

# **SERVICE LEVEL AGREEMENT**

**Postal Services**

**November 2020**

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# 1. GENERAL STATEMENT

- 1.1 Postal Services is part of Campus Services and is a University service provider with a remit for:
- Delivery and Collection of Items of Post within the University Estate
  - Provision of a Mail Shop for the University Staff, Students and Visitors\*
  - Liaison with Mail, Courier and Despatch Services for the University

This document details the services provided within current resources to meet the expectations of our customers and lays down the responsibilities of both parties.

- 1.2 This Service Level Agreement (SLA) is designed to provide both staff and resource support to staff, students and visitors, and where contracted to conference related functions and tenants.

## 2. BREACHES OF THE SERVICE LEVEL/ COMMENTS

- 2.1 The Postal Services Manager welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to:

Postal Services Manager  
Room B03  
Whiteknights House  
University of Reading  
Reading  
Berkshire RG6 6UR

All complaints will be dealt with in accordance with the University's complaints procedures.

- 2.2 Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Campus Services for further investigation.

- 2.3 Access to the Section's feedback and comments pages can be found at

<http://www.reading.ac.uk/postal-services>

# 3. CHANGES TO THE SERVICE LEVEL

3.1 The Postal Services Manager will review the SLA annually (October) and proposed changes will be brought to the Estates and Facilities Committee (acting as client) for approval. Where there is a reduction of service, notice will be given that changes will be made following 30 days written notification.

3.2 Current service levels

| Service                   | Level of Service   |
|---------------------------|--|
| <b>Opening Times</b>      | <p>Postal Services operating hours are 0730 – 1800, Monday to Friday.</p> <p>The Mail shop opening hours are 0900 – 1630, Monday to Friday. *</p> <p>The contact telephone number for Postal Services is 6530.</p> <p>You may also contact the Postal Services team via email- <a href="mailto:postroom@reading.ac.uk">postroom@reading.ac.uk</a>.</p>   |
| <b>Response Times</b>     | <p>Mail Shop customers will be served immediately although at busy times there may be a queue. *</p> <p>Incoming calls will normally be answered within 5 rings, if the call is diverted to voice mail your request will be answered within 1 hour during operational times or the next working day by phone, or email if we cannot contact the caller direct.</p> <p>Postal Services will respond to and deal with non-mail shop service-related enquiries within 3 hours during our working hours Monday to Friday. Issue resolution times will vary greatly depending on service requirement, external supplier used, destination and package contents. Face to face customer or telephone-initiated enquiries will be actioned immediately, maintaining communication of progress through agreed channels.</p> <p>Out of hours emergency answering service via Security control (Ext 7799)</p> |
| <b>Service Objectives</b> | <p>To provide a professional, friendly, courteous and helpful postal service to the visitors, staff, students and contractors that meets the needs of the University community.</p> <p>To use internal and service provider recording and reporting systems to ensure quality levels are maintained and verifiable.</p> <p>To achieve customer satisfaction through engagement and responsive actions.</p> <p>To encourage customer feedback by providing feedback forms to University users within schools and offices to inform a cycle of continuous improvement.</p> <p>To measure, monitor and report service performance and pro-actively address areas for improvement.</p> <p>To understand the customer requirements and aim to provide a high-quality value for money service.</p>   |

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**Principle Service Provision**

**Standard Postal Service:**

Internal:

A full scheduled mail distribution service to as many University locations as possible.

Outgoing External:

UK - 1st & 2nd class with timed, secure and tracked options, plus same day.

EU – airmail with tracked options plus fast tracked parcel and courier

Rest of World \_ airmail with tracked options, and a range of parcel and courier options.

Additional services:

Incoming external mail sorting for the Whiteknights campus

Whiteknights House scheduled office deliveries

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**Billing**

Internal account holders are re-charged monthly through the University finance system. It is the customer's responsibility to keep Postal Services administration informed of contact detail and finance system charge code changes.

External account holders will be invoiced quarterly or more frequently on request if usage justifies it. Postal Services must be kept informed of any account information changes.

Postal Services issue coded mail pouches, serialised service request forms and dockets to ensure correct attribution of charges.

Monthly itemised statements are provided to all account holders to compare with their own postal records. Discrepancies must be pointed out in a timely manner in order for Postal Services to resolve the issue effectively.

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**Legal**

Laws affecting the posting of restricted and prohibited items affect all of our services. It remains the responsibility of all account and non-account customers to ensure that packages only contain items that are approved for carriage on the requested service to the intended destination.

Nothing must be posted to individuals or other parties on government agency (OFSI) 'denied parties' lists. Checks are made by all carriers that may delay items.

All appropriate customs declarations and other required export documentation must be provided by the original sender.

Carriers are likely to destroy items in the above categories and make no refunds or compensation available.

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**Training**

Staff are trained to maintain Customer Service Excellence and Health & Safety requirements.

Campus Services have achieved and maintain ISO9001:2015 accreditation.

To ensure performance standards are maintained, feedback is monitored to proactively address areas for improvement.

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Our Service includes:

| Area                       | Frequency    | Coverage   |
|----------------------------|--------------|--|
| Mail Sorting               | Daily        | Royal Mail deliveries of Whiteknights campus mail are made to Whiteknights House (except halls of residence) and are forwarded by internal mail.                               |
| Distribution               |              | Outlying University Properties: Farms, Greenlands Campus (once a week)   |
| Distribution               | Twice Daily  | All major buildings Whiteknights Campus (East & West), London Road Campus.   |
| UK & international Airmail | Daily        | Processed and dispatched on the day of collection, including value added trackable Royal Mail options  |
| Parcel and Courier         | Daily        | Processed and dispatched on the day of collection. The Postal Services website details varying supplier cut-off deadlines  |
| Mail Shop                  | Daily        | Available to all staff and students, Monday to Friday, 9am–4.30pm; all services at rates highly competitive with equivalent alternatives.<br><br>Sales of mailing consumables. |
| Item tracking              | Continuous   | Postal Services photograph all outgoing trackable items and pro-actively monitor their progress and intervene as issues with suppliers occur.                                  |
| Supporting administration  | Periodically | To provide account and general information, specialist stationery, postal systems support and to liaise with external postal authorities and agencies.                         |

## 4. ADDITIONAL POSTAL SERVICES

Specialist handling, particularly for export purposes, of 'dry-ice', biological samples and other potentially dangerous goods is arranged directly within Schools using trained and registered packers and appropriate contracted suppliers. Postal Services can offer advice on these issues.

Additional documentation preparation must be made when preparing to export goods for repair and return outside the EU<sup>1</sup>, for VAT purposes. This must be done within Schools by the original poster in liaison with Postal Services.

The University VAT office specifies specific requirements when selling goods outside the EU. These requirements are repeated on the Postal Services website.

Invoices and Pro-Forma Invoices and other customs documentation are, for export purposes, the legal responsibility of the original sender and must be prepared accurately. Postal Services can offer advice and will not be able to post items unless accompanied by the correct documentation.

Internal re-charging is made monthly using the University finance system and itemised statements are sent to all account representatives.

Services are available to tenants of University sites for which an administration charge is made. Contact [postroom@reading.ac.uk](mailto:postroom@reading.ac.uk) for details. Charges are invoiced periodically, usually quarterly.

# 5. SERVICE STANDARD

## 5.1 What we need from you

To enable us to perform the services detailed below we require our customers to provide clear, full and accurate addressing of mail items.

## 5.2 Postal Services

| Area  | Standard   |
|---|--|
| Outgoing external mail, parcel and courier services | All items (correctly prepared) will be processed and despatched on the day they are received.<br><br>Trackable item details will be forwarded to account customers electronically and non-account customers on request. Postal Services track these items pro-actively and intervene when issues arise.                          |
| Incoming external mail and parcels                  | Postal Services handle these for all Whiteknights campus buildings.<br><br>Postal Services will sort and deliver to Whiteknights House office delivery points on the day they are received in the morning. Items not destined for Whiteknights house are inserted into the internal distribution stream for next round despatch. |
| Internal mail and parcel distribution               | Items of standard mail are distributed on a 'sort and deliver on the next round' basis, which will always be on the same day or the following morning (Mon-Fri) for late arriving items.   |
| Mail Shop   | Customers will be served between 9am and 4.30pm, Monday – Friday. All services available to account customers are provided.  |

## Areas NOT covered by Postal Services Service Level Agreement

Postal Services do not provide office delivery services within buildings except for Whiteknights House.

Distribution work involving significant heavy multiple parcel collections; very large numbers of items (filling a van) and anything that would require more than one person to lift; or ad-hoc work that might otherwise significantly delay scheduled rounds, should be referred to Portering Services.

# 6. POSTAL SERVICES COSTS

Postal services always seek the best possible price and service quality combinations to meet the diverse postal requirements of the University of Reading. Postal Services select services from available national purchasing group negotiated contracts. Current prices are available using the quote request facility at [reading.ac.uk/post](http://reading.ac.uk/post). Postal Services provide all core external services at less than standard public tariff. Non-internal customers will pay an administration charge to cover the cost of providing the service.

## 7. VERSION CONTROL

| Version | Keeper          | Reviewed | Approved by   | Approval Date                  |
|---------|-----------------|----------|---------------|--------------------------------|
| 1.0     | Postal Services | Annually | EFC Ref 17/68 | 1 <sup>st</sup> December 2017  |
| 1.1     | Postal Services | Annually | E&E Ref 18/20 | 30 <sup>th</sup> November 2018 |
| 1.2     | Postal Services | Annually | E&E Ref 19/66 | 29 <sup>th</sup> November 2019 |
| 1.3     | Postal Services | Annually | E&E Ref 20/49 | 27 <sup>th</sup> November 2020 |

\* Mail Shop services will remain suspended while COVID-19-security measures are necessary. Extra social distancing space is needed in the shop area for other tasks and the area is not suitable for queuing. Postal Services will seek opportunities to provide a limited service when circumstances allow.

<sup>1</sup> Following the end of the BREXIT transition period, the VAT arrangements may change. Any new arrangements will be explained on the postroom website.