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**NEWSLETTER**

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**September, 2011**

*Volume: #1, Issue #9*



***PROUD TO BE ONE OF CANADA POSTS LARGEST CONTRACTORS***

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## NEWSLETTER

### ABOUT EAZY EXPRESS INC.

*We are an expanding contractor for Canada Post Corporation established in Sault Ste. Marie, Ontario over 20 years ago. Our expansion is a direct result of the people we have in our communities doing their jobs above and beyond the call of duty. Eazy Express Inc. takes pride in its workers for their honesty and integrity and it is on these qualities that our reputation is based.*

### Don't Ya hate it when...?

The office gets a call from the Post Office informing that a customer has called after receiving a DNC card that morning. The customer says that they were home all morning and that there was no attempt made to deliver the parcel. No Eazy Express driver would ever dream of not attempting a delivery and just leaving a card...**BUT** some drivers do not put the time of day that they were at the house on the card. This is where trouble starts. If you don't put the time on the card, then we have no recourse but to send you back to redeliver the parcel. We cannot prove when you were there. However, if you do include the time on the card we can then go to bat for you and 9 times out of 10 the customer was **NOT** available when you were there and they will have to pick up the item at the RPO.

**BE SURE TO FILL OUT THE DNC CARD COMPLETELY**

### ATTENTION LINE HAUL DRIVERS

Eazy Express is contracted to deliver and pickup mail from its designated Post Offices up and down the line every day according to the schedule provided by Canada Post.

We are not to deviate from this schedule unless authorized by Canada Post Corporation.

**Therefore We Are Not To Request that a Post Office on our tour Release the Mail to us earlier than what is Scheduled.** To do so violates our agreement with Canada Post Corporation not to mention severely effects the Service Standards set out by the Post Office.



## NEWSLETTER

### VEHICLE MAINTENANCE

**WE HAVE BEEN EXPERIENCING AN INCREASE IN MAINTENANCE COSTS CONCERNING DOOR HINGES ON OUR COMPANY VEHICLES. THESE HINGES HAVE BEEN SEIZING UP AT AN ALARMING RATE. SO AS PART OF EAZY EXPRESS' PREVENTATIVE MAINTENANCE PROGRAM, ALL OF OUR COMPANY VEHICLES WILL HAVE THE DOOR HINGES GREASED EVERY TIME AN OIL CHANGE IS DONE. THIS WILL REDUCE THE COST OF REPAIRS OF THESE HINGES AND MAKE LIFE EASIER FOR EVERYONE.**

### SHOUT OUT TO

John Casselman

In

Sault Ste. Marie, ON.

A phone call came to Doug's Phone on June 7, 2011 regarding John Casselman from The Sault Star, Sault Ste. Marie's Daily Newspaper. Eazy Express does a direct mail drop there every day and John is the Driver who delivers it. It seems, Karen, who is reception at The Sault Star wanted to let Us know that Her delivery driver was

The best driver they have ever had, and that he is so friendly and courteous every day when he comes in to deliver their mail.

Karen has recommended that we hang on to this one.

Congratulations John Casselman

For

A

Job well done!

*Congratulations To Canada Post Corp.*

*Named one of the 50 Best Corporate Citizens in Canada for 2010*

### **TIME OFF**

Any time off must be approved by Head Office, and this includes Vacation time. If current circumstances do not allow for anyone to be off, due to driver shortages or other reasons, then time off cannot be granted. Vacation time or any time off must be requested at least 2 weeks in advance so that arrangements can be made to cover your tour.



## NEWSLETTER

### PDT News

#### RELEASE 8 HAS ARRIVED!

This Spring Release 8 Was loaded into our PDTs. Changes Include, the ability to lock the screen, to realign the screen as well as keep track of all your scanned parcels.

The screen lock is turned on by pressing the grey button just under the scan button on the right hand side of the PDT. You will hear a tone when you lock it. You will not be able to scan anything or get any screens up while the PDT is locked. This is supposed to eliminate errors due to pressing the screen while the PDT is in your holster. To unlock, you simply press "Unlock" on the bottom left on your screen and then the unlock button that appears on the screen. This will unlock the PDT and you can resume normal use.

The Screen realignment application allows us to repair a screen that has the touch area not lining up with the buttons we need to be touching. In the DAA screen you will find the Application, press the button and follow the instructions. This is meant to eliminate sending the PDTs away every time the screen goes out of alignment.

Finally, you will note the 'Itinerary' button where 'new stop' used to be. I eluded to this before but I will comment on it again. This button, used in conjunction with the 'report' button on the bottom left of your screen will help you to avoid and sometimes repair scanning errors. If you have any items that have not been scanned yet, but you have delivered already, the Itinerary screen will list those items. You can then track them at the registration desk to find out where these items were addressed to and you can then go and get the proper scans. Also you will get a breakdown of the types of parcels you have including AM Priorities and Collect Parcels.



NEWSLETTER

### **SHOUT OUT TO**

The Crew in Kingston, Ontario, who on the week of July 4<sup>th</sup> to the 8<sup>th</sup> found themselves down 3 drivers for that week.

The Team at both the main and station 'A' pooled together in the face of obscurity to get the job done in a timely manner.

Congratulations Team Kingston for showing, that with cooperation, we can get the  
**JOB DONE!**

### **WELCOME BACK!!!**

A Work stoppage is never a good thing especially when it is out of our hands. Eazy Express Inc. would like to take this opportunity to thank all of its staff and contractors for their patience and cooperation during the Canada Post/CUPW strike/lockout that occurred this past June.

**Welcome Back Everyone!**

***AUTUMN IS HERE. DRIVE SAFE AND KEEP YOUR EYES OPEN FOR CHILDREN!!!***

#### **Eazy Express Inc. Contacts Card**

*PLEASE CUT OUT CARD AND KEEP IN WALLET OR PURSE*

Ted Brooks 24/7	705-941-8282
Doug Newfeld 24/7	705-971-7121
Head Office Phone	1-800-898-0831
Head Office Fax	1-877-260-8051

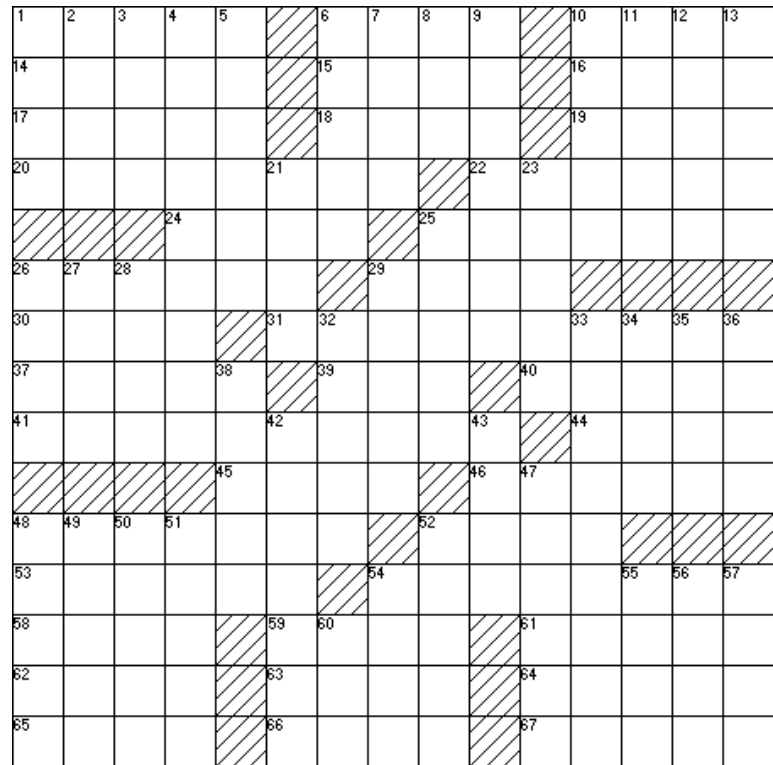
#### **WHEN CALLING HEADOFFICE, KNOW WHO TO CALL!!**

**Catherine:** Vehicle repair and Maintenance **EXT3**  
**Doug:** All Postal Procedure Inquiries **EXT5**  
**Ted:** Vehicle Accidents **EXT1**  
**Lori:** All Payroll And Benefits Inquiries **EXT2**  
**James:** New driver info and Screening Inquiries & Uniform Orders. **705-255-4006**  
**Jo-Anne:** Vacation Requests, New Phone Requests **EXT 4.**

## THIS MONTHS QUIZ

### ACROSS

1. Turn away or aside
6. The top edge of a vessel or other container
10. Crummy
14. A type of beer
15. Emanation
16. Body of a ship
17. Comment to the audience
18. Writing fluids
19. Dogfish
20. Look like
22. A water ice dessert
24. Enemies
25. Relevant
26. Clothing
29. Not sweet
30. Person, place or thing
31. Like most science fiction
37. Concur
39. Henpeck
40. Tale
41. Inland



### DOWN

- |   |   |   |
|---|---|---|
| <ol style="list-style-type: none"> <li>45. Competent</li> <li>46. Devise</li> <li>48. Sea cow</li> <li>52. Leg joint</li> <li>53. White part of teeth</li> <li>54. Short account of an incident</li> <li>58. Hefty volume</li> <li>59. Part of an archipelago</li> <li>61. Tall structure</li> <li>62. Biblical garden</li> <li>63. Secure against leakage</li> <li>64. Sporting venue</li> <li>65. Repose</li> <li>66. A ship's beam</li> <li>67. Relaxes</li> </ol> | <ol style="list-style-type: none"> <li>1. Winged</li> <li>2. Arrangement holder</li> <li>3. Breastplate</li> <li>4. Gave a new meaning to</li> <li>5. Shake</li> <li>6. Vouches</li> <li>7. Magical symbol</li> <li>8. Perturb</li> <li>9. Massager</li> <li>10. Appeal</li> <li>11. Cuban dance</li> <li>12. Unearthly</li> <li>13. Dish</li> <li>21. Meat from cows</li> <li>23. German iris</li> <li>25. Force with the thumb</li> <li>26. Freudian stage</li> <li>27. Roman robe</li> <li>28. Veer</li> <li>29. Impale</li> <li>32. Parental brother</li> <li>33. Dock worker</li> <li>34. Ripped</li> <li>35. Press laundry</li> <li>36. Vesicle</li> <li>38. Cheer up</li> <li>42. A stone pillar</li> <li>43. Eat</li> <li>47. Ambrosia</li> <li>48. Almost 40 inches</li> <li>49. An electrode</li> <li>50. What we're called</li> <li>51. Catkin</li> <li>52. The sound of a bell rung slowly</li> <li>54. Wings</li> <li>55. Is indebted to</li> <li>56. Canvas dwelling</li> <li>57. Historical periods</li> <li>60. Behold</li> </ol> | <ol style="list-style-type: none"> <li>42. A stone pillar</li> <li>43. Eat</li> <li>47. Ambrosia</li> <li>48. Almost 40 inches</li> <li>49. An electrode</li> <li>50. What we're called</li> <li>51. Catkin</li> <li>52. The sound of a bell rung slowly</li> <li>54. Wings</li> <li>55. Is indebted to</li> <li>56. Canvas dwelling</li> <li>57. Historical periods</li> <li>60. Behold</li> </ol> |
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## NEWSLETTER

### DATELINE AUGUST 21, 2011. FIERCEST TORNADO TO HIT ONTARIO IN DECADES STRIKES GODERICH ONTARIO.

In Goderich, Ontario today a severe Tornado touched down killing at least one person and causing millions of dollars in damage. Eazy Express has a driver in this quaint little City on the southern shores of Lake Huron. Mary-Ann Cummings survived the storm, but lost her Garage and part of her roof, not to mention some windows. We called her to find out how things were looking and she informed us that the whole of the downtown was cordoned off, and of course that is where the post office is located. The whole city was a mess, trees and power lines and poles strewn everywhere. Even if she was able to get to work, accessing her customers was going to be next to impossible.

The Post Office managed to find space in a nearby mall and opened a make-shift facility to have letter carriers sort mail and to allow the public to come in and collect their mail. Door to door delivery has been halted for the time being. By August 25<sup>th</sup> Mary-Ann had not made a single delivery and the Superintendent called her in to work as the parcels were piling up. Getting around was still difficult what with all the debris all around as a result of buildings being torn down and roof material that has not been picked up. So, on the 25<sup>th</sup> she started on the pile of parcels. During her rounds Mary-Ann, who still had to avoid debris to get around, managed to run over a roofing shingle and unfortunately picked up a nail, and sustained a flat tire. She called me to let me know that she was back to work and then as an aside told me about the flat tire and was joking that it was just her luck.

Mary-Ann has been able to laugh and take this catastrophe in stride and continue to provide the exceptional service that Canada Post has come to expect from Eazy Express drivers everywhere.

Thank You Mary-Ann for maintaining a positive perspective in the face of adversity and still being able to laugh about it all! You are an inspiration to us all!



## NEWSLETTER

### ATTENTION ALL DRIVERS SLB AND RELAY BOXES

As we do our SLB and Relay tours each day we sometimes come across Relay boxes or SLB boxes that have been knocked down. Because of increased WSIB claims and the fact that putting boxes upright is not one necessarily a part of our contract and we are not compensated for the work, **DO NOT UPRIGHT THESE BOXES** unless it is part of your pay. Canada Post has contractors who are responsible for this work. If the box is facing up, then put the bag in, or empty the SLB and carry on. Report the downed box to your Eazy Express Supervisor so that he/she may pass it along to the Canada Post Supervisors.

**AND A CONGRATULATIONS GOES OUT TO EAZY EXPRESS INC. ON THE RENEWAL OF THE BELLEVILLE AND ELLIOT LAKE, ONTARIO C.U.S. CONTRACTS BY CANADA POST CORPORATION.**

**SPECIAL THANKS TO ALL DRIVERS FOR MAINTAINING A HIGH LEVEL OF CUSTOMER SERVICE!**

Gerald and Johanne Messier in Elliot Lake

Doug Carson, John Fitzgibbon, Larry McCrae, Tim Cassidy and the one and only Bill Bird in Belleville

**IN ORDER TO FACILITATE AND EXPEDITE TRAINING OF NEW DRIVERS  
IT IS IMPERATIVE THAT OUR RECORDS BE KEPT UP TO DATE.  
IF THERE HAVE BEEN ANY CHANGES TO RELAY TOURS,  
SLB TOURS  
OR THE DELIVERY AREAS YOU DELIVER TO,  
PLEASE INFORM HEAD OFFICE  
AND  
SUBMIT THE CHANGES SO THAT OUR RECORDS MAY REFLECT THEM.  
THANK YOU!**





## NEWSLETTER

We would like to take this opportunity to wish Shannon French all the best in her future Endeavours. Shannon has left us to pursue other career opportunities.

As a result Eazy Express is Very Pleased to Welcome Catherine Fleming to the Team!

Catherine has been and will continue to be a very important member of TEAM EAZY!

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### AND FINALLY ONE LAST WORD...

**IN A TIME WHERE BELT TIGHTENING IS IMPERATIVE IN ORDER TO SURVIVE, EAZY EXPRESS HAS A REQUEST TO MAKE OF ITS DRIVERS WHO DRIVE COMPANY VEHICLES.**

**IN THE FISCAL YEAR 2010/2011 THE COMPANY INCURRED ITS WORST YEAR EVER REGARDING MOTOR VEHICLE ACCIDENTS. THIS HAS TRANSLATED INTO A HUGE INCREASE IN INSURANCE PREMIUMS TO INSURE OUR FLEET.**

**THE MAJORITY OF THESE ACCIDENTS WERE CAUSED BY CARELESSNESS AND COULD HAVE BEEN AVOIDED THROUGH DILIGENCE AND CARE.**

**IN 2011/2012 WE WOULD LIKE TO ASK THE DRIVERS OF OUR FLEET TO TAKE MORE CARE WHILE ON THE ROAD. SLOW DOWN AND AVOID SITUATIONS THAT PUT YOU A RISK OF ACCIDENT. TRY NOT TO DRIVE INTO DRIVEWAYS, STAY ON THE SHOULDER. DO NOT PUT YOURSELF INTO A SITUATION WHERE YOU HAVE TO BACK OUT OF AN AREA. DO NOT TRY TO 'BEAT THE LIGHT'. IF THE LIGHT IS TURNING, THEN STOP FOR IT. DRIVE THE VEHICLE AND TREAT IT AS IF IT WAS YOUR OWN. DEFENSIVE DRIVING IS THE BEST TYPE OF DRIVING AND WILL HELP YOU TO AVOID INJURY, TICKETS AND TIME LOST WAITING FOR THE POLICE OR TOW TRUCKS.**

**THANK YOU!**

**IT IS VERY IMPORTANT THAT OUR RECORDS ARE UP TO DATE AND ACCURATE. PLEASE INFORM HEAD OFFICE OF ANY CHANGE IN YOU PERTINENT INFORMATION. PLEASE SEE YOUR SUPERVISOR OR CALL HEAD OFFICE @ 1-800-898-0831**