

USPS
**OPERATION
Santa®**

Prepare Your Gift for Shipping

Thank you for delivering cheer with the USPS Operation Santa® program this year. Here's what you need to pack and send your gift. You can also check out our [shipping guidelines](#) for further reference.

⚠ **Reminder: Mail your gift by December 18 for it to arrive by December 25.**

How to Ship



1 Prep Your Presents

Wrap and package your gift according to our [shipping guidelines](#)



2 Include Santa's Note

To let the recipient know they're part of the USPS Operation Santa® program, add the **Note From Santa** to your package. You can find it on the next page.



3 Find a Post Office™ Location

Bring your package to a participating location by December 18. Visit [USPSOperationSanta.com/ship](https://www.usps.com/operation-santa/ship) to find the one closest to you.



4 Don't Forget Your QR Code®

Have each QR Code from your confirmation email(s) ready on your smartphone for our retail associates, and let them know you're there for the USPS Operation Santa® program. Give the processing instructions included in this packet to the USPS Retail Associate accepting your package if needed.



5 Pay for Postage

Retail associates will collect shipping costs and send your gift on its way. For privacy reasons, the shipping label and tracking information won't be visible.

Some gifts don't fit in a box—like a job opportunity or a medical procedure. If your adoption contains a special request that you'd like to fulfill with a special skill, service or item too large to ship, please contact us at operationsanta@usps.gov

Thank you for helping Santa make wishes come true! Check out all the grateful smiles at [#USPSOperationSanta](#)



Before shopping, please review the general requirements for common gifts that may be restricted and/or prohibited in the mail stream. Gifts declared as hazardous materials that are mailable must be shipped in strong, rigid containers (e.g., fiberboard boxes). USPS-produced packaging (e.g., a Priority Mail box) is not eligible for shipping mailable hazardous material. Batteries must be installed in electronic devices. Electronic skateboards, scooters, e-bikes, fireworks/sparklers and perfumes are not mailable and are prohibited in the USPS Operation Santa Program. pe.usps.com/text/pub52/welcome.htm

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A Note from Santa

Every year, many letters get sent to the North Pole—so many that it's difficult to answer them all! But this year, with the help of the United States Postal Service, generous people all around the country were able to deliver cheer by adopting these letters.

A kindhearted person chose your letter and picked out these gifts just for you. We hope you have a magical holiday season.

How can you thank them? Share the joy with all of Santa's helpers at

#USPSOperationSanta



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ADOPTERS



Print and bring this page with you to your Post Office™ location in case there are any questions about processing and sending your special gift.

FOR OFFICIAL USPS USE

How to Process USPS Operation Santa® Packages

Remember: Protect Names and Addresses

Only print shipping labels after the customer has left the counter to ensure the privacy of gift recipients.

Start

- 1 Scan the QR Code® to begin. From the home screen, you will be taken directly to Operation Santa workflow.
- 2 Enter the number of QR Codes presented by the customer.
- 3 Enter the number of packages presented for the first QR Code only.
- 4 Respond to whether the item is in USPS Priority packaging. **Please note: Gifts can be packaged in their own box, but they must be sent via Priority Mail shipping.**
 - a. If yes, you will then scan the URL on the Priority packaging.
 - b. If no, you will then weigh the first package.
- 5 Print the **summary form** and tape it to the 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, scan the next QR Code and repeat steps 1–6.
- 8 Press Take Payment (End of Visit) and collect total postage from the customer.
- 9 Follow the prompts on RSS to complete the transaction once the customer has left.
- 10 Once the customer has left, select “OK” and print **shipping label(s)**.
- 11 Match each shipping label to a package’s summary form.
- 12 Apply the shipping label, discard the summary form, and prepare the package(s) for dispatch.

Have questions? Visit the Internal Retail page from an ACE computer (found at <https://blue.usps.gov/retail/op-santa.htm>).

