Mailroom and Central Portering Services

Service Level Statement

Campus Services
Directorate of Estates and Campus Services

The mailroom provides the following services to users of the University’s premises:

- Mail service
- Office moves
- Central & Vehicular Portering Support

June 2014
1 Overview

This Service Level Statement (SLS) is between Mail Room and Central Porters and all customers of the University of York and agrees to provide the services detailed in below.

This SLA lists the key responsibilities of Mail room and Central Porters and all customers of the University of York.

This SLS is designed to provide both staff and resource support to staff, students and visitors, and where contracted to conference related functions and tenants. Due to the nature of University funding, the SLS will be reviewed annually on 31 July.

2 Breaches of the Agreement/Comments

Campus Services welcomes comments on the SLS 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 contact in the first instance:

The Collection & Distribution Manager (Nigel Smith)
Telephone: (01904 32) 2049
Email: nigel.smith@york.ac.uk
Address: Collection & Distribution Manager
The Mailroom
Dalham Farm
University of York
Heslington
York YO10 5DD

All complaints will be dealt with in accordance with the University’s complaints procedures. If your complaint has not been dealt with to your satisfaction, then please write to:

The Assistant Head of Campus Services
Home Farm
University of York
Heslington
York YO10 5DD

3 Maintenance of Agreement

Any changes, modifications, additions or deletions to the Campus Services Mail Room and Central Porters SLS will be notified to all customers of University or York, on the Campus services website, no less than 30 days prior to such change coming into effect.

This SLA will be reviewed and amended on a yearly basis on the 31 July each year.

Contracts

Where there are written contracts, both parties may withdraw from these agreements in compliance with any contractual arrangements.
## Mailroom and Central Porters

<table>
<thead>
<tr>
<th>Service</th>
<th>Level of Service</th>
<th>User Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mailroom Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery of Incoming Post</td>
<td>Mailroom staff will deliver incoming mail by 10:30 hrs (Monday to Friday) to Departments, Colleges, Institutes and Centres (DCIC’s) 95% of the time.</td>
<td>• Users are responsible for identifying no more than one mail point per DCIC</td>
</tr>
<tr>
<td>Last Collection</td>
<td>Mailroom staff will collect post from DCIC’s no earlier than 14:45 hrs and no later than 16:30 hrs (Monday to Friday).</td>
<td>• Users are responsible for ensuring mail is ready for collection.</td>
</tr>
<tr>
<td>Mail Transit Time</td>
<td>Internal mail will be delivered with a transit time of 4 hours within Heslington Campus/Campus Village/Goodricke College and next morning for all off Heslington Campus sites.</td>
<td>• Users are responsible for ensuring mail is ready for collections.</td>
</tr>
<tr>
<td>Delivery/Collections (off Campus Sites/Residences)</td>
<td>Mailroom staff will collect and deliver to off Heslington Campus and Campus residential sites once a day between 13.00 hrs and 15.00 hrs.</td>
<td>• Kings Manor &amp; Constantine House.</td>
</tr>
<tr>
<td>Collection/Delivery Heslington Campus</td>
<td>In agreement with DCIC’s, Mailroom staff will collect and deliver mail to Heslington Campus mail points 1, 2 or 3 times a day starting at 09:00 hrs, 12:30 hrs, and 14:45 hrs.</td>
<td>• Users are responsible for ensuring mail is ready for collection.</td>
</tr>
<tr>
<td>Courier</td>
<td>Incoming courier items should be delivered direct to the DCIC mail point. Such mail will require a signature on collection. If delivered to the Mailroom when departments or receptions are closed, delivery will be on the next available round.</td>
<td>• Users are responsible for arranging courier deliveries when their DCIC is staffed.</td>
</tr>
<tr>
<td>Outgoing Mail/Courier</td>
<td>Outgoing mail and courier items collected by mailroom staff will be dispatched to Royal Mail or contracted transport on the day of dispatch 98% of the time. Mail taken to the mailroom after the last collection will only be franked after collected mail is completed</td>
<td>• To guarantee same day dispatch, senders are to ensure collection by the last mailroom delivery/collection round.</td>
</tr>
<tr>
<td>Delayed Mail</td>
<td>Mailroom staff will ensure that correctly addressed but incorrectly delivered mail will be less than one item per DCIC (or sub DCIC) per week.</td>
<td>• Users are to report correctly addressed but incorrectly delivered mail to the Collection and Distribution Manager.</td>
</tr>
</tbody>
</table>
| Packet, Parcel and Letter Service | Campus Services provides a personal packet, parcel and letter service to UK and Overseas from the Mailroom open to all staff and students Monday to Friday | • Opening hours for the packet, parcel and letter service are from 10:30 to 13:30.  
• More details can be found on the mail web pages. [www.york.ac/campusservices/postroom/index.html](http://www.york.ac/campusservices/postroom/index.html) |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Portering Support</td>
<td>Mailroom staff are able to provide a vehicular removal service between the hours of 09:00 and 15:30 Monday to Thursday and 09:00 – 15:00 on Friday. (Operational commitments permitting). To include Office moves, Nimloks, movement and disposal of furniture across campus. Please see website for further details <a href="http://www.york.ac/campusservices/postroom/index.html">www.york.ac/campusservices/postroom/index.html</a></td>
<td>• Users are to email: <a href="mailto:mail-room@york.ac.uk">mail-room@york.ac.uk</a> (or request via Planon) giving a minimum of 2 working days notice for small requests. Please provide 10 days notice for large removal or office moves. Note: Major moves must be referred to the Collection &amp; Distribution Manager</td>
</tr>
<tr>
<td>Information</td>
<td>Collection &amp; Distribution Manager or a member of the mailroom team will respond within two working days confirming availability/capability.</td>
<td>User to ensure they give full and correct details. e.g. – Name, department, contact number, date service required.</td>
</tr>
</tbody>
</table>
| Information and enquiries          | The mailroom and Collection & Distribution Manager will provide detailed mail advice during standard working hours. Enquiries for all mail room and vehicular portering services will be dealt with in a friendly and professional manner. Assistance will be given to track any lost mail where a tracking service available. | • Users to contact Nigel Smith or mailroom staff on ext 2049 or email nigel.smith@york.ac.uk or mail-room@york.ac.uk  
• Users to give full details of lost mail. |
| Mail services at portered receptions | The Collection & Distribution Manager will respond within two working days from receipt, to email or written requests. | • Users are to send urgent requests by email to ensure a response within two working days. |
| Reception porters support Mailroom services. Resident postal enquiries to be directed to mail-room@york.ac.uk | Users to refer to the Reception porter Statement for mail services provided at local receptions |