Hotline at 1-800-332-0317.

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.

Friday, November 10: Normal service levels will be provided in retail operations.

Veterans Day Holiday, "Non-Widely Observed," Saturday, November 11: No retail service will be available, except from those facilities normally open on this holiday.

Monday, November 13: Return to normal service levels. Retail managers and supervisors should use recent sales trend information and adjust for local circumstances.

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:

- **Saturday Only: Combine First Class and Priority**
- **Monday: BACK TO NORMAL – Do *Not* Mix First Class with Priority**
- Use the variance tools and the Run Plan Generator (RPG) for staffing operations.
- Advance Pink Standard Mail for Friday delivery.
- Sites not cancelling on Saturday should institute a plan for early collections. (See below instructions relative to processing and dispatching Commercial Mailings).
- Inhibit sort programs regeneration prior to the holiday and re-establish afterwards.
- Recommend processing First Pass (918) on Saturday afternoon/evening. Finalization will be Sunday prior to Second Pass (919).
- Ensure only one Delivery Point Sequence (DPS) run on Monday morning (no double runs of DPS).
- Utilize an RPG model for DPS processing on Friday night, Saturday & Sunday morning that ensures an early DPS dispatch for Monday delivery.

Processing and Dispatch of Commercial Mailings

It is extremely important that we develop plans to maximize our window of opportunity to process and dispatch Commercial Mailings on Saturday night and Monday morning. Plans should ensure that instances of rollover volumes and deviations from planned surface and air transportation on Monday night and Tuesday morning do not occur.

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
- Ensuring communication to field of FedEx Monday Daysort

Resultant changes to existing operational hours that impact our customers must be communicated through the Business Service Network and other customer liaisons. Changes to caller service operating windows that affect remittance mail availability must also be shared with our customers.

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. 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.

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.

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 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 Sunday are available for delivery Monday 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.

Logistics Operations

FedEx

Normal FedEx operations are planned during the Veterans Day period, including normal scheduled Nightsort and Daysort flights from all FedEx hub locations.

Holiday	Day of Week	Date	Daysort	Nightsort	Comments
Day before	Friday	11/10/2017	YES	YES	Normal Operations
Veterans Day	Saturday	11/11/2017	YES	NO	Normal Operations
Day after	Sunday	11/12/2017	YES	NO	Normal Operations

UPS
Normal UPS operations are planned during the Veterans Day Period.

Holiday	Day of Week	Date	Postal Volume	Comments
Day before	Friday	11/10/2017	YES	Normal Friday Tender
Veterans Day	Saturday	11/11/2017	NO	
Day after	Sunday	11/12/2017	NO	

CAIR
Normal CAIR operations during this period. TSA will operate per Area request for sites that participate in this program.

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/network_operations/stcs.htm

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.

Robert Cintron
Vice President
Network Operations

Kevin L. McAdams
Vice President
Delivery Operations

Kelly M. Sigmon
Vice President
Retail and Customer Service Operations

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