21 May 2015

Dear Colleague,

Ref: Postal Service for Institute of Education

I am pleased to inform you that from Tuesday 5th May 2015 all mail for the Institute will be processed and delivered by UCL Mail Services. David McKie will continue to work with the UCL mail team. We hope to be in a position to relocate the entire UCL / IoE post operation to the IoE site in the coming months.

In order to benefit from the reliability, consistency, and cost savings the team will bring to the service we have, in consultation with departments, gained an initial understanding of the whole site and begun to streamline the services you will have open to you.

Please find below an outline of the postal schedule and guidance for using the service.

1. INTERNAL MAIL – mail sorted and delivered by UCL Post Operatives.

Please note that we will deliver/collection your mail twice every day between 08.45 and 09.30 and 14.45 and 15.15 Monday through Friday. Mail will continue to be sorted, processed and franked on site. We will continue to use the current delivery points and value your feedback and any suggestions relating to those points.

   a. All mail collected on the morning round will be sorted and delivered on the afternoon round. **Please ensure you correctly address internal mail by writing the person’s name and department or room number to ensure we meet this target**; a site like the IoE is complex and spread across many locations and staff databases are subject to change.

   b. Any mail without adequate detail may be subject to a delay whilst we investigate the correct department / location. If you receive mail for a person not known in your department, please endorse the item ‘not known in room ……’ and return to us along with your outgoing mail.

   c. Special deliveries will be received and processed in the Postroom and will require a signature at the point of delivery.
2. EXTERNAL MAIL – mail processed and sent out through Royal Mail

All external mail will continue to be processed on site in the IoE Postroom where we will introduce a 'clear office' policy, which means that all external mail is processed and prepared for Royal Mail collection on the same day.

a. There is no need to add your cost code to your external mail as you will only be charged for bulk mail outs.

b. An external bulk mailout will be chargeable once it exceeds £50. Please contact Kevin Owen for further information.

c. External mail will be franked and posted second class by default. If a first class service is required, items should be marked with an 'X' in the top right hand corner.

d. Special delivery items, including 'International Signed For' should be endorsed 'special' on the top right hand corner of the item (please do not add a 'stick-it' note which may become unattached). Special deliveries can be tracked by ringing the Main Post Room on 020 7679 1911 after 13.30 the day after the item was posted.

e. All courier requests will now be handled by the Postroom and not by Procurement. Please contact the Postroom on ext. 6842. Courier items should be left with your normal outgoing mail and clearly marked ‘Courier’, or can be brought directly to the Postroom, where we will process for you.

We appreciate your patience and help as we work on our new partnership and we greatly value your feedback whilst the service is in development, so please do contact me, Steve Shine, s.shine@ucl.ac.uk if you have any thoughts or suggestions.

Further information on the Mail Service and our customer charter can be found on http://www.ucl.ac.uk/estates/post/ Under the FAQ section.

Kind regards,

Steve Shine
UCL Mail Service Manager