University of Huddersfield Mail Room Services

March 2023

The Estates and Facilities team operate the Mail Room over 2 sites, the Central Distribution Unit on Western Campus (between Percy Shaw House and The Sovereign Design House) is used mostly for the receipt and sorting of incoming mail, parcels and goods, the Post Room at Schwann Building Level 4 is for the collection of incoming mail and the drop of point for any outgoing mail or parcels.

The opening times for our operational sites will be:

*Central Distribution Unit on Western Campus 0800-1400*

*Post Room, Schwann Building Level 4 1300-1630*

Incoming Mail, Parcels or Goods

All mail, parcels and goods will be receipted at the Western Campus Distribution Unit. Once these items have been receipted, they will be sorted for delivery to your designated drop off point. Any special mail, parcels or goods will be receipted using our internal tracking system, you will be notified when your item has been received at the University.

Deliveries to schools and services will be made to your designated delivery point Monday – Friday between 1100-1500, over the last few weeks we have been working with schools and services to agree the delivery point and the approx. time for delivery. These deliveries will be made by the University’s Mail Room Team.

Any deliveries which need to be signed for will be signed for at the designated delivery point and you will be notified that your items have been delivered to this point. If a signature cannot be gained, then the items will be photographed and signed for by the Mail Room Driver delivering the items.

If your designated delivery point is the Schwann Building Post Room, you will be notified when your items has been transferred to the Post Room and is ready for collection.

Larger deliveries of goods will be managed individually, to provide a more sustainable and resourceful delivery we will aim to make deliveries direct to source from the supplier, we will work with schools and services in supporting you in this as required.

Outgoing Mail, Parcels or Goods

All mail, parcels, and goods to be sent from the University will be processed in the Post Room at Schwann Building.

Outgoing mail will be collected from your designated delivery point during the delivery of your incoming mail, again over the last few weeks we have been working with schools and services to agree the approx. time for collection of your outgoing mail. If your designated delivery point is the Post Room, SB L4 then any outgoing mail should be taken to the Post Room for processing.

Outgoing mail can be dropped off at the Post Room, SB L4 at any time, there is a secure post box for deposits and the post room will be open between 1300 and 1630 Monday – Friday.

All outgoing mail, parcels and good collected will be processed and transferred to the respective couriers on the same day but before 1430. Any outgoing items received after 1430 will be processed the following day.

** The Post Room, Schwann Building Level 4 **

The Post Room offers a full range of both UK and International services and should be used for any outgoing mail, parcels, or goods. The Post Room is continually reviewing best value of the University and is also abreast of the international requirements for sending international items which all need a customs form regardless of their contents.

UK Services

We offer a range of services of postal services which offer best value to the University. It is important to remember that the weight and size of your letter and parcel will affect the price.

How your post should look:

* Make sure you pack your mail and parcels as small as possible to reduce the price. The price difference in sending a large letter and small letter is considerable. Fold mail where you can avoid large letter costs.
* Ensure the address is full and includes a postcode. Use type rather than handwriting where possible, it speeds up the process once it’s left the University.

An example of the current UK Postage Prices is below, as you can see the most resourceful way of sending mail is via second class where possible. We use a range of suppliers to ensure that we are offering the most competitive service available so we would recommend that you refer to the services below when preparing your mail.

We get a lot of requests for a signed for service, again when selecting this you need to consider the value of the items you are sending versus the cost of the service.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Type | Class | Weight | Size | Price | Carrier |
| Std Letter # | First class | 0-100gm |  | 0.90p | Royal Mail |
| Std Letter # | Second class | 0-100gm |  | 0.60p | Royal Mail |
| Large Letter # | First class | 100gm + |  | From  £1.32 | Royal Mail |
| Large Letter # | Second Class | 100gm + |  | From  £1.00 | Royal Mail |
|  |  |  |  |  |  |
| Other services available are below, process on application, please contact a member of he Post Room team to discuss the best option for your mail. | | | | | |
| Large Letter 24 hr | First class Tracked 24Hr | | | | Royal Mail |
| Large Letter # | Second class Tracked 48Hr | | | | Royal Mail |
| Parcel 24 Hr # | First Class | | | | Royal Mail |
| Parcel 48 Hr # | Second Tracked | | | | Royal Mail |
| Special Delivery | Pre 9am / 1pm delivery, tracked and signed for | | | | Royal Mail |

# Signed for option is also available on these items

International Mail & Parcels

Due to the change in Brexit rules, we require more information should you be sending anything more than a standard letter overseas. It is important that you contact the Post Room for an International Mail / Parcels proforma which needs completing and attaching to the mail or parcel when you bring it to the Post Room, all fields must be completed. This is to enable us to complete the required custom and duty forms when sending your mail/parcel, without this information we can’t process the item and incorrect information may result in high duty charges and your item may be refused at customs and will be returned at a cost to the University.

We have prepared a quick guide to how your mail should be presented to ensure that it is dealt with efficiently and processed in the best way to offer value for money.

Mail presentation – A quick guide

Letters

In the first instance consider sending your letter via the Hybrid Digital Solution service listed below.

For improved brand consistency and professionalism, the addresses should be printed onto the envelope, label or a window envelope used, and should include recipient name and full address. This enables mail to be machine sorted as opposed to hand sorted, which the most efficient way of handling mail and improved brand consistency and professionalism.

The position of the address/label is also important we need the top right of the envelope clear of any markings, we need to either attach a label or to frank a mailmark, please see the guide below<https://www.royalmail.com/business/sites/default/files/Guide-for-clear-addressing-Nov-2019_0.pdf>

A return address is required, preferably with your school or service information.

Letter dimensions can affect the cost. (Rather than fold a thick letter 3 times in a DL envelope, try it in a bigger envelope if its thicker than 5mm.

Envelope templates (word) available on request.

Parcels

All parcels should be presented at the Post Room with the parcel Performa which can be requested from the Post Rooms.

Parcels need to be packed with adequate packing, secure and with adequate protection for contents being sent out.

The packaging needs to be clear of old addresses and labels apart from a return address.

Overseas Parcels

We also require additional information, for items being sent overseas, all parcels should be presented at the Post Room with the parcel Performa which can be requested from the Post Rooms.

A full list of contents with the relevant commodity code (found on the on the HM customs web site). <https://www.gov.uk/trade-tariff>

The cost or a relative cost of the item.

A description of why the item is being sent (sample, return, gift etc).

Failure to supply this information could result in the item being returned or at worst destroyed by the receiving country border control.

Bulk mail

Please contact us for a solution to your bulk mail requirements.

Royal Mail Hybrid - Digital Mail Solution

Royal Mail Hybrid Mail is a fast and cost-effective digital mail solution. It enables you to easily send important customer correspondence such as marketing materials, course offer letters, results, and appointments directly from your desktop or laptop. We can do all this remotely, without the need to physically print or post. And you can save up to 46% on traditional Business Mail.

The University of Huddersfield Post Room is offering this fast, efficient service via the post room, all you have to do is complete the order form attached and simply create and upload your templates to us along with your CSV file containing all your information of the recipient to ensure brand consistency, and we’ll print and send them for you all in a secure one-stop-shop.

Contacts

We are happy to assist you in any of your mail requirements, we are using a variety of providers to ensure that we can meet the needs of the University, please ring the Western Campus Distribution Centre on 01484 257498 or the Post Room on 01484 258538 or email us on [post.room@hud.ac.uk](mailto:post.room@hud.ac.uk) for any requests or enquiries.

We look forward to seeing you in the Post Room soon.

GOODS DELIVERY AND COLLECTION, TO /FROM SATERLITE DROP OFF LOCATIONS AND SCHWANN MANNED MAILROOM.(11-3)

SCHOOLS & DEPTARTMENTS COLLECTING AND BRINGING PARCELS FOR DISPATCH

DIRECT DELIVERY, PROSPECTUS, PC, PROJECTS, CLEANING, KITCHIEN, STUDENT UNION.

SCHWANN POST ROOM. FRANKING AND PROSPECTUS COLLECTION. INCOMING OUTGOING MAIL. 11-3PM

Please feel free to contact us with any queries or requests: post.room@hud.ac.uk