

### Outgoing Mail

Postal Services process all outgoing letter, parcel and courier post on behalf of the University (not Greenlands). We offer the full range of Post and Parcel services you might find at a Post Office and are able to obtain large discounts for Departments, particularly on International Airmail. We also provide Same Day, Next Day and other courier and parcel services, again at large discounts.

All mail is treated with the utmost urgency and will leave the University on the day of posting. Outgoing mail services are located in Room B10 in the basement of Whiteknights House.

For UK Royal Mail services please always stick the appropriate 'PPI' sticker on each envelope in the same place you would stick a stamp.



We can supply printers' proofs for Departments wishing to overprint these designs

on envelopes. There are different designs for different categories of UK mail. Stickers are kept in your Department and can be re-ordered from Postal Services.

Do not use PPIs for reply-paid mail and do not post them in post boxes. We provide a central Reply-Paid service. See our website.

Please put all 1<sup>st</sup> Class/24 PPI, stamped private mail (both classes), Freepost, re-directed and return to-sender mail in the black pouch, and 2<sup>nd</sup> Class /48 PPI in the green pouch.

Pouches are delivered and collected every day and they must be at the collection point before our drivers arrive.

In Whiteknights House, use the supplied account barcode labels instead of pouches.



If you don't have pouches, bundle the items together with rubber bands (or use a sack) and include a Posting Docket. (available online).

All University overseas mail is automatically sent Airmail and is franked by our suppliers as such, **so please don't stick PPIs or airmail stickers to non-UK mail.** Put this mail in the black pouch.

If you need UK Signed-For, Special Delivery, International Signed-For, Airtsure or any other non-standard service, you must indicate this using one of our 'Service Request' labels (order from website).



Small notes in the corner of an envelope are likely to be missed and Post-Its fall off! We proactively track these items and photograph them before dispatch.

Where an addressee requires proof of posting date please contact us to discuss the options.

Mail not prepared correctly will be returned.

**Please telephone 6530 to check preparation requirements for very large mailings, including more than 8 trackable items in one mailing.**

Address outgoing mail correctly – It is important to include a Post Code on a separate line at the bottom of a UK address. Please

provide the full Post Office address without punctuation and indented lines. If you run out of fields in your database then discard the County name. This is redundant for Royal Mail purposes.

When sending pre-stamped personal mail with Departmental mail, please keep it separate in the black pouch.

**Parcels** – please always mark large items with your Department name and use one of our 'Service Request' labels to indicate the service required; such as: Parcel Force 9.00 a.m., Next Day 12, Next Day close of business, or 48 Hours, International Courier or 'not urgent'. See all options online.

Parcels destined for non-EU countries containing anything other than documents will probably require Pro-Forma (or Commercial) invoices. Again, you have a choice of delivery speeds available. We can also arrange a same day service to anywhere in this country (not cheap).

**Billing** – all types of postage/parcels are collated on computer and Departments are re-billed or invoiced monthly for all services. If you require something to be separately identifiable for your purposes, attach a 'Service Request' label to the items with the word REFERENCE: followed by whatever you like, which will appear on statements. External companies are invoiced monthly or quarterly if typical monthly bills would be less than £10.

**VAT** – there are important considerations when selling or when sending something outside the EU for repair. Please refer to the Postal Services website for details.

### Mail Shop

We provide a full range of mail services and stationery to all staff and students. We offer discounts on all overseas mail, parcel and courier services and all UK parcel and courier services. We are closer to most Departments than a Post Office.

Doors are open 9.00 am to 4 pm.

### Incoming External Mail

This is pre-sorted by Royal Mail and delivered to the recognised delivery point for each unique Post Code. For example, Whiteknights House receives mail for RG6 6AH (PO Box 217)/RG6 6UR – Whiteknights House itself, Old Whiteknights House, Blandford Lodge, Sports Centre, Palmer Building and a few other Departments with early morning access problems. All other buildings have their own Royal Mail deliveries and associated, unique post codes.

It is crucial that you inform senders of the correct PO Box and/or postal code for your building, otherwise your mail and parcels may be delayed. We may attach information labels to items of mail that have been delivered to us by external carriers because the wrong address was used. We have no central delivery point. Please don't ignore these. Contact the sender and inform them of your correct address for future reference. This will ensure that further deliveries arrive when you expect them.

Where a signature is required, each building should only accept items clearly intended for that building. Otherwise, re-direct or sent away the courier.

### Internal Mail

The Postal Services hub is located in the basement of Whiteknights House. All internal mail is brought to room B01 up to four times a day and immediately sorted and re-distributed. We also distribute printing from Design & Print Services and other large items on a daily basis.

**Please make a WREN Portering request (7000) for the internal distribution of large numbers of heavy boxes or other items, where more than one person would be needed to carry any single item or where loading and unloading is likely to affect the internal/external mail collection schedules or where, having risk assessed the job, it would be a H&S issue to ask one person to do it.**

When posting something by internal mail please **always** include a building name in the address and avoid 'unofficial' abbreviations of any kind. Post Room staff do not sort mail by name so if there is no address your item may be delayed.

**Bulk internal mailings** – in order to guarantee the quickest possible distribution, please send these to the Post Room grouped in departments. All envelopes for a particular department should be kept together using a rubber band. Most such mailings are normally addressed using label print-outs that are already in departmental order. To provide a fair service to all, 'normal' internal mail is given priority over unsorted mass-mailings.

**Web, more detailed and current -**

<http://www.reading.ac.uk/post>