LABOR RELATIONS

UNITED STATES
POSTAL SERVICE

November 2, 2023

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Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of information, please find the enclosed material concerning the Postal Service's Operation Santa for 2023.

USPS Operation Santa is a program that allows people to adopt letters written to Santa and send thoughtful gifts anonymously — helping children/families in need to have a magical holiday season. Retail and delivery employees should be familiar with how the program works and expect customers to start asking questions as we head into the holiday period.

Enclosed is a Stand-Up Talk and Retail Reference Guide that will be provided to Sales, Service and Distribution Associates (SSDA) and non-bargaining employees in Post Offices.

Please contact Paulita Wimbush at extension 4042 if you have any questions concerning this matter.

Sincerely,

Bruce A. Nicholson
Director
Labor Relations Policies and Programs

Enclosures

USPS OPERATION Santa

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Letters to Santa — September 18, 2023
Starting September 18, all stamped letters written to Santa — regardless of whether they are addressed to Santa's official Postal Service address at 123 Elf Road, North Pole, 88888, or simply addressed to "Santa," with no address — are to be dispatched daily. Letters are routed by mail processing to a specific location where personal information is redacted to protect the sender and uploaded and posted to the *USPSOperationSanta.com* website for adoption.

Identify Verification (In-Person Proofing) — November 6, 2023
On November 6, *USPSOperationSanta.com* will open for customer registration and ID verification. The identity verification process is critical to the safety and security of the program. Customers have two different opportunities for identity verification online when they register. If customers cannot be verified through either of the two online options, they will be instructed to go to a nearby Post Office to have their identities validated in person. Customers will be provided a barcode and instructed to bring the barcode and two forms of government issued photo identification (i.e., driver's license or passport), to a local Post Office location. The In-Person Proofing application on the RSS terminal enables a retail associate to complete this activity for the customer. If you are not familiar with the process, the *In-Person Proofing RSS User Guide* provides step-by-step instructions.

Package shipping — November 20, 2023
On November 20, customers can go to *USPSOperationSanta.com* and adopt letters to Santa. When a customer adopts a letter, they will receive an information packet containing one Label Broker QR code for each letter adopted. Customers can send up to 6 packages per letter, or 12 packages for a family adoption. Retail associates must follow the RSS Operation Santa workflow in the *Retail Reference Guide* when packages are brought to the retail counter to be sent. All packages must be sent Priority Mail, but do not need to be in Priority Mail packaging. Customers must be charged for postage but should not be allowed to see the recipients' addresses and will not receive tracking information. Customers are instructed to ship packages by December 18 — the suggested Priority Mail shipping deadline for delivery by December 25. However, the label broker process will remain operational until January 12, 2024, for customers who ship USPS Operation Santa packages after December 18.

Delivering USPS Operation Santa gifts
Every attempt must be made to deliver USPS Operation Santa packages, since many recipients may not be expecting a package and may be wary about picking up something they did not order. Santa packages can be identified by a return address of "USPS Operation Santa."

Internal USPS Operation Santa Program
Only letters to Santa **without postage** can be opened by local postal employees. Employees can write letters and/or send thoughtful gifts in response through the U.S. Mail. Since this is a Postal Service "sanctioned" program, G-10 envelope use is permitted when responding to a letter written to Santa. Packages, however, must bear the proper postage. Letters and packages must be delivered by a carrier as personal deliveries are not permitted. NEVER give "Santa" letters to a third party (non-postal) organization.

Please visit the *Retail & PO Operations webpage* created for Operation Santa (blue.usps.gov/retail/op-santa.htm) for access to all user guides and references.

Thank you for your help in making this program possible. If you have any questions, please email *OperationSanta@usps.gov.*

How to Process USPS Operation Santa® Packages

There are two important steps to processing these special packages: **collect proper postage** and **protect the names and addresses of letter writers**.

Before the transaction:

- Only RSS-equipped Post Office™ locations can accept USPS Operation Santa packages.

- Customers have been instructed to tell you their package is a gift for Operation Santa and to present their Label Broker® QR Code® or Label Broker ID®.

- Ask how many Santa QR Codes® they have.

- Have customer repackage gifts if there are more than 6 boxes per QR Code® for an individual or 12 boxes for a family adoption.

- Have customer repackage gifts if the box is too small for a 4 by 6 inch label.

1 Process package

1. Scan the first QR Code® to begin. If you are on the home screen, you will be taken directly to the Operation Santa workflow.

2. Enter the number of QR Codes® presented.

3. Enter the number of packages for the first QR Code® ONLY.

4. Select whether the customer's parcel is in Priority Mail packaging or their own packaging. If yes, scan UPC code on Priority Mail packaging. If no, weigh the package.

5. **IMPORTANT:** Print the summary form(s) and tape them to each package. It will be your reference for the shipping label(s) later.

6. Print the postage label and attach it to the package.

7. Repeat steps 3-6 for each package for the first QR Code. If the customer has more than one QR Code, repeat steps 1-6.

2 Collect Postage

Protect names and addresses. Print shipping labels only when the customer has left the counter!

8. Press "Take Payment" and collect total postage from the customer.

9. Give customer their receipt and thank them for participating.

10. Once the customer has left, select "OK" and print the shipping label(s).

11. Match each shipping label to a package's summary form.

12. Apply the shipping label and throw away the summary form.

Have a print failure?

1. From home screen, go to Admin Functions > Recall/Reprint Transactions and use Reprint Op Santa button.

2. Use the buttons at the bottom left of the RSS screen to select which labels and which users to view.

3. Be sure to SELECT ALL or touch the corresponding line to reprint each label

4. Press "print" to begin printing your selection(s).

UNITED STATES POSTAL SERVICE®