# A Quick Guide to Using Postal Services

All Postal Services operations are Covid-Secure. Our areas are kept clean, social distance is maintained and face coverings are required. Please follow all instructions when visiting these areas.

## Private Mail

We provide a wide range of mail services 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 Whiteknights locations.

Service available 9am to 4pm.

## Incoming External Mail

This is pre-sorted by Royal Mail and delivered to the recognised delivery point for each building’s Post Code. For example, Whiteknights House receives mail for RG6 6AH (PO Box 2717/RG6 6UR – Whiteknights House itself). During the Covid emergency, mail for all other locked buildings was also delivered there.

It is crucial that you inform senders of the correct postal code for your buildings. You can find the post code for your building on the postal services website, along with the correct address format.

Postal Services deliver all received mail to all locations on the morning it is delivered to us, as soon as possible after it arrives. A nominal schedule is available on our website.

Please contact us at any time if you are expecting an item that has not arrived, or ask the Portering service if they sort mail in your building/campus.

The old PO Box addressing system has been dropped for most Whiteknights locations. Please don’t use them any more wherever you publish your address.

## 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 810 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 in 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 green or black mail pouch.

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

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 (such as Royal Mail), so please don’t stick PPIs or airmail stickers to non-UK mail. Put this mail in the black pouch.

Address outgoing mail correctly – it is important to include a Post Code at 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 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, 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).

Billing – all types of postage/parcels are collated on computer and all 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 UK for repair. Please refer to the Postal Services website for details.

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

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**Outgoing Mail (6530)**

**Internal Mail (7302)**

**Postal Services Manager**

Telephone – 0118 378 (6530)

Email postroom@reading.ac.uk

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**Intra-UoR Mail**

The Postal Services hub is located in the basement of Whiteknights House. All internal mail is brought to room 801 up to four times per day and is immediately sorted and redistributed. We also distribute printing from Design & Print services and other large items on a daily basis.

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 house number 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.

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**General enquiries**

Telephone – 0118 378 (6530)

Email postroom@reading.ac.uk

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