

NOV 22 2022

LABOR RELATIONS



November 18, 2022

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

Dear Ivan:

As a matter of general interest, the Postal Service will be providing a HERO Stand-Up Talk regarding this year's USPS Operation Santa[®] to Retail and Delivery employees.

This online program allows people to adopt letters written to Santa and send thoughtful gifts anonymously. To provide a positive customer experience and help children/families in need to have a magical holiday season, Retail and Delivery employees need to be familiar with how the program works. The Stand-Up Talk includes a document with important dates regarding USPS Operation Santa[®] titled *USPS Operation Santa[®]* and a guide on how to process the USPS Operation Santa packages titled *USPS Operation Santa[®] – Retail Reference Guide*.

Enclosed is the HERO USPS Operation Santa[®] 2022 Stand-Up Talk regarding this matter.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink that reads "James Lloyd".

James Lloyd
Director (A)
Labor Relations Policies and Programs

Enclosure



USPS Operation Santa is an online 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 need to be familiar with how the program works and expect customers to start asking questions as we head into the holiday period.

Letters to Santa – September 15, 2022

Starting September 15, 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 they are redacted to protect the sender, uploaded and posted to the USPSOperationSanta.com website for adoption.

Identify Verification (In-Person Proofing) – November 14, 2022

On November 14, USPSOperationSanta.com will open for 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 [IPP RSS User Guide](#) provides step-by-step instructions.

Package shipping – November 28, 2022

On November 28, 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 address and will not receive tracking information. Customers are instructed to ship packages by December 19- the suggested shipping deadline for Priority Mail for delivery by December 25. However, the label broker process will remain operational until January 11, 2023, for customers that ship USPS Operation Santa packages after December 19.

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. Hand-written letters and/or thoughtful gifts can be sent through the US Mail. Since this is a Postal Service "sanctioned" program, G-10 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 the carrier responsible for the respective address. Personal deliveries are not permitted.

Please visit the [Retail & PO Operations webpage](https://blue.usps.gov/retail/op-santa.htm) (blue.usps.gov/retail/op-santa.htm) created for Operation Santa 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**.

1 Before the transaction:

- Only RSS-equipped Post Office™ locations can accept USPS Operation Santa packages.
- Processing an Operation Santa package must be done as its own transaction.
- 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 letters they adopted. There is one Label Broker® QR Code® per letter.
- 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 4x6 Label.



2 NEXT: Collect Postage

1. Scan the first QR Code® to begin. If you are on the Home screen, you will be taken directly to Operation Santa workflow.
2. Enter the number of packages presented for that QR Code®.
3. Select a Priority Mail or flat rate option and weigh the first package.
4. **IMPORTANT:** Print the summary form(s) and tape them to each package. It will be your reference for the shipping label(s) later.
5. Print the postage label and attach it to the package.
6. Repeat steps 3-5 for each package for the one QR Code®. If the customer has more than one QR Code®, repeat steps 1-5.
7. Collect total postage from the customer.
8. Give customer their receipt and thank them for participating.

3 REMEMBER: Protect Names and Addresses

Print shipping labels only when the customer has left the counter!

9. Once the customer has left, select OK and print shipping label(s).
10. Match each shipping label to a package's summary form.
11. Apply the shipping label and discard the summary form.



4 Have a print failure?

1. From Home screen, go to Admin Functions > Recall/Reprint Transactions and use Reprint Op Santa button.
2. Go to Admin Functions and use Reprint Op Santa button.
3. Use the buttons at bottom left to select which labels and which users to view.
4. Be sure to **SELECT ALL** or touch the corresponding line to reprint each label. Press print to begin printing your selection(s).