

Urgent by Hand Mail Service Level Standard

Urgent by hand mail is internal mail which cannot go into the normal internal mail system because it will not reach its destination within the necessary timescale, or the nature of the mail is highly sensitive.

<p>This service covers:</p> <p>Delivery of urgent internal only mail necessary for the effective operation of the University.</p> <p>Further information regarding normal mail services can be obtained from the Mail Room 0191 208 6818.</p>	<p>Service provision details:</p> <p>This service can be obtained by contacting the Area Portering Supervisor or your nearest Information Point, no later than 2.30pm on the day delivery is required.</p> <p>Collections will be made from 3.00pm, Monday to Friday for same day delivery.</p>
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Performance

Aspect	Performance Target	% Target Rate
Urgent Internal Mail only	Deliver same day if request made before 2:30pm	100

Our obligation to the customer

1 We will endeavour to meet the target responses given above which are those for which we are budgeted.

2 If we are unable to meet the time given above, or there are reasons why the service may be interrupted we will notify you.

3 We will collect from the reception counter of the school or service requesting the service and deliver to the reception desk of the receiving school or service on the day of receipt.

4 We will provide documentation which will provide an audit trail for mail sent urgent by hand

Customer obligations

1 You will only use Urgent by Hand when absolutely necessary and not as an alternative to the University Mail Service. It is an extremely inefficient and costly method of delivery.

2 You will not use Urgent by Hand for non essential deliveries such as expenses claims, birthday cards etc. We may periodically request you to open items of mail to confirm it is essentially Urgent by Hand.

3 You will ensure that mail is accurately addressed and securely packaged.

4 You will sequentially number items for delivery and complete our documentation to provide an audit trail for Urgent by Hand mail.

The name of the recipient, school/service and building must be clearly shown Do not use abbreviations that may not be understood

Contact Details

Name	Position	Telephone	Email
Jeanette Trewick	Team Leader (Kings Campus, Sports Grounds)	0191 208 5479	Jeanette.trewick@ncl.ac.uk
Heather Willis	Team Leader (Med School and Satellite sites)	0191 208 5949	Heather.willis@ncl.ac.uk
Loraine Crowther	Team Leader (Main Campus and Satellite sites)	0191 208 5631	Loraine.crowther@ncl.ac.uk
Phil Thompson	Building Facilities Supervisor (Area M)	0191 208 8099	Philip.Thompson@newcastle.ac.uk
Mervyn Grunhut	Building Facilities Supervisor (Area B&D)	0191 208 6629	Mervyn.grunhut@ncl.ac.uk
Barras Info Point		0191 208 3917	
Med School Info Point		0191 222 7351	Medschool-info@ncl.ac.uk

DAILY LOG URGENT BY HAND MAIL

All details should be printed in **block capitals**

A new sheet should be used each day

Only mail that is recorded on the log will be taken for delivery

Items for delivery must be numbered sequentially and correspond with information contained here

DATE:

Item no.	Name of Sender	School/Service Building	Time	Delivery Details Name, School/Service, Location	Name of Person Accepting Mail	Time