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Location and Opening Times

Location

The Mailroom is located next to the Car Park South, just off Newton Way.

Opening Times

The Mailroom is open for business during the following hours:

- **Monday to Friday:** 07:00 – 17:00 and for personal use: 10:30 – 13:30

  *(University closures excepted)*

Mail must be received within the Mailroom by 16:30 to be guaranteed to meet Royal Mail’s final despatch. Any mail received after this time cannot be guaranteed.

General Enquiries

Mail: 01904 32 2049

Goodricke College Parcel Service: 01904 32 5121

Website: [www.york.ac.uk/campusservices/postroom/](http://www.york.ac.uk/campusservices/postroom/)
Mailroom Staff and Contact Details

Delivery and Distribution Manager

Mr Nigel Smith
Ext 2049
Email: nigel.smith@york.ac.uk

Postal Enquiries
Ext 2049
Email: mail-room@york.ac.uk

Goodricke Nucleus Parcel Service
Ext 5121
Email: mail-room@york.ac.uk
Mail Services

Definition of Service

To provide a full internal and external mail service for University sites, on and off campus.

Description of Service

- The Mailroom undertakes to deliver incoming post by 10:00 to dedicated mail points, with no more than one mail point per departmental location.
- A last collection of post takes place no earlier than 14:45 and no later than 16:30.
- There is a target transit time of 4 hours for internal mail within Heslington Campus, and next morning for off campus sites.
- Incoming courier items are delivered directly to the department, or reception if closed, and courier items are delivered on the next available round when received in the Mailroom.
- Outgoing mail and courier items are despatched on the day of collection, only when collected by the Mailroom. Mail taken to the Mailroom after the last collection is only franked after collected mail is completed.

Mail despatch times from the Mailroom:

09:00, 12:30, 14:45.

The first delivery and collection may vary due to Royal Mail deliveries and workload. The service is available to University departments; both staff and students. Personal items, packets, parcel and letters etc must be brought to the
Mailroom for despatch. Payment is accepted by cash, cheque (made payable to University of York) or card.

Mailroom van drivers no longer deliver Stationery; this should be ordered via the York E-purchase system (YEP).

Frequently Asked Questions about Sending Mail

The University of York’s Mailroom offers a variety of postal services, below are some Frequently Asked Questions relating to UK and International Services and Registered/Recorded deliveries.

1. I need to get my parcel abroad quickly - how do I do this and how much does it cost?

   **Global Priority (International) / Euro Priority (Europe):** for this you will need a Customs Declaration Form (CP72) which is available from the Mailroom. Most services offer delivery within 2-5 working days; contact the Mailroom (ext 2049) for more information. Postal rates vary depending on destination and weight. This service is available through Parcelforce and is trackable to the destination country; the item must be in the Mailroom no later than 14:15.

2. My parcel is heavy - how do I get it abroad and how much will it cost?

   For parcels over 2kg in weight, you will need to attach a Customs Declaration Form, available from the Mailroom; parcels without this form will be returned to sender therefore delaying your item. Items less than 2kg do not require this form unless speed is required. Postal rates vary depending on destination and weight.

   This service is available through Parcelforce and is trackable to the destination country; the item must be in the Mailroom no later than 14:15.
3. **What other International Services do you provide?**

   **International Signed** - this costs £5.91 (Europe) £6.28 (Rest of World) pro rata per kilo. For an extra payment of £2.60, you will get £50 compensation for damage or non-delivery. For items of a higher value contact the Mailroom on ext 2049.

   **Tracked and Signed** - £50 compensation. (For an additional £2.50, £250 compensation is available)

   **Tracked** - this service is only available to a limited number of countries and allows you to track your item right up to the point of delivery. Your item will receive priority handling for £5.91 (Europe) £6.28 (Rest of World) per item (plus the weight of the item). Standard compensation is £50 - add £3.00 for additional compensation of up to £250. (Contact the Mailroom for further details of this service. This service is subject to VAT.

4. **What registered services do you provide for UK parcels and mail?**

   **Recorded Delivery**: (orange sticker) this is a Signed at point of delivery service costing £1.10 + postage (1st or 2nd class), this service is trackable through the Mailroom via Royal Mail.

   **Special Delivery**: (silver sticker) this is a Signed at point of delivery service costing from £6.30 with guaranteed 1pm next working day delivery, the weight limit for this service is 10kg. There is also a 9am service costing from £17.70 with a weight limit of 2kg. The 9am service is subject to VAT.

   **Registered**: this is a special delivery service which will insure your parcel for up to £2500; see postal rates weight and compensation prices.

5. **How do I send my parcels through the University Mailroom?**

   All parcels must have a department stamp, be properly wrapped and clearly addressed. The services provided range from 9am next day, 10am, 12 noon, 24 and 48 hour delivery. This service is subject to VAT. To see postal rates visit [http://www.york.ac.uk/campusservices/postroom/parcel.html](http://www.york.ac.uk/campusservices/postroom/parcel.html).
All these services are trackable; please contact the Mailroom for more details on ext 2049.

6. I’m doing a bulk mailing, what should I do?
Contact the Mailroom in the first instance, who will be able to supply you with mailbags. For external mail please ensure that all letters have a department stamp and are banded with the address face up. Please also ensure that 1st and 2nd class mail, and also international and inland mail is kept separate.
Please inform the Mailroom of your desired collection day in advance, this will ensure that an early pick up can be arranged to enable franking and sorting to be done within the same working day.

7. What is the latest time than I can post an item?
The last Royal Mail collection from the Mailroom is 16:55, any mail arriving at the Mailroom after 16:30 cannot be guaranteed to have same day despatch. If you have urgent mail to post after your department’s last collection this must be hand delivered to the Mailroom prior to 16:30.

8. What can I do if a trackable item I sent didn’t arrive?
Contact the Mailroom on ext 2049 giving the service used, item sent, date, name and address - the Mailroom will then do a track and trace and contact you with the reasons for the delay.

For any other information relating to our mail services, please phone ext 2049, or email mail-room@york.ac.uk.
UK Mailing Services

Royal Mail First Class

Second Class – letters up to 100g, large letters up to 750g, small packets up to 2kg, medium packets up to 20kg.

Special Delivery
This service is guaranteed next day by 09:00 and 13:00 for most parts of the country, 17:30 for more remote areas (i.e. Highlands of Scotland). This service offers a signature on delivery with compensation for loss (value) – choice of three levels. There is a weight limit of 2kg for the 09:00 service and 10kg for the 13:00 service.

Recorded Delivery
Not guaranteed for next day delivery, no insurance available – signature required on delivery. This service is trackable to point of delivery.

Packets and Parcels
Please read sections on UK Parcels.

Please note: Any undelivered franked mail without a return address on the envelope will be disposed of. To ensure you get your mail back if the item is undelivered, please put a return address on the back of the envelope. The Mailroom will also return undelivered mail if it has a departmental stamp on it, as this number is unique to that department.
Overseas Mailing Services

All overseas mail must bear an airmail sticker or stamp.

Royal Mail

International Signed – pricing from £5.81

International Signed gives you the confidence and reassurance of having your mail Signed on delivery, just about anywhere in the world. It is a relatively low price to pay for peace of mind.

This service has a cost attached per item on top of your normal postage. There is a £350 compensation cover as standard. If you’re sending valuable items and need more cover, please contact the Mailroom for details.

Tracked – pricing from £5.91 (plus the weight of the item)

Tracked is the safest, fastest and most reliable service to use. Tracked provides priority handling both at home and overseas, with quick despatch on the next available flight to its destination, and electronic tracking of delivery. You can use it to send letters and small packages to 39 destinations. Contact the Mailroom for details.

Tracked has a charge on top of the normal airmail price for your item. A compensation cover up to £50.00, with additional cover is available for £3.00 extra.

Standard Airmail

All airmail can be sent through the Mailroom, at discounted prices. Please make sure this mail is kept separate from UK mail and labelled with an airmail stamp or sticker.
Global Priority (International) / Euro Priority (Europe)

For parcels over 2kg in weight you will need to attach a Customs Declaration Form (CP72) available from the Mailroom, parcels without this form will be returned to sender therefore delaying your item. Items less than 2kg do not require this form unless speed is required. Postal rates vary depending on destination and weight.

This service is available through Parcelforce and is trackable to the destination country; the item must be in the Mailroom no later than 14:15 for same day despatch.
Trackable Services Offered By The Mailroom

In the Mailroom, there are 14 trackable services – mail is given its own unique number and can be tracked through transit on its way to being delivered by either Royal Mail or Parcelforce.

If any department would like to track their letter, packet or parcel, then please ask to be supplied with the tracking number at the time of posting your item. The best way to do this is to attach a Post It note to the item giving your details, and the Mailroom staff will get back to you with the information. Once you have the tracking number, go to the relevant service website and click onto track my item, enter the tracking number and this will give you details of its routing, times and dates of delivery. In some cases, some of these services will give you a signature online as proof of delivery.

Royal Mail Tracking Services

www.royalmail.com

• International Tracked
• International Signed
• Recorded Delivery UK
  ◦ Special Delivery by 9am guaranteed delivery time ◦
  Special Delivery by 1pm guaranteed delivery time

Parcelforce Tracking Services www.parcelforce.com

• Global Priority (CP72 form needed) Euro Priority (CP72 form needed)
• UK 9am Delivery
• UK 10am Delivery
• UK 12 Noon Delivery
• UK 24 Hour Delivery
• UK 48 Hour Delivery
• UK Large Delivery ie bikes, extra large boxes.

UK Parcels

Parcelforce

The Mailroom uses Parcelforce to deliver all parcels as they offer a very generous discount for the services below, with prices ranging from £33.00 for 09:00 next day delivery to £8.75 for a 48 hour delivery (for exact cost and weight please contact the Mailroom on ext 2049).

Services

• Datapost 09:00
  Guaranteed with signature next working day before 09:00. Monday to Friday.

• Datapost 10:00
  Guaranteed with signature next working day before 10:00. Monday to Friday.

• Datapost 12:00
  Guaranteed with signature next working day before 12:00. Monday to Friday.

• Datapost 24 hrs
  Guaranteed with signature next working day. Monday to Friday.

• Datapost 48 hrs
  Guaranteed with signature within 2 days. Monday to Friday.
Saturday Service

If you would like a parcel to be delivered on a Saturday, there is a £12.00 surcharge for this service. A Saturday sticker is attached. This service is only guaranteed to a residential address.

All the above carry a weight limit of 30kg, please phone the Mailroom (ext 2049) for more advice.

Please note all paperwork relating to any of the above items is kept in the Mailroom. If you require a tracking number of an item you are sending, then please ask for this at the time of sending, either by phoning the Mailroom or by applying a Post It note to the item, giving your details, including phone number.

Any packets or parcels weighing over 30kg are currently sent via DHL, which also offers very good discounted rates. For this service the dimensions of the item need to be taken. For cost and collection information please contact the Mailroom staff on 2049.
Bulk Mailing

Bulk mailing consists of more than 50 identical items. These should be sorted into internal, UK and overseas mail and kept separately. Please do not mix them together.

It is most helpful if advanced notification is given to the Mailroom as mail trays, bags and elastic bands can be supplied to speed up the process. When doing a large posting, letters should be placed together with the all addresses facing the same way and bundled together with elastic bands – not thrown in the bag loose. Failure to present mail in this way could result in your mail being returned or a handling charge being incurred. By contacting the Mailroom, a special collection of the mail can be arranged.

When doing bulk postings you may attach a letter or note with your stamp number and required class of posting with the items, this will save you stamping each individual item. More information can be obtained from the Mailroom on ext 2049.

It is appreciated if bulk mailings are received in the Mailroom before 16:00 to ensure a same day despatch. Unfortunately, due to heavy workloads, bulk mailings cannot be guaranteed to be dispatched after this time.

If a department has an overseas bulk mailing, please contact the Mailroom, as this type of mail needs to be placed into WHITE posting bags - these can be supplied by the Mailroom.

Sometimes departments send out bulk mailing with items such as free pens with
letters. If doing this, even though it is not recommended, please ensure that the items are placed at the bottom of the envelope otherwise they will jam up the franking machines.

**Internal Mail**

This must be placed in the out tray, which is at your department’s collection and pick up point.

The Mailroom aims to ensure that any internal mail collected will be processed and delivered by the next delivery run that same day. Where internal mail is collected on the final run of the day, this will be delivered on the first run the following day.

The speed of internal mail will increase if it is fully addressed, giving:

- **Full Name,**
- **Job Title,**
- **Department,**
- **Location.**

The van drivers will collect items such as large boxes i.e. library books and stationery items such as printer cartridges. Contact the van drivers by email: mail-room@york.ac.uk.

Internal deliveries are also made to, Kings Manor.
External Mail

All correctly-presented external mail received in the Mailroom by 16:30 (apart from late large bulk mailings) will be despatched on the same day.

Correctly-presented mail

1. External mail should be placed in the out tray, which is at your department’s collection and pick up point.
2. Indicate in the top left hand corner of the envelope which service is required, for example 1st or 2nd class, Recorded or Special Delivery (9am or 1pm), International Signed or Tracked. Please note nothing should be written in the top right hand corner. Unmarked mail will automatically be sent 2nd class.
3. Please don’t put the required service as part or above the address line as this may result in the required service being missed by the Mailroom staff.
4. Airmail must be marked as Airmail and be separated from the UK mail.
5. Mail should be fully addressed. All overseas mail needs to have the country clearly shown.
6. All external mail must have the department’s number on each item (other than for large bulk mailings). Failure to display the department stamp will result in the item being returned via the Mailroom to the department for resending, thus delaying your mail.
7. The minimum size for an external envelope is no smaller than 16cm x 9cm (length/height). Letters smaller than this will not go through our franking machines so must have a Royal Mail stamp attached.

If any of the above are not adhered to, the University Mailroom cannot be held responsible for a missed service.
If a department requires additional services or would like advice on sending their items, then please contact the Mailroom on ext 2049 for further information.

Those departments who are sending items abroad, and require a quick delivery time, PLEASE get the mail ready as soon as possible to allow sufficient time for the item to reach its destination (weekends not included when quoting transit time).

The University has a contract for a SAME DAY SERVICE with Royal Mail. For a quote and more details contact the Mailroom on 2049.
How to Present Your Mail

1. The Letter
   The full address must be written in the middle of the envelope no less than 1.5 inches from the top of the envelope. This can be either hand-written or printed, but must be clear and include the town and the correct postcode for both UK and overseas mail.

2. 1st or 2nd Class
   The mail item must clearly state 1st or 2nd class and a departmental stamp number should be attached. These must be displayed on the letter on the LEFT hand side of the envelope. Please note under no circumstances must any of the above be put on the RIGHT hand side of the envelope or be attached as part of the address line. Failure to abide by this may result in your item being returned to the department.

3. Special Priority Service
   If you would like to send your item by Recorded Delivery, Special Delivery 9am or 1pm or by any of the overseas priority services, these must be either stamped with the appropriate stamp, or the service you require should be hand-written on the LEFT hand side of the envelope. Failure to do this may result in your item missing the required service or been returned to the department.

4. Global Priority Post - Letter Size
   When your department is sending out a Global Priority Post item, please make sure it is presented to the Mailroom in an A4 envelope and nothing smaller. This is because the Mailroom staff have to stick the CP72 form and a barcode sticker on the envelope, so if it is smaller than an A4 then these do not fit on the letter. Please do not stick the CP72 form on the letter yourself.
5. No Departmental Stamp

If an item comes without a departmental stamp (bulk mailing not included) then this will be opened to determine the sender, and then returned via the Mailroom to the department for resending. This will result in a delay in sending your mail, so please make sure all items to be posted have a departmental stamp on them.

6. Sending mail 2nd Class

If a letter arrives in the Mailroom with a departmental stamp on, but no 1st or 2nd class instructions, then this will automatically be sent 2nd class.

7. Cleaning the Department Stamp

It is advised by the Mailroom that if you are using your departmental stamps on a daily basis, they should be cleaned regularly as they do tend to clog up from time to time and are sometimes hard to read. Water and a tooth brush are recommended.

8. Making a Special Priority Service Stamp

The Mailroom would also encourage departments to have a stamp made, for the services they use most frequently (Recorded, Special or International Signed etc) – this should be stamped on the letters in red ink on the left hand side, as this makes them stand out and more visible to the Mailroom staff.

9. Bulky Item in the Envelope

Please make sure that there are no pens, clips or clasps in envelopes as these will block the franking machine when franked. If a department has to send any of these, or other bulky items through the post via a letter etc, then please inform the Mailroom for posting advice.
10. Using Sellotape on envelopes

Under no circumstances should Sellotape be used on the front of envelopes; this causes the franking ink to smudge and be erased from the letter - this will mean that the letter will be surcharged at the other end for having no postage cost attached. If you have to use Sellotape to stick down a loose flap, then only use this on the reverse of the envelope making sure it is not overlapping onto the front. Failure to adhere to this may result in your mail been returned to sender, thus delaying the service.
Personal Stamped Mail

Please note that it is the responsibility of the individual to post their own personal stamped mail and not to put this in the University out tray for the Mailroom to collect. The University Mailroom will only collect stamped mail if it is correctly stamped with an official University departmental number. Blatant abuse of this service may be viewed as a misuse of University resources and the service discontinued. Any stamped mail found in the out trays will be left or returned to the department on the next delivery and collection run.

Location of Royal Mail Post Boxes around the University

1. Next to the Roger Kirk Centre, Newton Way.
2. Outside Vanbrugh College.
3. Next to Alcuin College on the road side.
4. Innovation Way (there is also a meter box here).
5. Outside Wentworth College.
7. Next to the bus stop at Heslington Hall.

Christmas Cards

Christmas cards will only be accepted with an official departmental stamp otherwise they will be returned or left at the collection point.

A Christmas card or 1st / 2nd class external envelope must be no smaller than 16cm x 9cm (length/height) - letters smaller than this will not go through our franking machines, so must have a Royal Mail stamp attached. If the Mailroom staff find any envelopes smaller than this they will be returned on the next delivery/collection.
Departmental Stamp Ordering

All departments sending out external mail via the University Mailroom (bulk mail excepted) must have a departmental number on. This stamp number must be put on each letter or item to be posted, so that the item is charged to the correct department. If your department requires a new or replacement stamp, then please follow the instruction below.

Ordering a New Stamp

1. Once the department has gone through the correct procedure of agreeing the services of the Mailroom from the Mailroom Manager, Nigel Smith (nigel.smith@york.ac.uk), they will need to obtain a departmental stamp.
2. First contact the Mailroom on extension (2049) to obtain the next available stamp number.
3. Then the department needs to order their stamp using YEP. Raise a free-format order using the supplier ‘Make Your Mark’.
4. When you have ordered the stamp you need to contact the Mailroom with your cost code (workorder number) from which you want the mail cost to be paid.
5. When the stamp arrives in the department, you should contact the Mailroom immediately to confirm start date.
6. This information is then recorded within the Mailroom.
Replacing a Stamp

If a stamp just needs replacing, the procedures set out in 3 and 4 above need to be followed.

Please be aware under no circumstances must a department number be written on the envelope or packet to be posted. If the Mailroom staff find any mail with hand written numbers this mail will be returned to the department and that department’s manager informed.

Mailroom Packet and Parcel Services (PPS)

The Service

The University of York has introduced a Packet and Parcel Service which is open to both staff and students on and off campus.

This service will give staff and students the opportunity to post their personal items up to 30kg to anywhere in the UK and overseas at very good discounted prices, via the University Mailroom. For further information please contact the Mailroom on 2049 or email mail-room@york.ac.uk.

All items to be posted must be brought to the Mailroom in person. Items must be securely wrapped and labelled prior to posting.

Boxes and packing materials can be provided for this service. There may be a charge for boxes of a certain size. Contact the Mailroom for further information.
Opening Times

At the University Mailroom on Heslington West, this service is available Mondays to Fridays from 10:30am to 1:30pm (excluding public holidays) during terms and vacations.

At Goodricke nucleus on Heslington East, this service is available from 08:00 to 15:00 Monday – Thursday and 08:00 to 14:30 on Fridays and during term time only from 18:00 – 20:00.

Locations

1. University Mailroom – Heslington West
   
   The Mailroom is situated in the far corner of Car Park South attached to the Joiners Workshops.
   
   • By Car
     
     Come off Heslington Lane into Newton Way and take the 2nd right turn into Car Park South. The Mailroom is situated in the far right hand corner; look for the PPS banner on the side of the Mailroom building.
   
   • Walking from James College
     
     Head towards Car Park South past the Department of Electronics building on your left. Keep on the footpath with Car Park South on your left. In the far right hand corner you will see the Mailroom - look for the PPS banner on the side of the Mailroom building.

2. Goodricke nucleus – Heslington East
   
   We are based in the Goodricke nucleus building, just inside the main door, on the right hand side.
Payment Methods

There are 3 ways of paying for this service:

- **Cash – sterling.**

- **Cheque** - this must be accompanied by a banker’s card and student ID if relevant.

- **Credit Card & Debit card with ID.** Please note there will be a 1.71% charge for the use of credit cards.

A receipt will be given with payment.

Posting Your Item

All items to be posted must be brought to the Mailroom in person. If you are posting a large packet or parcel overseas, a Customs Declaration form (CP72) will need to be completed and brought to the Mailroom along with your item. This can be either collected from each College reception or from the Mailroom on arrival.

How Much Will It Cost?

Please click on the link [www.york.ac.uk/campusservices/postroom/parcel.html](http://www.york.ac.uk/campusservices/postroom/parcel.html) to find the cost of your item. The blue column is for Global Priority service (available to most countries) and the yellow column is for Euro Priority (only available to European countries). There is also a column showing the price you will pay if you were to take your item to any Post Office counter, and the discounted price which you will pay using this service via the Mailroom.
International Parcel Delivery Zones

The cost of sending an international parcel depends on which zone your destination country is in. There are 9 international zones. Products and prices vary between zones.

The 9 zones are.

- Zone 4 - Channel Islands
- Zone 5 - Republic of Ireland
- Zone 6 - Netherlands, Belgium & Luxembourg
- Zone 7 - France, Germany & Denmark
- Zone 8 - Italy, Spain, Portugal & Greece
- Zone 9 - Rest of Europe
- Zone 10 - USA & Canada
- Zone 11 - Far East & Australasia
- Zone 12 - Rest of the World

When checking for a price of your item, you will need to know the weight of the item to be posted, then go to the appropriate Zone and check against that weight, to find the price.
Business Reply Service

This service is available to all departments, and is mainly used if you require the recipient to return information to the department; this charge is picked up by the department rather than the recipient. Specific address blocks can be designed to reflect different projects, departments etc. For more information please contact Nigel Smith on 2049, email nigel.smith@york.ac.uk.