

| Overview  | On holiday, the following holiday scanning applies to DEX scans when does not operate (not required on package for delivery attempt the next business day or commitment day) and/or customer holidays (required to prevent service failures).  |                            |  |   |   |  |
|---|--|----------------------------|--|---|---|--|
| Person Affected   | Ops Supervisors, Retail staff, Station Managers and SMSA employees involved in the handling the Dimensional Weight shipments in stations & Over the counter.<br><br>Station Manager & Retail staff- Liaises with the supervisors in the Station.   |                            |  |   |   |  |
| Instruction   | Scans For Customer Observed Holidays:  |                            |  |   |   |  |
|   | Required scans for customer-observed holidays appear in the below:   |                            |  |   |   |  |
|   | Table: Holidays scans required on a Customer-Observed Holiday:   |                            |  |   |   |  |
|   | <table><tr><th>When Delivery is Attempted</th><th>When Delivery is Not Attempted<br/>(Customer is known to be closed)</th></tr><tr><td>Do the following scans:<ul style="list-style-type: none"><li>SIPS</li><li>VAN on all packages taken out for delivery and ALL DEX 17 packages remaining in the station due to the customer requesting a future delivery</li><li><b>DEX 08</b> if a delivery is attempted, but not completed because the customer is closed</li><li><b>LOC STAT 42</b> when Customer-cleared packages are ready for delivery<br/><b>Note:</b> Always perform a LOC STAT 44 after the DEX 08</li><li><b>LOC STAT 44</b> at the end of the business day on all the packages left in the station or service centre overnight by employee responsible for mass PMX scan<br/><b>Note:</b> LOC STAT 42 and LOC STAT 44 scans are required each day until delivery is completed</li></ul></td><td>Do the following scans:<ul style="list-style-type: none"><li>SIPS</li><li>In-Station VAN on the frost day, then on the day the package is taken out for delivery</li><li>DEX 17 on all packages where the customer is known to be closed <b>AND</b> the customer requests a future delivery</li><li><b>LOC STAT 42</b> When Customers-cleared package are ready for delivery</li><li><b>LOC STAT 44</b> at the end of the business day on all the packages left in the station or service centre overnight by employee responsible for mass PMX scan</li></ul></td></tr></table> | When Delivery is Attempted | When Delivery is Not Attempted<br>(Customer is known to be closed) | Do the following scans: <ul style="list-style-type: none"><li>SIPS</li><li>VAN on all packages taken out for delivery and ALL DEX 17 packages remaining in the station due to the customer requesting a future delivery</li><li><b>DEX 08</b> if a delivery is attempted, but not completed because the customer is closed</li><li><b>LOC STAT 42</b> when Customer-cleared packages are ready for delivery<br/><b>Note:</b> Always perform a LOC STAT 44 after the DEX 08</li><li><b>LOC STAT 44</b> at the end of the business day on all the packages left in the station or service centre overnight by employee responsible for mass PMX scan<br/><b>Note:</b> LOC STAT 42 and LOC STAT 44 scans are required each day until delivery is completed</li></ul> | Do the following scans: <ul style="list-style-type: none"><li>SIPS</li><li>In-Station VAN on the frost day, then on the day the package is taken out for delivery</li><li>DEX 17 on all packages where the customer is known to be closed <b>AND</b> the customer requests a future delivery</li><li><b>LOC STAT 42</b> When Customers-cleared package are ready for delivery</li><li><b>LOC STAT 44</b> at the end of the business day on all the packages left in the station or service centre overnight by employee responsible for mass PMX scan</li></ul> |  |
| When Delivery is Attempted  | When Delivery is Not Attempted<br>(Customer is known to be closed)   |                            |  |   |   |  |
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## Holiday Scan Work Instructions

Owner: Director, Operations

Department: Operations

|  |   |
|--|---|
|  | <p>DEX 08 Scans:</p> <p>DEX 08 scans are counted as a gross piece, an undelivered package.</p> <p>When Scanning Can Be Consolidated:</p> <p>To reduce scanning, all packages may be scanned under a CONS tag and all exceptions code may be scanned on the CONS tag</p> |
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