

# POSTAL SERVICE USER'S GUIDELINES FOR HANDLING MAIL

Prepared by :

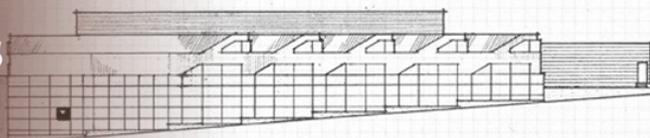


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**Énergiseurs d'idées | We power ideas**



## Postal Services – Our mission and objectives

Postal Service sorts and delivers the University's business mail, the incoming Canada Post and Courier mail that is not delivered directly to campus addresses as well as handle mail for students residing on campus.

Your input in the following tasks to ensure successful delivery of your outgoing mail is essential – the better job you do in preparing your outgoing mail, the better the result.

We are committed to offer you the best possible service by focusing on the following :

- We demonstrate a high level of competency in our work and a willingness to share this knowledge ;
- We ensure consistent, effective and efficient day-to-day operations of our service ;
- We are approachable and welcome the opportunity to provide assistance ;
- We conduct ourselves in a professional manner and protect the privacy of others, whether in conversation or correspondence ;
- We take pride in our work and our surroundings. We ensure that our physical environment is accessible, well maintained and free of hazards;

The following guidelines have been prepared to assist department / faculty and staff in ensuring a uniform and effective mail processing service.

These guidelines are issued to aid with the service offered by the Postal Service staff. Your co-operation is greatly appreciated.

### **General Information**

Internal and external mail service is provided Monday to Friday. Our hours of operations are 7:30 am to 4:00 pm from September 1<sup>st</sup> to May 31<sup>st</sup> ; and 7:30 am to 3:00 pm from June 1<sup>st</sup> to August 31<sup>st</sup>.

We are located at 141 Louis-Pasteur – room 159.

Cut-off times are 3:00 pm for Canada Post mailings and 2:00 pm for Couriers (DHL, UPS, Purolator, etc).

The Postal Service staff makes at least one\* pick-up and delivery of mail on a daily basis to our “Points of delivery” (P.O.D.) and process the outgoing mail in time to meet cut-off times.

*\*Although we do have a schedule of delivery/pick-up, we cannot guarantee a delivery/pick-up exact time and reserve the right to change the delivery/pick-up as necessary.*

### **Help us serve you better – IMPORTANT INFORMATION**

Each P.O.D. location should have a “Mail Co-ordinator/Contact person” who ensures that the procedures are known and/or posted and followed by your department. Please inform the Supervisor, Postal Service and Customs when a new person is designated as a contact person (name and phone number).

Your outgoing mail (except for internal mail) should be identified with your departmental account number on the top left corner (handwritten, stamped or printed). ***Effective February 2015, outgoing mail not properly identified with your account number will not be picked up.***

*In order to save time and money, we recommend that you have your departmental account number printed directly on your envelopes. This method will facilitate your internal management by distributing envelopes to authorized users.*

*If you do not know your departmental account number, please contact the Supervisor of Postal Service and Customs at extension 6474 or by email at [dlegendr@uottawa.ca](mailto:dlegendr@uottawa.ca) / [douanes@uottawa.ca](mailto:douanes@uottawa.ca)*

## PREPARING YOUR OUTGOING MAIL

**\*\* ALL OUTGOING MAIL MUST BE SORTED, BEFORE PICK-UP, AS FOLLOWS :**

**Internal mail / Canada / U.S. / International / Courier items \*\***

### Internal Mail

- When re-using envelopes, please cross out the old address ;
- The Faculty name/Department name is the most important part of the address for internal mail ;
- **Inter-office envelopes should NOT be used for external mail** ;
- Please note that we have a limited inventory of used envelopes – if we do not have enough to supply you with, you will have to buy them new.

### Toner Cartridges for printers

- Please note that orders for toner cartridges are placed automatically to the DocUcentre.
- When orders are processed, the toner cartridges are mailed out from DocUcentre to the designated person in your faculty/department responsible for printers.
- The Postal Service mandate is to deliver the cartridges to that person and **NOT** to the different locations/rooms where your printers are located.

### External Mail

- Outgoing mail **MUST** be identified with your departmental account number ;
- Use the right envelope - an envelope too small may tear during processing and an envelope too big may require extra postage ;
- Do not staple envelopes. This may cause injury to staff and/or machine damage ;
- All outgoing **personal mail** should be kept separate from official University mail and bear the appropriate postage (ie. Manulife claims, utilities bills, etc.).

### Parcels and Large Envelopes

- All mail weighing more than 500 grams or envelopes over 270 mm high x 380 mm long and/or over 20 mm thick, are mailed out using UPS Courier Service or XpressPost ;
- Parcels going out of the country need to have an “**International Shipping Request**” form completed by the sender and attached to the parcel (see page 5 for copy of form).

## **Large Mailings**

- All large mailings (50 pieces or more) should be separated into the following categories : Canada, USA and International **BEFORE** sending to the Postal Service ;
- If boxes of outgoing mail are to be picked-up, a service request must be placed using Maximo – please note that you will need to allow 48 hours for pickup ;
- If you need to be informed of the cost of the mailing, please indicate so in your service request (and provide your departmental account number).

## **Courier Service**

- Items to be sent by courier need to have a “**Courier Request Form**” completed by the sender and attached to the item (see page 6 for copy of form) ;
- Please note that Couriers will not deliver to P.O. Boxes ;
- If additional services are required (ie. Signature required), ensure you indicate it on the form ;
- If you need to be informed of the tracking number assigned to the mailing, or the price of the mailing, please use the section “Special Instructions” to inform us of your request.

## **US & International Mailings**

US and International mail must be identified with your departmental account number ;

US and International Items **MUST** have the proper customs documentation, as per information below :

- Written correspondence or documents of no monetary value : No documentation required ;
- All parcels going out of the country (US and International) need to have an “**International Shipping Request**” form completed by the sender and attached to the parcel (see page 7 for copy of form).

## COURIER Shipping Request- uOttawa

Date : \_\_\_\_\_

### Shipper

Last Name : \_\_\_\_\_

First Name : \_\_\_\_\_

Faculty : \_\_\_\_\_

Phone : \_\_\_\_\_

Email : \_\_\_\_\_

Business

FOAP : \_\_\_\_\_

*Postal Service use only*

Prepared by : \_\_\_\_\_

Weight : \_\_\_\_\_

Tracking # : \_\_\_\_\_

### Receiver

Last name : \_\_\_\_\_

First Name : \_\_\_\_\_

Phone : \_\_\_\_\_

Company : \_\_\_\_\_

Address : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

City : \_\_\_\_\_

Province : \_\_\_\_\_

Postal Code : \_\_\_\_\_

### Services required :

Next Day

Saturday

Signature required

### Special Instructions:

**\*\* Once completed, please sign and attach to the item to be mailed \*\***

Signature: \_\_\_\_\_

# INTERNATIONAL Shipping Request- uOttawa

Date : \_\_\_\_\_

## Shipper

Last Name : \_\_\_\_\_

First Name : \_\_\_\_\_

Faculty : \_\_\_\_\_

Phone : \_\_\_\_\_

Email : \_\_\_\_\_

Business

FOAP : \_\_\_\_\_

*Postal Service use only*

Prepared by : \_\_\_\_\_

Weight : \_\_\_\_\_

Tracking # : \_\_\_\_\_

## Receiver

Country : \_\_\_\_\_

Last name : \_\_\_\_\_

First Name : \_\_\_\_\_

Phone : \_\_\_\_\_

Company : \_\_\_\_\_

Address : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

City : \_\_\_\_\_

Province, State, Region, Other : \_\_\_\_\_

\_\_\_\_\_

Postal Code : \_\_\_\_\_

## Customs information

Units	Country of manufacture	Detailed description of goods	Unit value	Subtotal

Total Value : \_\_\_\_\_

Reason for export :

\_\_\_\_\_

\_\_\_\_\_

**\*\* Once completed, please sign and attach to the item to be mailed \*\***

Signature: \_\_\_\_\_