

# POSTAL SERVICE USER'S GUIDELINES FOR HANDLING MAIL

Prepared by :



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## **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 3:30 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.

*\*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 “point of delivery” 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 Postal Service 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).

*If you do not know your departmental account number, please contact the Postal Service at ext 6568 or by email at [prs-post@uottawa.ca](mailto:prs-post@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 new one.

### External Mail

- Outgoing mail **MUST** be identified with your departmental account number ;
- Use the correct size 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. 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 ;

## **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 6 for copy of form).

## INTERNATIONAL Shipping Request- uOttawa

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

### Shipper

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

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

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

Telephone : \_\_\_\_\_

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

### POSTAL SERVICE

ACCOUNT #: \_\_\_\_\_

### Receiver

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

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

First name : \_\_\_\_\_

Telephone : \_\_\_\_\_

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

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

\_\_\_\_\_

\_\_\_\_\_

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

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

\_\_\_\_\_

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

### Customs Information

Units	Country of manufacture	Detailed description of goods	Monetary value	Subtotal

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

### Reason for export :

\_\_\_\_\_

\_\_\_\_\_

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

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