

October 26, 2021

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

SUBJECT: Addendum-Headquarters Operational Policy for the Veterans Day Holiday,  
Thursday, November 11, 2021

In addition to the letter dated October 18, for the upcoming “Non-Widely Observed” Veterans Day Holiday, Thursday, November 11, this addendum is intended to provide further information and clarification.

Since many businesses will be open and generating outgoing mail, please coordinate with your local mail processing and transportation partners to align customer pick up and collections to meet operational needs.

**Delivery Operations:**

- Local units should identify businesses that are open requiring mail pick up.
- In some instances, partial or full on-time collections may be appropriate.
- Collection boxes located in front of post offices, lobby drops and SSK’s should be monitored and collected to prevent overflow situations.
- Dispatch all packages and mail if holiday-specific transportation schedules have been confirmed at a local level.
- Offices already in a “delayed” status or those anticipating delays due to projected volumes, should develop delivery plans to ensure they are current going into Peak Season.

**Retail and Post Office Operations:**

- 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”. **NO LONGER APPLIES**
- Regular year-round Night Owls should be staffed as normal.
- Hub and spoke decoupling will begin on November 11. Refer to letter dated October 22, 2021, Subject: Decoupling Plan-Veterans Day Holiday November 11, 2021

Our mission is to execute with precision and provide reliable customer service. It is critical, prior to and following the Veteran’s Day Holiday, delivery and post office operations are staffed to workload, Self Service Kiosks (SSKs) are fully stocked, mailing supplies are available for customers, Dutch Doors staffed, and soft openings when necessary.

Veteran's Day is our "Dry Run" in preparation for a successful Peak Season. We need to go into and come out of the holiday "clean".

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Delivery Operations

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cc: Dr. Colin  
Mr. Cronkhite