UNITED STATES
POSTAL SERVICE

September 21, 2021

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

SUBJECT: Headquarters Operational Policy for the Columbus Day Holiday,
Monday, October 11, 2021

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2021 Columbus 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)

Saturday, October 09:
Normal (Saturday) 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 (No curtailed mail volumes or parcel volume).

Sunday, October 10:
Normal (Sunday) service levels will be provided in delivery and collection operations including Sunday/Holiday Priority Mail Express and Sunday/Holiday Same Day Package Delivery (hub and spoke structure). Area and District offices should ensure compliance to the Sunday Staffing SOP and utilize their Local Operations Center (LOCs) and Hub Control Units (HCUs) to manage hub offices. EAS must use Delivery Management Systems (DMS) when available to ensure that proper scanning and delivery of Sunday parcels have been completed at all hub locations. Offices should proactively utilize Sunday staffing as an opportunity to deliver network packages to avoid potential delays on Tuesday.

Columbus Day Holiday, "Non-Widely Observed," Monday, October 11:
There will be no regular delivery service except for Holiday Premium Priority Mail Express, Sunday/Holiday Same Day Package Delivery (hub and spoke structure), appropriate Network Priority at select locations. EAS must use Delivery Management Systems (DMS) to ensure proper scanning and delivery of Same Day parcels has been completed at all hub locations. All regular year-round Night Owls should be staffed as normal. Any additional Night Owl sites will be detailed, and a list will be sent out once confirmed by our customer. Additional Night Owl sites will be for Monday night into to Tuesday morning. Offices should maximize Holiday Same Day Package staffing to deliver network packages and avoid any potential delays on Tuesday.

Tuesday, October 12:
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. This is to include the regularly scheduled Night Owls.

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.

Saturday, October 9, 2021: Normal (Saturday) 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.

Sunday, October 10, 2021: Normal service levels. Retail services should only be available in those offices that normally open on Sundays.

Columbus Day Holiday, "Non-Widely Observed," Monday, October 11, 2021: 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". Post Offices should provide Post Office Box access for customers to the maximum extent possible.

Tuesday, October 12, 2021: Return to normal service levels. Retail managers and supervisors should use recent sales trend information and adjust for local circumstances. Retail should provide package pickup services for customers to the maximum extent possible.

Post Office Operations

Saturday, October 9, 2021 – Normal Service Day / Holiday Preparations:
- Remote Forwarding System (RFS): Ensure undeliverable parcels are processed timely to avoid backlogs through the holiday.

- PM Parcel Distribution: Review volumes, schedules, and identify and process on-hand volume to ensure unit is clear before 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. For Return Delivery Units (RDU), follow the 48-hour rule before dispatching to the plant.

- Technology: Confirm all scanning equipment is operable and transmitting without incident including: ADUS, DSS, IMDAS, MDD, MDD-IO, PASS. Extra batteries should be kept on hand as needed. For ADUS equipment, ensure sort plans are current and all updates are completed.

- 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 and redelivery.

- Function 4 Staffing: Schedule appropriately and utilize all scanning equipment to process packages for delivery. Review post-holiday scheduling to ensure package processing is completed for early morning delivery. Review VAP Gap to confirm clerks begin tour aligns with first AAU.

- 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) (see DDI below).

- Collections: Clear collection points in front of and within the post office prior to truck arriving and dispatch all available outgoing mail on first available truck. Follow local separation procedures when preparing mail for dispatch.

- Sorting and Staging Area: Make certain all processing equipment is 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.

- Delivery Day Indicator (DDI): Ensure delivery units apply the correct DDI BEFORE scanning packages (see below).

Date pieces are scanned	Day Packages will be Delivered	DDI Selection
Saturday, October 9, 2021	Sat – October 9th	Today
	Sun - October 10th	Sunday
	Mon – October 11th	Holiday
	Tue – October 12th	Next Day *
Sunday, October 10, 2021	Sun - October 10th	Sunday
	Mon – October 11th	Holiday
	Tues – October 12th	Next Day *
Monday, October 11, 2021	Mon – October 11th	Holiday
	Tues – October 12th	Next Day *
Tuesday, October 12, 2021	Tues – October 12th	Today
	Wed – October 13th	Next Day *

* Used for processing packages on the current day, **BUT have a Delivery Date for the Next Day**

Sunday, October 10, 2021 – Normal 'Sunday' Service Levels
- <u>Function 4 Staffing</u>: Balance the workhours to the workload by reviewing VAP Gap tool to identify staff opportunities, assess Sunday and Holiday volume trend data and mail arrival times to schedule staff that coincides with the workload and performance expectations (=> 215 parcels per hour and OT <=1%).

- <u>Collections</u>: At the local level, confirm holiday-specific collection transportation schedules for the dispatching of collection mail.

  o 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.

Monday, October 11, 2021 – Columbus Day – "Non-Widely Observed" Holiday
Columbus Day is a "non-widely observed" holiday, which means many businesses are open and producing outgoing mail.
- <u>Collections</u>: At the local level, confirm holiday-specific collection transportation schedules for the dispatching of collection mail.
  o 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) 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.
- Review District and local Air Transportation Network holiday "lift" schedules; if networks are operating, contact major mailers to ensure volume is collected and inducted into the system in a timely fashion
- All regular year-round Night Owls should be staffed as normal. Any additional Night Owl sites will be detailed, and a list will be sent out once confirmed by our customer

Tuesday, October 12, 2021 – Return to Normal Service Levels
- <u>Function 4 Staffing</u>:
  o Plan for additional mail volume and packages for post-holiday delivery
  o Review VAP Gap tool, post-holiday volume trend data, CSAW projections and mail arrival times to schedule staffing that coincides with the projected workload and performance expectations.

<u>Processing Operations</u>

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:

- **Do *Not* Combine First Class with Priority**

- Use the variance tools and the Run Plan Generator (RPG) for staffing operations.

- Advance as much Blue & Orange Marketing Mail for Saturday delivery.

- Local decision

- Decisions for Tuesday early collection plans will be determined locally / by Region/Division. (See below instructions relative to processing and dispatching Commercial Mailings).

- Inhibit Delivery Point Sequence (DPS) sort program regeneration prior to the holiday and re-establish afterwards.

- Ensure only one DPS run on Tuesday morning (no double runs of DPS on Tuesday).

- All sites must update RPG and IVES plans

- Utilize a RPG model for DPS processing on Sunday and Monday that ensures an early DPS dispatch for Tuesday delivery.

- Ensure on-time or early clearance of FC SPRs on Friday & Saturday to avoid surface volume rolling over to Monday and Tuesday.

- Work all available OG packages, PARS, commercial FCM on the holiday.

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

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:

- 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
- Ensure communication to field of FedEx and 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 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.

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.

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 and Saturday 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 Monday is available for delivery Tuesday 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

- 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
- Increased monitoring of DPS performance to plan on Sunday night

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 following the holiday.

Logistics Operations

Air Transportation Network

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

Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before	Sunday	10/10/2021	YES		
Columbus Day	Monday	10/11/2021		YES	No Day-Turn
Day after	Tuesday	10/12/2021	YES	YES	

UPS
UPS will have normal Tuesday operations during the Columbus Day period.

Holiday	Tender Day	Date	UPS Operations	Comments
Day before	Sunday	10/10/2021	NO	
Columbus Day	Monday	10/11/2021	NO	
Day after	Tuesday	10/12/2021	YES	Normal Tuesday Tender

Supplemental Networks
Minimal supplemental flights. Normal operations resume on Wednesday, October 13, 2021.

Holiday	Day of Week	Date	Aloha	Amazon	Amerijet	Kalitta	NAC
-	-	-			-	-	-
Day before	Sunday	10/10/2021	NO	YES	NO	NO	NO
Columbus Day	Monday	10/11/2021	NO	NO	NO	NO	NO
Day after	Tuesday	10/12/2021	NO	NO	NO	NO	NO

CAIR
Normal CAIR operations during this period

TSA

Date	10/9/2021	10/10/2021	10/11/2021	10/12/2021	10/13/2021	10/14/2021	10/15/2021
Day	SAT	SUN	MON	TUE	WED	THU	FRI
CLT (AA)	Y	N/A	N/A	Y	Y	Y	Y
GUM (UA)	Y	Y	Y	Y	Y	Y	Y
STL (AA)	Y	Y	N/A	Y	Y	Y	Y

Y = need canine team
N = do not need canine team
N/A = not scheduled
R = TSA Refused

MSA

Date	10/9/2021	10/10/2021	10/11/2021	10/12/2021	10/13/2021	10/14/2021	10/15/2021
Day	SAT	SUN	MON	TUE	WED	THU	FRI
PHX (AA, UA)	Y	Y	N/A	Y	Y	Y	Y
DEN (AA, UA, DL)	Y	Y	N/A	Y	Y	Y	Y
PHL (AA)	Y	Y	N/A	Y	Y	Y	Y
TPA (AA, UA, DL)	Y	Y	N/A	Y	Y	Y	Y
MCO (AA, UA, DL, WN)	Y	Y	N/A	Y	Y	Y	Y
LAX (AA, UA, DL)	Y	Y	N/A	Y	Y	Y	Y
DFW (AA, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
HNL (UA)	Y	Y	Y	Y	Y	Y	Y
ORD (AA, UA)	Y	Y	N/A	Y	Y	Y	Y
JFK (AA, UA, DL, AS)	Y	Y	N/A	Y	Y	Y	Y
ATL (DL, WN)	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)	Y	N/A	N/A	Y	Y	Y	Y
MSP (DL)	Y	Y	N/A	Y	Y	Y	Y
SEA (AS, AA, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
ANC (AS)	Y	Y	N/A	Y	Y	Y	Y
SAN (DL, UA)	Y	Y	N/A	Y	Y	Y	Y
BOS (AA, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
IND (DL)	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
SFO (AA, AS, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
CVG (DL)	Y	Y	N/A	Y	Y	Y	Y
IAH (UA)	Y	Y	N/A	Y	Y	Y	Y
SJU (AA)	N/A	N/A	N/A	Y	Y	Y	Y
EWR (DL, AS)	Y	Y	N/A	Y	Y	Y	Y
MIA (AA, UA, DL)	Y	Y	N/A	Y	Y	Y	Y

Y = need canine team
N = do not need canine team
N/A = not scheduled

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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	Sunday	10/10/2021	YES	YES	YES	YES	YES	YES
Columbus Day	Monday	10/11/2021	YES	YES	YES	YES	YES	YES
Day after	Tuesday	10/12/2021	YES	YES	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	SFO Export	SFO Import
Day before	Sunday	10/10/2021	YES	YES	YES	YES
Columbus Day	Monday	10/11/2021	YES	YES	YES	YES
Day after	Tuesday	10/12/2021	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	Sunday	10/10/2021	YES	24/7	YES	24/7	YES	06:00 - 16:00
Columbus Day	Monday	10/11/2021	YES	24/7	YES	24/7	YES	06:00 - 16:00
Day after	Tuesday	10/12/2021	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	Sunday	10/10/2021	NO	Normal Closure	YES	07:30 – 15:00
Columbus Day	Monday	10/11/2021	YES	07:00 – 22:00	YES	07:30 – 15:00
Day after	Tuesday	10/12/2021	YES	07:00 – 22:00	YES	05:00 – 19:00

Expected Processing at the ISC

Holiday	Day of Week	Date	JFK	ORD	MIA	LAX	SFO
Day before	Sunday	10/10/2021	Off load Morgan P&DC	Off load Carol Stream P&DC	Priority to Royal Palm	No Offloads	24/7 Holiday Schedule Processing & OPN
Columbus Day	Monday	10/11/2021	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	Tuesday	10/12/2021	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 Processing & OPN

Surface Transportation Network

The Surface Transfer Centers will operate on a holiday schedule:
- Daily except Mondays and days after holidays other than Martin Luther King Jr.'s Birthday, Presidents' Day, Columbus Day and Veterans Day.

Normal STC operations are planned during the Columbus 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. 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.

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