

ESS Service Level Standard Mail Service

<p>This service covers the collection and redistribution of internal University mail, distribution of incoming mail and dispatch of outgoing mail</p> <p>Mail include letters, packets and parcels For restricted items that cannot be sent through normal postal routes contact the Mail Service Supervisor.</p>	<p>Hours of operation are 8.00am to 4.30pm Monday to Friday.</p>
<p>Mail will be dispatched by the most economic route utilising national agreements where applicable.</p> <p>The University standard for UK inland mail is Royal Mail 2nd class</p> <p>The cost of postage and consumables will be recharged</p>	<p>Enquiries about the service can be made in the following ways:</p> <p style="text-align: center;">Mail room ext. 86818 or ext. 87042</p>

Category	Performance Target	Target Rate %
Response to requests for information about best value for posting out mail	On request	100%
Delivery and collection of internal University mail	Daily am and pm. 24hr turnaround	95%
Delivery of incoming mail and collection of mail for dispatch	Daily am and pm. Same day dispatch	95%
Priority services mail received into the mail room no later than 3pm	Same day despatch	100%

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Parcels received into the mail room no later than midday	Same day dispatch	100%
Bulk Mailings (mail shots) Minimum 24hrs notice required for any posting	To be agreed with Mail Room Senior Operative or Supervisor	Agreed with customer

Our Commitment to our Customers

1. We will endeavour to meet the target responses given above. If any problem or difficulty arises that prevent us from meeting our target response time (strike action etc.) we will notify you
2. In the event of any complaint or query, customers should contact the Mail Service Supervisor in the first instance who will attempt to resolve the problem to your satisfaction
3. We will provide our customers with information on charges made for postage on request and identify any changes in practice for presenting mail for dispatch
4. We will identify mail that has been delayed due to inaccurate or inadequate information

Packaging and Presentation of Mail

1. Please present mail in batches , front faced and segregated - internal, UK inland, EU, ROW with a mail code on the top left for outgoing mail and packaged in appropriate envelopes in accordance with PPI requirements (information can be obtained from the Mail room supervisor)
2. Internal mail will need to display a name, school or service and building. Please do not use abbreviations that may not be understood by post staff
3. Please ensure that mail is suitably packaged for transit
4. Please advise the Mail Service Supervisor and other schools and services of any change in your location to ensure mail can be correctly delivered

Services not provided

The following services are not provided by the mailroom:

- Receipt of personal items (ordered from internet shopping etc.)
- Receipt and redelivery of grocery shopping

Options for having mail redirected can be found on the Royal mail web site www.royalmail.com in the Personal mail section.

Mail Collect is a free service. An Application Form and User Guide can be found at:

www.royalmail.com/portal/rm/content3catId=48100695&mediaId=48100696

Royal Mail Local Collect allows customers to collect mail from their local Post Office (not delivery office) for a charge of £1.50 (paid on collection) Information on this can be found at:

www.postoffice.co.uk/portal/po/content1?catId=63800711&mediaId=95000773

Disclaimer

The university mail room handles thousands of pieces of mail on a daily basis.

Mail room staff will deliver a letter or a parcel to the address written on the item.

Customers must ensure that companies, they are ordering from, have their correct postal details.

The mailroom will not accept responsibility for lost mail which has been addressed incorrectly but will assist in locating such items.

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The mailroom accepts no responsibility for personal mail, sent to the University, which is lost or damaged.

Contact Details

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