UNITED STATES POSTAL SERVICE

October 19, 2026

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

SUBJECT: **Operations Policy for the Veterans Day Holiday, Wednesday, November 11, 2026**

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2026 Veterans Day Holiday (observed on Wednesday, November 11, 2026). 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 Wednesday, November 11, 2026.

## 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 3, 2026:**

- Local management should review the Route Book for the following week's holiday drop times by our same day mailer. 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

**Tuesday, November 10, 2026:**
In addition to regular (Tuesday) 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 Wednesday 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", Wednesday, November 11, 2026:**

- 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
- UPS will execute drops from 10:00 am-12:00 pm to Sunday Hub locations for ZIP Codes serviced by the HUB Monday-Saturday. Volume is not committed for Holiday delivery.
- 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 Mangers 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

**Thursday, November 12, 2026:**
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
- Review of routes after a holiday – All Senior Management (EAS 23 and above) shall conduct a 3999-route review. A selection of routes will be provided by HQ Delivery prior to the Holiday.

## 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, Rapid Dropoff Station (RDS), and Smart Locker consumables and supplies are fully stocked and postage stamps/mailing 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.

**Tuesday, 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 transmitting 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 RADAR Sort Plan Change Request link by Wednesday, November 4.
- 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. 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):
- **Delivery Day Indicator (DDI):** Management oversight to ensure delivery units apply the correct DDI **BEFORE** scanning packages (see below). **REMINDER:** After **11:00 AM**, when there has been **15 minutes with no scans (idle time)**, **"Today"** will no longer display as a DDI option. The **"Tomorrow"** DDI option will not display until **after 8:00 AM** on **PASS, DSS, and MDD-IO**. **Exception:** On **Sundays and Holidays**, the "**Tomorrow**" option is available starting at **12:00 AM (midnight)**.
- PM Parcel Distribution: Review volumes, schedules, and work all available parcels in the PM to ensure unit is clean before the holiday.
- ADUS and SDUS sites should prep and stage any on hand PM parcel volume for early ADUS/SDUS runs on the day after the holiday.
- Sorting and Staging Area: Confirm all processing equipment/containers are neat, in place, and ready for following day. Check housekeeping: floors clear of debris, trash bins emptied, extra empty equipment staged ready for pickup.
- Verify major mailer route books for scheduled drop times over holiday weekend.
- Utilize the Amazon projections sent on Monday (11/2/26) 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 |
|---|---|---|
| Tuesday, November 10, 2026 | Tues - November 10 | Today |
| | Wed - November 11 | Holiday |
| | Thurs - November 12 | Next Day* |
| Wednesday, November 11, 2026 | Wed - November 11 | Holiday |
| | Thurs - November 12 | Tomorrow* |
| Thursday, November 12, 2026 | Thurs - November 12 | Today |
| | Fri - November 13 | Tomorrow |

***** Used for processing packages on current day, **BUT have a Delivery Date for day after Holiday**

- 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 Thursday.
- 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 separation and MTEL placarding procedures when preparing mail for dispatch according to local holiday schedules Ensure all MTE is prepped and dispatched to plant partners.

**Wednesday, 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 separation and MTEL placarding procedures to prepare and dispatch all outgoing mail on first available truck.
- District managers or designee will coordinate with plant partners to staff remittance units if warranted. 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 are 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.
    - Amazon will drop to all Sunday Amazon HUB sites on Wednesday for holiday HUB delivery. Please review the route book to be staffed for the scheduled holiday drop time.
    - There will be Amazon Night Owl drops scheduled Tuesday night into Wednesday for holiday delivery.
    - "Holiday" configuration must be used as day of week selection in PDTA.
    - UPS Ground Saver will make holiday drops to the designated HUB offices on Wednesday 11/11 between 10-12 local time. These drops will apply **only** to the HUB ZIP Code and this volume is scheduled for delivery on Friday ,11/13/2026.
- Ensure all MTE is prepped and dispatched to plant partners.

**Thursday, November 12:**

- Return to normal service levels. Management should review the SSRD from 11/12/25 (FY25 day-after "observed" Veterans Day Holiday) and use recent sales trend information to adjust for local circumstances.
- Check SSK, RDS, and Smart Locker consumables and clear alerts. Ensure supplies are fully stocked and postage stamps/mailing supplies (Expedited Packaging Supplies, ReadyPost, Greeting Cards, Gift Cards) are available for customers.
- 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 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 the Wednesday holiday
- RTO volumes will not be cancelled on the Holiday
- Opening Units kept at day zero for Letters and Flats.
- Advance all available green & violet Marketing Mail for Tuesday 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 Tuesday & Wednesday nights that ensures an early DPS dispatch for Thursday delivery.
- Ensure only one DPS run on Thursday morning (no double runs of DPS).
- Communicate with Manager Customer Relations and Logistics to leverage mailer volumes available for Holiday pick up and Outgoing processing.
- Decisions for Thursday 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 Packages on the day of the holiday to avoid late clearance on Thursday. (Sites not processing OG 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 Monday & Tuesday
- Increased monitoring of DPS performance to plan on Tuesday and Wednesday
- Monitoring of all planned/unplanned Power Outages

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 Wednesday night and Thursday morning.
- Ensure communication to the field of the Air and Surface Network dispatch plans.

Plant managers must ensure 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 associate offices and must support the achievement of Operating Plan Precision. 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 ensure that destinating 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 Friday**.**

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 profile 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.

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 staffing 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

## International Service Center Operations

This widely observed holiday presents an opportunity to match processing to workload to ensure 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 on Friday and Saturday to avoid surface volume rolling over to Monday and Tuesday.
- Ensure processing and dispatch of Priority throughout the holiday weekend to avoid exceeding lift on Wednesday.
- Ensure all tours properly segregate, process and report CBP holds each day.
- Ensure domestic offload sites return CBP HOLDS that are captured and present them to the USPIS.

## 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 | Tuesday | 11/10/2026 | YES | Normal Tuesday Tender |
| **Veterans Day** | Wednesday | 11/11/2026 | YES | Normal Wednesday Tender |
| Day after | Thursday | 11/12/2026 | YES | Normal Thursday Tender |

## 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 | Tuesday | 11/10/2026 | YES | Normal Tender |
| **Veterans Day** | Wednesday | 11/11/2026 | YES | Normal Tender |
| Day after | Thursday | 11/12/2026 | YES | Normal Tender |

## CAIR

**Holiday: Veterans Day**

**AMK9**

| Date | 11/7/2026 SAT | 11/8/2026 SUN | 11/9/2026 MON | 11/10/2026 TUE | 11/11/2026 WED | 11/12/2026 THU | 11/13/2026 FRI |
|---|---|---|---|---|---|---|---|
| LAX (AA, AS, UA, DL) | Y | Y | Y | Y | Y | Y | Y |
| 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 |
| 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 |
| EWR (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 |
| ATL (DL) | 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 |
| PIT (AA) | Y | Y | N/A | Y | Y | Y | Y |
| CVG (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

**International Transportation Plan**

***Import/Export Plan for the ISC***

| Holiday | Day of Week | Date | JFK Export | JFK Import | ORD Export | ORD Import |
|---|---|---|---|---|---|---|
| Day before | Tuesday | 11/10/2026 | YES | YES | YES | YES |
| **Veterans Day** | **Wednesday** | **11/11/2026** | YES | YES | YES | YES |
| Day after | Thursday | 11/12/2026 | YES | YES | YES | YES |

| Holiday | Day of Week | Date | LAX Export | LAX Import | MIA Export | MIA Import |
|---|---|---|---|---|---|---|
| Day before | Tuesday | 11/10/2026 | YES | YES | YES | YES |
| **Veterans Day** | **Wednesday** | **11/11/2026** | YES | YES | YES | YES |
| Day after | Thursday | 11/12/2026 | 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 |
|---|---|---|---|---|---|---|
| Day before | Tuesday | 11/10/2026 | YES | 24/7 | YES | 06:00 – 15:00 |
| **Veterans Day** | **Wednesday** | **11/11/2026** | YES | 24/7 | YES | 06:00 – 15:00 |
| Day after | Thursday | 11/12/2026 | YES | 24/7 | YES | 06:00 – 15:00 |

| Holiday | Day of Week | Date | LAX CBP Open | LAX CBP hours | MIA CBP Open | MIA CBP hours |
|---|---|---|---|---|---|---|
| Day before | Tuesday | 11/10/2026 | YES | 06:00 - 21:00 | YES | 06:00 - 20:00 |
| **Veterans Day** | **Wednesday** | **11/11/2026** | YES | 06:00 - 21:00 | YES | 06:00 - 16:00 |
| Day after | Thursday | 11/12/2026 | YES | 06:00 - 21:00 | YES | 06:00 - 20:00 |

**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.

E-SIGNED by JOHN.S MORGAN
on 2026-10-19 14:43:01 EDT

John S. Morgan
Vice President
Delivery Operations

E-SIGNED by Jennifer.T Vo
on 2026-10-19 14:55:58 EDT

Jennifer T. Vo
Vice President
Retail and Post Office Operations

E-SIGNED by ROBERT CINTRON
on 2026-10-19 15:53:28 EDT

Robert Cintron
Vice President
Logistics

E-SIGNED by JASON.R DE CHAMBEAU
on 2026-10-19 13:56:33 EDT

Jason R. DeChambeau
Vice President
Processing Operations

cc: Mr. Mercado.
Mr. Cronkhite