

## UCL MAIL SERVICES CUSTOMER CHARTER

UCL Mail Services is part of Facilities & Workplace services within Estates Division.

UCL Mail Services provides a full, efficient and effective postal and courier service to every department around campus and all outlying sites.

### MAIL SERVICE

We will;

- Provide a full delivery / collection service to every UCL department.
- Process, frank and prepare all external international and UK mail for collection.
- Receive, sort, prepare and deliver all incoming and internal mail in a timely manner.
- Provide advice and guidance on all postal and courier matters.
- Provide a dedicated internal special delivery service, recording all signed for items before receiving a signature on delivery.
- Manage all large bulk mail outs, sourcing best possible rates for all external mail, including liaising with international postal authorities and couriers.

### SCOPE OF SERVICE

Departmental Delivery /Collection times:

- am: 8:45am - 9:30am
- pm: 2:30pm - 4:30pm
- pm: 3:45pm - 4:15pm (a 'final sweep' collection offered by special arrangement)

All departments receive at least two deliveries / collections each day.

100 % of all incoming mail received by 08.30 is delivered on the morning delivery round. 100 % of all mail received by 14.30 is delivered on the afternoon delivery round.

100 % of all external mail is processed, franked and prepared for collection by 17.15.

We guarantee to maintain a daily 'clear office' policy for all external mail.

### PERFORMANCE INDICATORS

All sorting and delivery rates are monitored and displayed monthly.

Performance is monitored by monthly Test Letters, sorting, delivery checks and customer feedback.

### CUSTOMER OBLIGATIONS

Customers should;

- Only use the UCL Mail Service for official UCL mail, not personal items.
- Warn Post room of any bulk mail outs at least 1 hour before requested collection.
- Not overfill post sacks to heavier than 10kg.

Enquiries should be directed to the Post room on 020 3549 5424 (ext. 65446)

[postroom@ucl.ac.uk](mailto:postroom@ucl.ac.uk) or check our website on [www.ucl.ac.uk/estates/post](http://www.ucl.ac.uk/estates/post)

Complaints should be directed to the Post room Supervisor, Alan Weston [a.weston@ucl.ac.uk](mailto:a.weston@ucl.ac.uk) or ext. 75548

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