

# Mailroom Services

## Service Level Agreement & Guide to Services

November 2017

Facilities Directorate

### Changes in Version 5

Section 3.1.1 Updated

Section 3.3.1.1 Updated

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## **1.0 INTRODUCTION**

Our aim is to provide a high quality, value for money service which exceeds customer expectation and supports the University's core business.

This document sets out a clear framework for Mailroom Services to meet the needs of the University and provides a guide to the services and standards provided.

This document will be reviewed annually by the relevant manager within the Facilities Directorate Management Team.

## 2.0 SERVICES

**Contacts: Mailroom 0113 343 6320**  
**Mailroom Supervisor- Harminder Kalyan, 0113 343 2770,**  
**[h.s.kalyan@leeds.ac.uk](mailto:h.s.kalyan@leeds.ac.uk)**

### 2.1 Aim

To provide a reliable, high quality delivery and collection service for all letters, packages and stationery items not delivered directly by external services providers.

### 2.2 Service Expectations

We will:

- Provide a high quality service as outlined in the Mail Services Guide (see below)
- Provide a telephone contact for all queries during normal working hours

### 2.3 Additional Services

- Provide a special delivery or collection service outside the standard service at an additional charge rate, where required
- Undertake physical security checks on external items of mail addressed, through the University systems, to vulnerable recipients

### 2.4 Response Times

- Non-direct items delivered within 48 hours of receipt
- Delivery and collection items as per Mail Services Guide (see below)
- Timely response to enquiries from students, staff and visitors

### 2.5 Customer Obligations (Mail, Delivery and Portering)

*We would like you to:*

- Discuss your requirements well in advance
- Provide at least 24 hours' notice, by fax, memo, e-mail when collection of bulk mail is required
- Use appropriate envelope for internal post and ensure all post is addressed fully and correctly
- Inform us in advance of any expected large deliveries

### 2.6 Key Performance Indicators

- Regular customer feedback (via questionnaires and customer contact/calling) undertaken in order to monitor service performance and inform service levels
- Measure of deliveries/collections against agreed scheduled times
- Regular checks against accuracy of mail sorting

### 3.0 MAIL DELIVERY SERVICE GUIDE

#### 3.1 DELIVERY/COLLECTION TIMES

##### 3.1.1 CAMPUS DELIVERIES

Incoming mail from Royal Mail is received into the Mailroom then sorted and despatched by University staff to departments. The Mailroom does **NOT** accept any parcels or goods deliveries from other couriers. Their deliveries will be made direct to departments.

Vehicles typically leave the Mailroom, to deliver and collect mail, at 9:00 hrs. and 13.00 hrs. The final delivery and collection service commences at 14.30 hrs.

The mailroom also utilizes a team of dedicated cyclists for the purposes of delivering & collecting mail from University departments around the campus. They operate where there is high pedestrian traffic and problematic areas for the mailroom motor vehicle.

The cyclists work the same schedules as the delivery/collection vans. However, there may be some disruption to the service due to their reduced loading capacities and during periods of bad weather.

##### 3.1.2 HOSPITAL BASED DEPARTMENTS

Mail to/from departments based at the Leeds General Infirmary is delivered and collected via the St. James Mailroom at the delivery/collection time 10.30am. One delivery is made from the University to the LGI daily.

Mail for departments based at St James's Hospital is delivered and collected via the St James's Mailroom after 10:15 hrs. Mail for the St James's shuttle service needs to be in the University Mailroom by 9:00hrs as only one delivery is made to St. James's each day

###### 3.1.2.1 HOSPITAL SHUTTLE SERVICES

The LGI and St. James's Hospital each run shuttle services to hospitals in their group as follows:-

###### **LGI Shuttle Services**

Hospitals served are:

Chapel Allerton

St Mary's

Seacroft

Wharfedale

###### **St. James's Shuttle Service**

Hospitals served are:

Chapel Allerton

Meanwood Park

Seacroft

University mail can be put into the "shuttle" system at the LGI or St. James's and should be stamped "LGI Shuttle" or "St James's Shuttle" at the top left hand corner of the envelope.

### 3.1.3 HALLS OF RESIDENCE

A daily service is provided by Residential & Commercial Services to the halls of residence and flats as listed:

- Devonshire Hall
- Ellerslie Hall
- Grayson Heights
- Henry Price
- James Baillie Park
- Leodis Residences
- Lupton Residences
- Lyddon Hall
- Montague Burton
- Opal 3
- Oxley Residences
- Sentinel Tower Flats
- St Marks Residences
- The Tannery

Departments / offices can send letters to the Mailroom as part of the normal internal mail.

## 3.2 POSTAL SERVICES – Letters & Small Packages

### 3.2.1 INTERNAL LETTERS

Letters for circulation through the University's internal mail system will be collected by the Porters, Mail Service Assistant/Drivers or departmental staff. Internal letters must be banded separately from Royal Mail letters but no mail identification slip is required.

Because of the use of high-speed franking machines it is not possible to read envelope addresses as the mail is being processed. Therefore internal mail not clearly identified by the envelope and not kept separate from Royal Mail letters is likely to be franked and despatched through the Royal Mail system.

In order of preference, internal mail should be:-

1. In an internal mail envelope;
2. In an external envelope placed inside an internal envelope;

Avoid use of abbreviations in internal mail addresses unless you are sure that these will be understood throughout the University.

Where project or other titles within departments are used to address mail, please ensure that the departmental name is also shown.

Add building name if known when mail is addressed to a Faculty e.g. Garstang Building.

### 3.2.2 SENDING LETTERS VIA ROYAL MAIL

Letters for despatch through the Royal Mail will be collected by the Porters or Mail Service Assistant/Drivers, or should be delivered to the Mail Room by departmental staff.

Letters **MUST** be banded together in the following categories together with the appropriate mail identification slip. Any letters sent from a department with the wrong identification slip or no dept / account will be returned to the sender.

**UK – Yellow Slip**

Slips should be endorsed with the departmental name and account number.

All UK letters must only be banded with a Yellow slip and will be sent 2nd Class unless stamped 1st Class on the top left-hand corner of the envelope.

### 3.2.3 INTERNATIONAL MAIL

This service is only available for mail up to 2 kg in weight.

Letters **MUST** be banded together in the following categories together with the appropriate mail identification slip. Any letters sent from a department with the wrong identification slip or no dept / account will be returned to the sender.

**Europe – Pink slip**

**Rest of the World – Blue slip**

All letters for Europe and the Rest of the World will be sent by Airmail unless endorsed otherwise. An approved carrier is used under a reduced cost contract negotiated and approved by the University.

Please put mail into the system at the first collection after it is ready in the department. This allows the workload in the Mail Room to be spread more evenly throughout the day.

Please ensure when putting letters in envelopes that enclosures and paper clips are not likely to damage the franking machine or tear open envelopes. Paper clips and binders should be positioned at the bottom of the envelope. **All mail should be presented with the address being face up and ALL the same way round.**



When corresponding with outside agencies, please ensure that the reply address clearly shows the departmental name.

A list of countries designated Europe and Rest of the World can be found via the link stated below:

<http://www.royalmail.com/portal/rm/content3?catId=400036&mediaId=53600700>

### 3.2.4 UK PRIORITY LETTER SERVICES

Special Services are detailed below. All items sent by these services should be accompanied by a Grey Mail Identification Slip and should be kept separate from normal mail.

### 3.2.5 SPECIAL DELIVERY SERVICE

#### **SPECIAL DELIVERY/SIGNED FOR - GREY SLIP**

Guaranteed next working day delivery is provided to most UK destinations either before 09:00 hrs (maximum weight 2kg) or 13:00 hrs (maximum weight 10kg) with a money back guarantee. Compensation up to a maximum of £2,500 for lost or damaged items is provided. These items are also traceable using the Royal Mail website.

There is now a Saturday service available, at an additional cost. Contact the Mail Room for details on 0113 3436320.

### 3.2.6 SIGNED FOR DELIVERY SERVICE

First class item signed for by recipient on delivery to any UK address

#### Standard features

- Next working-day delivery is not guaranteed. Standard First and Second Class delivery aims apply.
- Signature of recipient (not necessarily addressee) on delivery.
- Proof of Delivery - copy of recipient's signature is sent to customers. Customers should call 0845 740740 to request a copy, quoting your Recorded item reference number.

### 3.2.7 OVERSEAS PRIORITY LETTERS SERVICES

#### 3.2.7.1 INTERNATIONAL TRACKING AND SIGNATURE SERVICES

This service is only available for mail up to 2 kg in weight.

There are a range of international tracking and signature services available depending on the destination country.

#### **International Tracked & Signed**

Provides tracking overseas and takes a signature on delivery. There is on-line confirmation of delivery available.

### **International Tracked**

This service provides full end-to-end tracking and online confirmation of delivery.

### **International Signed**

The letters are tracked in the UK only, with a signature of final delivery

All tracking and signature services provide £50 compensation as standard with the option of compensation up to £250

Each service is dependent upon the destination. A list of the services available for each country can be obtained on the Royal Mail web-site. (short web address)

Customers can also visit the Royal Mail web-site on (short web address) for further information.

## **3.2.8 SAME DAY COURIER SERVICE**

The University Mail Service occasionally receives requests from departments for information on Same Day Courier Services. The services offered, availability and delivery times and costs differ between companies, and departments' needs are variable. Hence, locally available services have been investigated and discounts sought.

The following company offers Same Day Collection and Delivery Courier Services:-

KDS Distribution Service	Tel: 0744 0442243
Contact:	Zahid Khaliq (Zak)
Email:	kdsleeds@googlemail.com

Please book your collections and deliveries directly rather than through the University Mail Service.

## **3.3 POSTAL SERVICES – Parcels**

### **3.3.1 UK PARCELS**

#### **3.3.1.1 PARCELFORCE**

Royal Mail Parcelforce is available for the despatch of express and normal parcels. Services are available within the UK and overseas, and are provided under a reduced cost contract.

Parcels for despatch must be sent to the Mail Room at the earliest opportunity and should be accompanied by a **Green Mail Identification Slip** showing the service required. Departments wishing to take items to the Mail Room for despatch the same day may do so up until 16:00 hrs. Any parcels collected on the 14.30 hrs collection may be despatched on the next working day.

#### **3.3.1.2 DATAPOST**

The following classes of service are available per parcel within the UK:

Datapost 9 – delivery next day by 09:00 hrs up to 30kg.

Datapost 10 - delivery next day by 10:00 hrs up to 30kg.

Datapost 12 - delivery next day by 12:00 hrs up to 30kg.

### 3.3.1.3 OTHER

24 hrs service - delivery during next day up to 30kg.

48 hrs service - delivery within 2 days up to 30kg.

### 3.3.2 INTERNATIONAL – PARCELS

International parcels can be sent via Parcelforce or DHL by completing the Despatch form, as shown in Appendix 3. Forms can be obtained from the Mailroom.

Please contact the mailroom on ext 36320 or email [h.s.kalyan@leeds.ac.uk](mailto:h.s.kalyan@leeds.ac.uk) for further information.

The International Parcels service is available through the University Mail Service. Departments wishing to use either service are required to bring the items to the Mail Room by 16:00 hrs where they will be required to complete the necessary documentation.

## 3.4 GENERAL INFORMATION

### 3.4.1 ADVICE ON SERVICES AND ROUTINE ENQUIRIES

"Quick Guides" to sending letters and parcels, in the format of wall posters are enclosed with this Mail Service Guide for handy reference in your office.

Advice on the use of customs forms, costs of services, and information about any of the services provided by the University, Royal Mail, Parcelforce or DHL can be obtained from the Mail Service Supervisor, Harminder Kalyan on telephone ext 32770 or e-mail [h.s.kalyan@leeds.ac.uk](mailto:h.s.kalyan@leeds.ac.uk). Departments wishing to use services provided by other companies should deal with them directly.

### 3.4.2 PERSONAL MAIL

Personal mail sent to the university is not encouraged. Also, mail sent via non-approved couriers is often problematic, especially if insufficiently addressed. The University Mail Service cannot accept personal mail that is insufficiently addressed or mail that is intended for a specific department if couriered, as we would have to take responsibility for the item in question.

So please ensure that all mail, in particular personal items are fully addressed, including department and building to assist couriers to deliver direct.

(It should be noted that certain companies, e.g. Amazon, may use a courier that will only deliver to mailrooms but as it stands, we cannot accept this mail.)

### 3.4.3 QUICK GUIDE AND CUSTOMER QUESTIONNAIRE

A handy 'quick guide' to the University Mail Service is available in Appendix 1

#### 3.4.4 FEEDBACK

In order to continuously improve the quality of our services, we would welcome your opinion on the work carried out by Mail Services by completing the on-line feedback form, available from: <http://estatequest.leeds.ac.uk/>

#### 3.4.5 COMPLAINTS REGARDING THE MAIL SERVICE

Complaints about any of the University Mail Services should be referred to Harminder Kalyan, telephone.

Tel: 0113 343 2770 or e-mail [H.S.Kalyan@Leeds.ac.uk](mailto:H.S.Kalyan@Leeds.ac.uk)

#### 3.4.6 LARGE "SEND OUTS"

If a department is preparing to send out bulk mailing please advise the Mail Room at least 24 hours in advance as this enables the mail to be processed in the most efficient way.

#### 3.4.7 CHARGES FOR EXTERNAL POSTAL SERVICES

The cost of postage related service charges are recharged to Departments or Resource Centres using the account number entered by the department on the mail identification slip.

#### 3.4.8 POSTAL STATIONERY

Supplies of University mail identification slips, Royal Mail and Parcelforce stationery can be obtained free of charge by telephoning the Mail Room ext 36320.

### 3.5 TERMS & CONDITIONS

#### 3.5.1 CONDITIONS OF CARRIAGE FOR INTERNAL MAIL

##### 3.5.1.1 DEFINITIONS

*INTERNAL MAIL:*

Items of mail collected/delivered for circulation to `customers` from Main Campus and off Campus centres by the `Mail Service`.

*THE MAIL SERVICE:*

Any person who is employed by the University of Leeds Mail Service

*THE CUSTOMER:*

Any person who is in the employment of or working on behalf of the University of Leeds

##### 3.5.1.2 ADDRESSING AND PACKAGING

The Mail Service undertakes to deliver mail to an agreed delivery point, not to a specific person or office. 'The customer' must address Mail clearly with a person's name, department and building to make sure it arrives at its destination quickly and safely. The customer must also ensure that each item of mail is adequately packaged.

### 3.5.1.3 PROHIBITED ITEMS

Please note that a handy 'quick guide' to Prohibited Items is available by ringing ext. 32770

In addition to the above we will not carry any item prohibited by law or that which is harmful to our employees or could contaminate other Mail.

### 3.5.1.4 LOSS, DAMAGE, DELAY

The Mail Service cannot be held responsible for loss, damage or delay of Mail in the following circumstances:

- incorrectly addressed mail items
- where packaging is inadequate for the contents
- high value items (money, jewelry, etc.)
- adverse weather conditions
- acts of terrorism or vandalism
- items with contents that are prohibited or restricted
- left in unmanned/unlocked offices

### 3.5.1.5 UNDELIVERED ITEMS

The 'Mail Service' may return undelivered mail items to the original sender when the location/department is not provided or is unclear.

### 3.5.1.6 STORAGE OF ITEMS

The mailroom has a "clear all policy", therefore items may not be stored within the mailroom overnight.

# APPENDIX 1

## University Mailroom Services

Mail and Delivery Services

  
 UNIVERSITY OF LEEDS

HOW TO SEND A LETTER

### UNITED KINGDOM

**Internal Letters**

Band separately from Royal Mail letters.

**Stamped or Prepaid Mail**

Band separately from Royal Mail letters.

**1st Class Mail**

Band mail and mark Yellow MIS '1st Class'.

**Economical 2nd Class Service**

Band mail with Yellow MIS. All mail will be posted 2nd Class unless otherwise stated.

**Additional Speed and Security of Delivery**

Fill in and attach the relevant Royal Mail label obtainable from the Mail Room.

Complete and attach required service slip. Mark sender's details on rear of envelope. Band with Grey MIS.

### INTERNATIONAL

**Airmail Europe (LESS THAN 2KG)**

Band mail with a Pink MIS.

**Airmail Outside Europe (LESS THAN 2KG)**

Band mail with a Blue MIS.

General Enquiries: Telephone Ext 36320 or Web: [pcb.leeds.ac.uk/mail](http://pcb.leeds.ac.uk/mail)

Mail and Delivery Services

  
 UNIVERSITY OF LEEDS

HOW TO SEND A PARCEL

### UNITED KINGDOM

Send Parcel and completed Green MIS through the Internal Mail 14.00 hours collection or deliver personally to the Mail Room by 16.00 hours

### INTERNATIONAL

To send a parcel to an international destination please come to the Mailroom to complete the necessary documentation

**Refer Appendix 3**

For more information contact the Mailroom on:

**[h.s.kalyan@leeds.ac.uk](mailto:h.s.kalyan@leeds.ac.uk)**  
 or call  
 ext: 36320

General Enquiries: Telephone Ext 36320 or Web: [pcb.leeds.ac.uk/mail](http://pcb.leeds.ac.uk/mail)

## APPENDIX 2

### International Tracking and Signature Services



#### International Signed

Your item will be tracked until it leaves the UK and only handed over at its final destination once we have a signature from the recipient.



#### International Tracked

For sending important or valuable goods, offering tracking at five points after dispatch as well as an online confirmation of delivery.



#### International Tracked & Signed

Tracked & Signed is a combination service offering full end-to-end tracking, signature on delivery and an online delivery confirmation

P6696/500

#### PRIORITY HANDLING & REGISTERED DELIVERY

	International Tracked & Signed	International Tracked	International Signed	International Standard	International Economy
<b>Destinations</b>	53 countries	39 countries	180 countries	Worldwide	Worldwide
<b>Tracking</b>	Yes	Yes	No	No	No
<b>Signature on delivery</b>	*Yes	No	*Yes	No	No
<b>Online delivery confirmation</b>	Yes	Yes	No	No	No
<b>Delivery aims to Western Europe</b>	3–5 working days	3–5 working days	3–5 working days	3–5 working days	10-15 days
<b>Delivery aims to Rest of World</b>	5-7 working days	5-7 working days	5-7 working days	5-7 working days	6-12 weeks
<b>Compensation</b>	£50 as standard. Extra compensation of £250 available for an additional fee	£50 as standard. Extra compensation of £250 available for an additional fee	£50 as standard. Extra compensation of £250 available for an additional fee	£20	£20

\*A signature is taken on delivery for items sent using **International Tracked & Signed** and **International Signed**. However, we do not provide a copy of the signature to you as part of the service.

## APPENDIX 3

### Parcel Despatch Form

APPENDIX 3



**Please indicate preferred service provider**

<b><u>SENDERS INFORMATION</u></b>	
NAME:	EMAIL:
PHONE NUMBER:	CONTENTS:
DEPARTMENT:	COMMERCIAL VALUE OF ITEMS:
DEPARTMENTAL ACCOUNT NUMBER:	Tick to indicate PURPOSE OF SHIPMENT: SAMPLE, GIFT, BUSINESS, PERSONAL, TO BE SOLD OTHER.....
DATE:	<b>Note: If sending non documents outside EU sender must complete Commercial Invoice</b>
TRACKING NUMBER (Mailroom use):	

<b><u>RECEIVER'S INFORMATION</u></b>	
TELEPHONE NUMBER:	POSTCODE / ZIP:
EMAIL:	CITY: