A Quick Guide to Using Postal Services

Postal Services process all outgoing letter, parcel and courier post on behalf of the University (not Greenlands). We offer the full range of Parcel and Postal services you may 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 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 Department workers wishing to overprint designs on envelopes. There are different designs for different categories of UK mail. Stickers are kept in your Department and can be reordered 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 1st Class/24 PPI, stamped private mail (both classes), Freepost, re-directed and return to-sender mail in the black pouch, and 2nd Class /48 PPI or green or black mail 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, Airmail 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 fail off! We proactively track these items and photograph them before dispatch.

Write your special service requirements over the faint instruction area.

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 a black or green mail pouch.

Parcels – please always mark large items with your Departmental 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. 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).

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.

Web, more detailed information – http://www.reading.ac.uk/post