

8:00-Noon	Noon-4	After 4			8:00-Noon	Noon-4	After 4
			D/R to side or rear door of house	Open/close gate			
			Indirect to manager or neighbor	Customer not ready			
			Handtruck trips	Slow COD or Call Tag			
			Irregular, oversized, damaged	Unable to locate adress			
			Message requiring response	Delay at R/R crossing			
			Phone call to center	Dock full			
			Package not found or misloaded	Walk to delivery over 100 yards			
			Wait for elevator	Delayed by animal			
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