USPS OPERATION Santa®

How to Ship Your Gift with USPS

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

! It's recommended to ship gifts by **December 12**. Sending as early as possible helps families plan.

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 12**. Visit USPSOperationSanta.com/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. Be sure to scan family members separately for accurate status updates.

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.

Pressed for time? You also have the option to shop and send gifts directly from Santa's Gift Shoppe, our convenient online catalog

Thank you for helping Santa make wishes come true! Check out all the grateful smiles at **#USPSOperationSanta**

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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 mailed using Ground Advantage and 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.

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Print page and add to package.

USPS
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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 Code images presented by the customer.

3 Enter the number of packages presented for the first QR Code only.

4 Place the first package on the scale and have the customer respond to the Civil Penalty Statement on CDU.

5 Have the customer respond to HAZMAT question on the CDU for first package.

a. If no to HAZMAT, continue to step 6.
b. If yes to HAZMAT:
- Select between hazardous mail types on RSS terminal.
- If Hazardous Materials is selected, also select the appropriate hazardous category, then continue to step 6.

6 Select 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 or Ground Advantage.**

a. If yes, you will then scan the UPC on the Priority packaging.
- Note: If HAZMAT was yes previously, an error message will appear, and package will be skipped as HAZMAT cannot be presented in Priority Mail packaging. Customer can repackage and return later to mail this item.

b. If no, have the customer choose mail class (Priority Mail or Ground Advantage).
- Note: If HAZMAT was yes previously, RSS will now allow this selection and will automatically prompt for dimensions to be entered as the package will now ship Ground Advantage.

7 Print the **summary form** and tape it to the package. It will be your reference for the shipping label(s) later.

8 Repeat steps 4–7 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 3–7.

9 Press Take Payment (End of Visit) and collect total postage from the customer.

10 Follow the prompts on RSS to complete the transaction once the customer has left.

11 Once the customer has left, select “OK” and print **shipping label(s)**.

12 Match each shipping label to a package’s summary form.

13 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).

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