

Sunday Deliveries



Executive Summary

- Proposal to build on the Covid-19 test kit network to expedite volume growth and consolidate future Sunday as an operational day

Phased plan MVP1&2

- This service will commence with the first Tracked High Volume customer being introduced from **Sunday 14th March**
- Followed by Sunday Direct Injection Products commencing from **Sunday 11th April**
- With additional volume via the RDC Network **during April 2021**

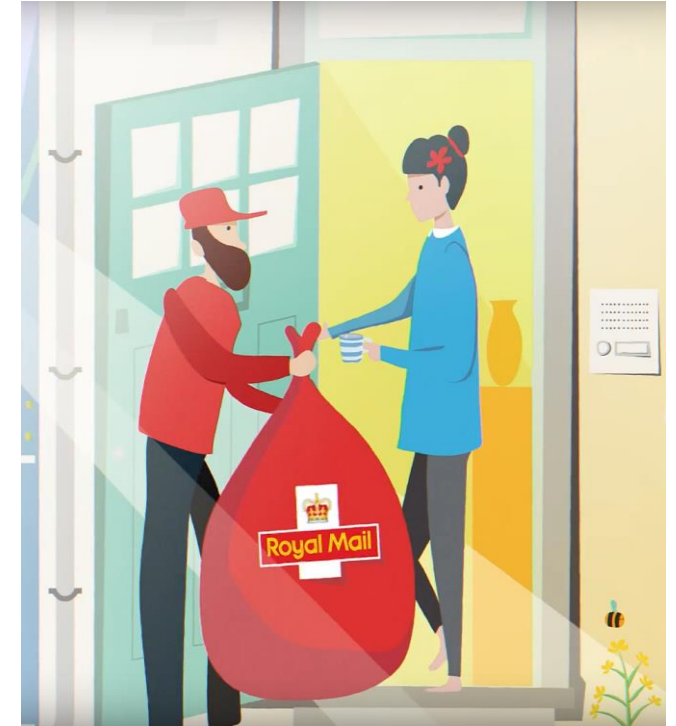
- **MVP3** from the **6th June** enable Inflight options on a Sunday

Investment in the Network

- An **01:30** customer LAT in all English RDCs to support growth, which represents and investment in the Network
- A nominal **03:30** despatch on Sunday morning as per Monday to Saturday morning **network** (this means no connectivity to Aberdeen, Belfast and Inverness MCs)

Resourcing

- In line with **National Agreements**



Operational Pipeline Design & Alignment with Test Kit Delivery

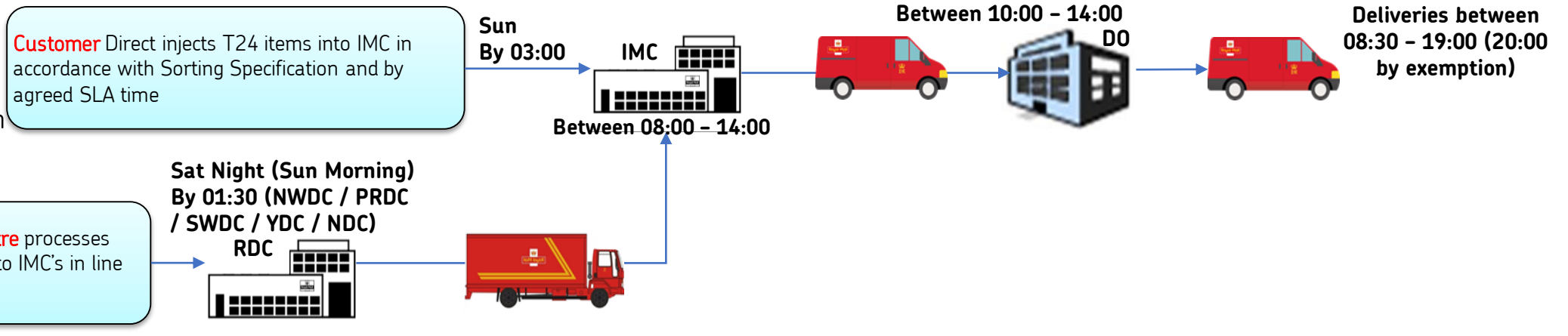
Sunday Project MVP 1 & 2

Based on Current Direct Injection & Mon - Fri **01:30** RDC LATs

Customer Direct injects T24 items into IMC in accordance with Sorting Specification and by agreed SLA time

Regional Distribution Centre processes received mails and sends to IMC's in line with SLA

Sat Night (Sun Morning) By 01:30 (NWDC / PRDC / SWDC / YDC / NDC)



To Connect with Core Deliveries

	NDC	PRDC	NWDC	SWDC	SDC	YDC
Monday to Friday	23:30	20:00	20:00	20:00	18:00	20:00
Saturday (current)	19:00	17:00	17:00	17:00		17:00
Saturday (new)	23:30	20:00	20:00	20:00		20:00
Sunday	17:00	17:00	15:00	17:00		15:00

To Connects with PM Deliveries

	NDC	PRDC	NWDC	SWDC	SDC	YDC
Monday to Friday	01:30	01:30	01:30	01:30		01:30
Saturday (current)	none	none	none	none		none
Saturday (new)	01:30	01:30	01:30	01:30		01:30
Sunday	01:30	01:30	01:30	01:30		01:30

Receiving Customer Features & Roadmap

Feature	T24 Core Delivery 'As Is' Mon-Sat	T24 LAT Service 'As Is' PM Delivery	Amazon Direct Injection 'As Is' Mon-Sat	MVP1 Direct Injection Sunday Delivery	MVP2 Sunday T24 Delivery	MVP3 Inflight Enhancement
Predicted Day of Delivery at first processing scan	Yes	No	n/a	n/a	Yes	Yes
Estimated Delivery Window (EDW) within Predicted Day of Delivery	Yes	No	n/a	n/a	No	No
Refined EDW at delivery day morning preparation	2hr, 3hr or 4hr Window* or Deliver by End of Day	Deliver by End of Day	n/a <i>no Amazon notifications</i>	n/a <i>no Amazon notifications</i>	Deliver by End of Day	Deliver by End of Day
Inflight Options	Indoor Inflight Outdoor Inflight	No	n/a	n/a	No	Outdoor Inflight
Redirections actioned	Yes	No	Yes	No	No	No
Automatic Redelivery	No	Yes**	No	Yes**	Yes**	Yes**
Advanced Re-Delivery Options	Yes	Yes**	Yes	Yes**	Yes**	Yes**
Redelivery Request	Yes	Yes**	Yes	Yes**	Yes**	Yes**
Booked into Customer Service Point	Same day as initial delivery attempt	+1 day after initial delivery attempt	Yes	+1-2 days after initial delivery attempt	+1-2 days after initial delivery attempt	+1-2 days after initial delivery attempt
Customer feedback survey for Sunday Deliveries	n/a	n/a	n/a	n/a	Yes	Yes
CE Support (Sunday)	n/a	n/a	n/a	No	08:00-13:00	08:00-13:00

* Estimated Delivery Window (EDW) duration derived from algorithm 'confidence' based on rolling historical PDA scan timestamp data

** Redelivery requests will not be actioned until automatic redelivery attempts have been exhausted