

# NEWS

## CHANGES AFFECTING ALL DEPARTMENTS POSTING MAIL

In Postal Services we are always refining systems. Sometimes an internal service improvement is instigated by us and at other times suppliers change their systems, forcing us to adjust.

Both types of change, affecting our internal customers, are necessary now and are described in this notice. Both changes will come into effect on **Monday the 23<sup>rd</sup> of March**.

### PPI label change

The labels we use to post Royal Mail 1<sup>st</sup> and 2<sup>nd</sup> class letters are changing.

Currently, we post UK letters weighing less than 100g, and within the defined size limits, using the labels below.



You apply one to each item to indicate to us what service you want, or you have envelopes pre-printed with these designs, for large mailings.

In either case Royal Mail have changed the design needed for our contract to the new designs below.



### Managing This Change

Processing both types together introduces a level of complexity

that would seriously bung up our systems. Therefore, we have to choose a date to stop using the old design before Royal Mail's absolute deadline.

We have chosen the 23<sup>rd</sup> of March for a number of operational reasons. By this date we will have distributed rolls of the new labels to all current users with instructions attached. We will ask you to return all old designs to us for secure destruction, which you must not use after **Friday the 20<sup>th</sup>**. Please do not put them in the recycling.

To help with this process please contact us as soon as possible with a list of all holders of stocks of the old 1 and 2 labels.

This change does not affect the 24 and 48 style labels used for large letters and parcels.

Departments using pre-printed envelopes will have to ensure that these include the new design, or you will have to stick labels over the old design on any that you want to use up. DPS will have access to the new designs for any work they prepare on your behalf.

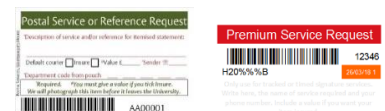
### Service Request Process

After several years of refinement, our system for requesting more expensive services needs to change again.

Originally, our customers indicated these kinds of service requirements by writing on envelopes or packages or by attaching notes to them.

We then introduced the more formal first generation of 'Service Request Labels'. This soon moved on to a version with a more reliable audit trail, which added a unique serial code to each individual label. These are attached to each item or bundle of items requiring a specific trackable service.

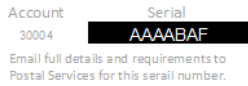
There are two designs in the serialised category still in use,



which will be familiar to most of our customers.

## The Change

We can reliably attribute the distribution of these labels, but we can't be certain of full financial propriety in their use as things stand. To fix this, we are introducing a new design and process.



They can only be ordered through our website to establish an audit trail and they are uniquely serialised for each postal account, as before.

There are now 65 per sheet, black and white, and they are now merely an indicator that we have to do something 'special' when we process the item.

Now, each label used must be sent in conjunction with an email sent to [postroom@reading.ac.uk](mailto:postroom@reading.ac.uk) with your instruction for the item/s concerned.

## Detailed Requirements

The above emails should have the postal account number and serial code of the first label used in the subject line. If you prefer, you only need to send a single email for each batch you post on any one day.

Within the body of the email please describe the detail of the request for each label used. As with labels used now, we need to know:

- a service name or speed of delivery requirement
- any insurance needed and intrinsic value of contents
- contents description
- your name
- and for overseas items
  - receiver's full

- name
- receiver's contact details (email and telephone)

We will already know your email address, which for certain types of international service we must include in the details sent to the carrier. This and other details above are a requirement of the UK government's Office of Financial Sanctions Implementation (OFSI).

The details are also usually necessary for customs purposes. It remains essential that you always attach to the item or the email copies of pro-forma or commercial invoices as appropriate.

It is your responsibility that any other export and import licence information required is attached to the item as before.

Departments sending bulk mailings in this category must continue to use the Excel template method in conjunction with the new label. In this case, as before, you must only attach a single label to each common category bundle/box/bag that you send to us. Please do not attach a label to every individual item.

## Managing this Change

We will introduce a moratorium on orders for existing Service Request labels from the **28<sup>th</sup> of February**. Until then we will only honour orders of single sheets per account.

Please order the new style labels from our website in the usual way from **Monday the 16<sup>th</sup> of March** ready for use from the 23<sup>rd</sup>. As soon as possible after then please return all unused red or green labels for secure destruction.

From the 23<sup>rd</sup> we will return items with red or green labels or not collect them in the first place if our drivers spot them.

## Other Information

### Mail Shop

The Mail Shop in Whiteknights House continues to offer staff and students a good deal on all mail services.



This service saves many people money and offers easy access to a range of postal help and expertise. The proportion of international students using the service is high. Please spread the word because we fear they may be getting a raw deal elsewhere.

We are closer than any Post Office and better than similar services offered elsewhere on campus.

### Sending items Overseas for Repair (outside EU)

It is essential that you follow the guidance on our website to ensure you are not mis-charged VAT on the value of the equipment when these come back to you.

The procedure involves some precise description on a pro-forma invoice, instructions to us and to the repairer.

The value of the equipment involved can often result in very large unwelcome VAT bills.