

May 4, 2023

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

**SUBJECT: Operations Policy for the Memorial Day Holiday, Monday, May 29, 2023**

This memorandum provides general operating policy and holiday planning guidance for the upcoming 2023 Memorial Day Holiday (observed on Monday, May 29, 2023). Service levels for this holiday are displayed in Exhibit 125.22 of the Postal Operations Manual (POM).

**Memorial Day** is a widely observed holiday, which means that many businesses are closed and not producing outgoing mail. There will be no regular delivery service except for Holiday Premium Priority Mail Express and Sunday/Holiday Same Day Package Delivery. Personnel on duty should check collection boxes at post offices, lobby drops and Self-Service Kiosks (SSKs) for overflow on Monday, May 29, 2023.

### **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 take action prior to this date to ensure that units are in a current status
- For planning purposes, Post Offices should use recent mail volumes, and adjust for local circumstances

### **Tuesday, May 23, 2023:**

- Local management should review the Route Book for Night Owl scheduling for Tuesday, May 30, 2023. Route Books will be sent from the External Customer Integration Team via SharePoint:

**[HQ External Customer Integration \(sharepoint.com\)](#)**

- A delivery manager or supervisor must:
  - Post the holiday work schedules and review attendance patterns to be addressed
  - Complete the “Pre-Holiday Play Certification” survey in Retail and Delivery Applications & Reports (RADAR) **before** 12:00 noon local standard time

### **Saturday, May 27:**

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 holiday

### **Sunday, May 28:**

- 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)
- EAS must use Delivery Management Systems (DMS), when available, to confirm proper scanning and delivery of Sunday parcels has been completed at all hub locations
- Delivery of any product not committed on this day will be designated by Headquarters Vice Presidents

### **Memorial Day Holiday, "Widely Observed," Monday, May 29:**

- There will be no regular delivery service except for Holiday Premium Priority Mail Express and Sunday/Holiday Same Day Package Delivery (hub and spoke structure)
- Sunday eligible Amazon Night Owls will be scheduled and should be staffed Sunday night into Monday for holiday delivery
- Walmart will drop to Sunday/Holiday sites on Monday, May 29, 2023, for Monday delivery. Walmart will utilize the Sunday Route Book times for Monday drops
- EAS must use DMS to ensure proper scanning and delivery of Same Day parcels has been completed at all hub locations
- Delivery of any product not committed on this day will be designated by Headquarters Vice Presidents
- Offices presently in a "delayed" status, or those anticipating delays due to projected volumes, should develop delivery plans to ensure they are current
- 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 DOV to the mail processing facilities

### **Tuesday, May 30:**

Return to normal service levels.

- Delivery managers and supervisors should plan for additional mail volume and packages for delivery after the holiday
- 6:00am to 9:00am Morning Package Plays must be utilized by all delivery units that had late returning carriers on the day after the last previous holiday
  - Evening package plays should be scheduled, as needed
- A delivery manager or supervisor must complete the "Post-Holiday Play Certification" survey in RADAR **before** 12:00 noon local standard time

- Review past performance and work with In-Plant Support and Network Operations on transportation to ensure offices are staffed appropriately to have carriers leave and return on time
- 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 SPLY retail sales trend information and mail volumes.

Management should ensure SSKs are fully stocked and mailing supplies (Priority Mail/Priority Mail Express boxes, envelopes, labels etc.) 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 Memorial Day holiday and provide them with the hours of operation.

**Saturday, May 27:** Normal (Saturday) 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
- Technology: 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 to [ADUSSDUSSortPlanRequests@usps.gov](mailto:ADUSSDUSSortPlanRequests@usps.gov) by Thursday, May 25
- 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.
- ‘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 30 minutes of idle time (no scans), the PASS 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 (5/23/23) 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

DDI Selections:

Date Packages are <b>SCANNED</b>	Date Packages will be <b>DELIVERED</b>	<b>DDI Selection</b>
Saturday, May 27, 2023	Sat – May 27	Today
	Sun – May 28	Sunday
	Mon – May 29	Holiday
	Tue – May 30	Next Day *
Sunday, May 28, 2023	Sun – May 28	Sunday
	Mon – May 29	Holiday
	Tue – May 30	Next Day *
Monday, May 29, 2023	Mon – May 29	Holiday
	Tue – May 30	Next Day *
Tuesday, May 30, 2023	Tue – May 30	Today
	Wed – May 31	Tomorrow

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

**Sunday, May 28:** Normal (Sunday) service levels will be provided

- Function 4 Staffing: Balance workhours to workload by reviewing the 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
- 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 and MTEL placarding procedures when preparing mail for dispatch according to local holiday schedules
- Normal HUB Delivery on Sunday
- Ensure all MTE is prepped and dispatched to plant partners

**Monday, May 29:** Memorial Day Holiday, “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 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 Monday for holiday HUB delivery; review route-book drop times to schedule personnel to accept drops in the morning
  - Night Owls will be scheduled. Review route book for scheduled drop times
  - Walmart will drop to Sunday HUB sites on Monday for holiday delivery. Walmart will utilize the Sunday route book times for Monday drops.
  - “Holiday” configuration must be used as day of week selection in PDTA
- Ensure all MTE is prepped and dispatched to plant partners

**Tuesday, May 30:**

- Return to normal service levels. Management should review the SSRD from 5/31/22 (FY22 day-after “observed” Memorial 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 Memorial 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 Monday Holiday.
- Opening Units kept at day zero for Letters and Flats.
- Advance all available blue and 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 Sunday and Monday night that ensures an early DPS dispatch for Tuesday delivery.
- Ensure only one DPS run on Tuesday morning (no double runs of DPS).
- Communicate with Marketing and Logistics to leverage mailer volumes available for Holiday pick up and Outgoing processing.
- Decisions for Tuesday early collection plans will be determined locally by Region/Division. (See below instructions relative to processing and dispatching Commercial Mailings).
- Evaluate the processing of Outgoing Packages on the day of the holiday to avoid late clearance on Tuesday. (Sites not processing OG packages 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 Saturday & Sunday
- Increased monitoring of DPS performance to plan on Sunday and Monday

### **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 Monday night and Tuesday 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.

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. 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.

### **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 Help Desk coverage during the

holiday scheduling period. Normal projects and supplemental support activities will resume in the week following the holiday.

**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.

**Logistics Operations**

Air Transportation Network

Holiday	Day of Week	Date	Day (x1)	Night (x67)	Comments
Day before	Sunday	5/28/2023	YES	NO	
<b>Memorial Day</b>	Monday	5/29/2023	NO	NO	No Day/Night-turn on Memorial Day
Day after	Tuesday	5/30/2023	NO	YES	
	Wednesday	5/31/2023	YES	YES	Normal Operations Resume

UPS will operate in accordance with planned routes in Logistics Ordering Agreement (LOA) and facilities should verify routes in SAMS.

Holiday	Tender Day	Date	Postal Volume Tendered	Comments
Day before	Sunday	5/28/2023	NO	
<b>Memorial Day</b>	Monday	5/29/2023	NO	No Mail Tender on Memorial Day



Day after	Tuesday	5/30/2023	<b>NO</b>	No Mail Tender on day after Memorial Day
	Wednesday	5/31/2023	YES	Normal Operations Resume

Supplemental Networks (Aloha, Amazon, AmeriJet, Kalitta, & NAC): Only Amazon will operate over the holiday period (5/28/2023 only).

Holiday	Day of Week	Date	Aloha	Amazon	AmeriJet	Kalitta	NAC
Day before	Sunday	5/28/2023	<b>NO</b>	YES	<b>NO</b>	<b>NO</b>	<b>NO</b>
<b>Memorial Day</b>	Monday	5/29/2023	<b>NO</b>	<b>NO</b>	<b>NO</b>	<b>NO</b>	<b>NO</b>
Day after	Tuesday	5/30/2023	<b>NO</b>	<b>NO</b>	<b>NO</b>	<b>NO</b>	<b>NO</b>
	Wednesday	5/31/2023	YES	YES	YES	YES	YES

TSA K9 screening and 3PK9 screening will operate as follows:

Holiday: Memorial Day TSA

Date	5/27/2023	5/28/2023	5/29/2023	5/30/2023	5/31/2023	6/1/2023	6/2/2023
Day	SAT	SUN	<b>MON</b>	TUE	WED	THU	FRI
<b>GUM (UA)</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>

Holiday: Memorial Day 3PK9

**MSA**

Date	5/27/2023	5/28/2023	5/29/2023	5/30/2023	5/31/2023	6/1/2023	6/2/2023
	SAT	SUN	<b>MON</b>	TUE	WED	THU	FRI
PHX (AA, UA)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
DEN (AA, UA, DL)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
TPA (AA, UA, DL)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
MCO (AA, UA, DL, WN)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
LAX (AA, UA, DL)	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
HNL (UA)	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
ORD (AA, UA)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
ATL (DL, WN)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
MSP (DL)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
SEA (AS, AA, DL, UA)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
ANC (AS)	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
SAN (DL, UA)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
BWI (AA, DL)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
IAD (UA)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
SJU (AA)	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>
MIA (AA, UA, DL)	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>

**AMK9**

Date	5/27/2023 SAT	5/28/2023 SUN	5/29/2023 MON	5/30/2023 TUE	5/31/2023 WED	6/1/2023 THU	6/2/2023 FRI
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
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
AUS (AA, UA, WN)	Y	Y	N/A	Y	Y	Y	Y

**K2**

Date	5/27/2023 SAT	5/28/2023 SUN	5/29/2023 MON	5/30/2023 TUE	5/31/2023 WED	6/1/2023 THU	6/2/2023 FRI
PIT(AA)	Y	Y	N/A	Y	Y	Y	Y
CMH (AA, DL, UA, WN)	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
SFO (AA, AS, DL, UA)	Y	Y	N/A	Y	Y	Y	Y
OAK (DL)	Y	Y	N/A	Y	Y	Y	Y
SMF(DL)	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	Sunday	5/28/2023	YES	YES	YES	YES
<b>Memorial Day</b>	Monday	5/29/2023	YES	YES	YES	YES
Day after	Tuesday	5/30/2023	YES	YES	YES	YES

Holiday	Day of Week	Date	LAX Export	LAX Import	MIA Export	MIA Import
Day before	Sunday	5/28/2023	YES	YES	YES	YES
<b>Memorial Day</b>	Monday	5/29/2023	YES	YES	YES	YES
Day after	Tuesday	5/30/2023	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	Sunday	5/28/2023	YES	24/7	YES	06:15 – 14:45
<b>Memorial Day</b>	Monday	5/29/2023	YES	24/7	YES	06:15 – 14:45
Day after	Tuesday	5/30/2023	YES	24/7	YES	06:15 – 14:45

Holiday	Day of Week	Date	LAX CBP open	LAX CBP hours	MIA CBP open	MIA CBP hours
Day before	Sunday	5/28/2023	YES	06:00 – 14:00	YES	06:00 – 20:30
<b>Memorial Day</b>	Monday	5/29/2023	YES	06:00 - 22:00	YES	06:00 – 20:30
Day after	Tuesday	5/30/2023	YES	06:00 - 22:00	YES	06:00 – 20:30

**Surface Transportation Network**

Surface Transfer Centers have normal operations for Memorial Day Holiday:

- Transportation: Normal transportation
- Operations: Normal operating hours

**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 ensure commercial air capacity is utilized ahead of FedEx. There should be no adjustment of capacity thresholds to add or delete mail classes under any circumstances. Do not edit the active planned route file.

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 ANGELA.H CURTIS  
on 2023-05-05 11:02:07 CDT

Angela H. Curtis  
Vice President  
Delivery Operations

**Robert  
Cintron**  
Robert Cintron  
Vice President  
Logistics

Digitally signed by  
Robert Cintron  
Date: 2023.05.04  
10:27:56 -04'00'

E-SIGNED by Elvin Mercado  
on 2023-05-05 11:03:52 CDT

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Mike L. Barber  
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