11 July 2019

DOCEX EDENVALE – NEW PROCEDURAL REQUIREMENTS

On 11 July 2019 a meeting was held between various stakeholders regarding the DOCEX (DX) Edenvale boxes, which, although located on the Edenvale Post Office grounds, have been the subject of various acts of vandalism.

In order to properly secure the DX postboxes, a unanimous decision was reached whereby the boxes will be housed in the Mail Centre (MCP) of the Edenvale Post Office, no later than by the end of July 2019.

This new location will however require that those persons wishing to access their DX postbox, will be required to enquire at the kiosk, behind a wooden serving hatch, located in the post box section. This is also where the "Private Bag" clients retrieve their post.

Due to security concerns together with SAPO audit requirements, the following MUST be complied with:

1. No access to a DX postbox will be allowed before a list of authorised personnel has been forwarded to the Edenvale Branch Manager on the firm's letterhead. This can be handed in at the MCP kiosk as referred to above;
2. The authorised person collecting the DX post MUST present a key for the relevant DX box to the SAPO representative – who will unlock the box and hand the contents to said authorised person. **Please note: SAPO will not be in possession of DX box keys. NO KEY = NO ACCESS!**
3. The authorised person will be required to provide proof of identification and complete a register of his/her name and identity information for comparison against the list as referred to in (1) above.
4. Any out-of-town DX post may be handed to the SAPO representative for placement in the Out-of-Town DX postbox – again, they do not have access to keys. If a document is placed in this postbox incorrectly – it will only be able to be stopped by a telephone call to DOCEX Head Office.
5. Access to the DX postboxes will be permitted between 8:00 am and 3:30 pm weekdays

Please furnish your list of authorized personnel and make arrangements for sufficient keys as soon as possible to avoid any undue delays once the above has been implemented.

Thanking you in anticipation.

Kind regards

DOCEX