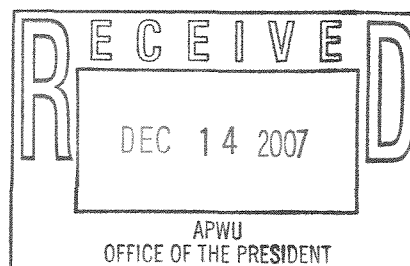




December 12, 2007

Mr. William Burrus
President
American Postal Workers
Union, AFL-CIO
1300 L Street, NW
Washington, DC 20005-4128



Dear Bill:

The enclosed guidance concerning December 24 operations is provided as a matter of general information.

Please contact Larry Zoloty at (202) 268-5066 if you have questions concerning the enclosed.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore
Manager
Labor Relations Policy and Programs

Enclosure

December 10, 2007

MANAGERS, OPERATIONS SUPPORT (AREA)

SUBJECT: Operations Policy for December 24, 2007

This year Christmas Eve falls on Monday, with the Christmas Day holiday on the following Tuesday. Many businesses are expected to be closed or close early on this date. This is expected to result in a significant decline in customer traffic in our retail lobbies, business mail entry units and collection mail on this day, as well as a shift for the volume that is received to much earlier in the day. This obviously presents an opportunity to compress operations as long as we remain consistent with our existing national policy of public notification in advance of a service adjustment. The following provides operating policy guidelines for December 24.

Collection Operations

The policy for collection operations on December 24 will be to advance the normal Monday collection schedule to 12:00 noon. All collection points with a scheduled last collection **after** 12:00 noon on Monday, including lobby drops, should be advanced to 12:00 noon on Christmas Eve. All collection points with a posted collection time prior to 12:00 noon as well as those collection points served by a carrier route are to be collected as scheduled. Headquarters will notify the EXFC contractor of this change on a national basis. Therefore, areas and districts will not be required to notify the Consumer Advocates office. Also, it will not be necessary to post notices on individual collection boxes. If any local business needs require a later pickup this should be accommodated by the local office.

Retail Operations

On Christmas Eve, customer traffic at post office retail counters decreases significantly after 12:00 noon. Each district is to establish retail hours based upon their knowledge of their community needs, using the following guidelines:

1. Retail Hours should be established that reflect customer needs. Districts should aggressively compress retail operations within each geographical area while leaving a strategically placed unit(s) open for normal business hours. When establishing the retail hours, consideration must be given to post office box access and package pickup.
2. The community needs to be aware of the hours of operation on Christmas Eve and any locations where service is provided later in the area. To accomplish this, each office must post a sign on the door at least seven days in advance if the retail hours are going to be different than a normal business day, and the location of an office that will be open later, as well as any nearby Automated Postal Centers (APCs). Templates will be provided.
3. In order to accomplish a balance between customer service and operational efficiency, liberal leave needs to be offered to all employees along with other scheduling options such as different starting times and assigning employees to locations where they are needed. Historical data from the Retail Data Mart-Window Operations Survey (RDM-WOS) provide valuable insight into scheduling/staffing needs during the holiday season.

4. Coordinate and communicate operational policy with all Contract Postal Units and Approved Shippers. Also, ensure all APCs and vending machines are fully stocked.

B.M.E.U. Operations

On Christmas Eve, customer traffic at business mail entry units decreases after 12:00 noon. Each district is to establish business mail entry and mailing requirements hours based upon their knowledge of their customer needs, using the following guidelines:

1. Business Mail Entry and Mailing Requirements Hours should be established that reflect customer needs. Districts should aggressively compress operations within a geographical area while leaving a strategically placed unit(s) open for normal business hours. When establishing the business mail entry and mailing requirements hours, consideration must be given to detached mail units and convenience deposit points (CDPs). Historical data from *PostalOne!* can provide valuable insight into scheduling/staffing needs during the holiday season.

2. Our customers need to be informed of the hours of operation on Christmas Eve and any locations where service is provided later in the area. To accomplish this, each office must post a sign on the door at least seven days in advance if the business mail entry or mailing requirements hours are going to be different than a normal business day, and the location of an office that will be open later.

4. Coordinate and communicate holiday operational policy with all customers including those we service off site at their locations (Detached Mail Units).


As always, communications between Customer Services and Processing and Distribution are a must in order to develop a strong operations plan and ensure a successful holiday season.


Processing Operations


Coordination and communication is essential as processing plans must include a strong interface with Business Mail Entry (BME) operations to ensure timely induction, processing, and dispatch of mail presented to the BME on December 24.

Plant collection and cancellation plans for Monday, December 24 must be synchronized with our December 24 collection and retail operations plans to take advantage of an earlier arrival profile.

Each District Manager or designee must ensure that the public is notified as far in advance as possible of the adjustment of operations, including collections, via press and broadcast media if available. The notification must be specific as to times, dates and locations.


Kathy Ainsworth
Vice President, Delivery and Retail


Tony Pajunas
Vice President, Network Operations


Susan Plonkey
Vice President, Customer Service