

ESTATES DEPARTMENT/ POSTAL SERVICES/ SERVICE LEVEL STATEMENT

September 2016

Version 0.1



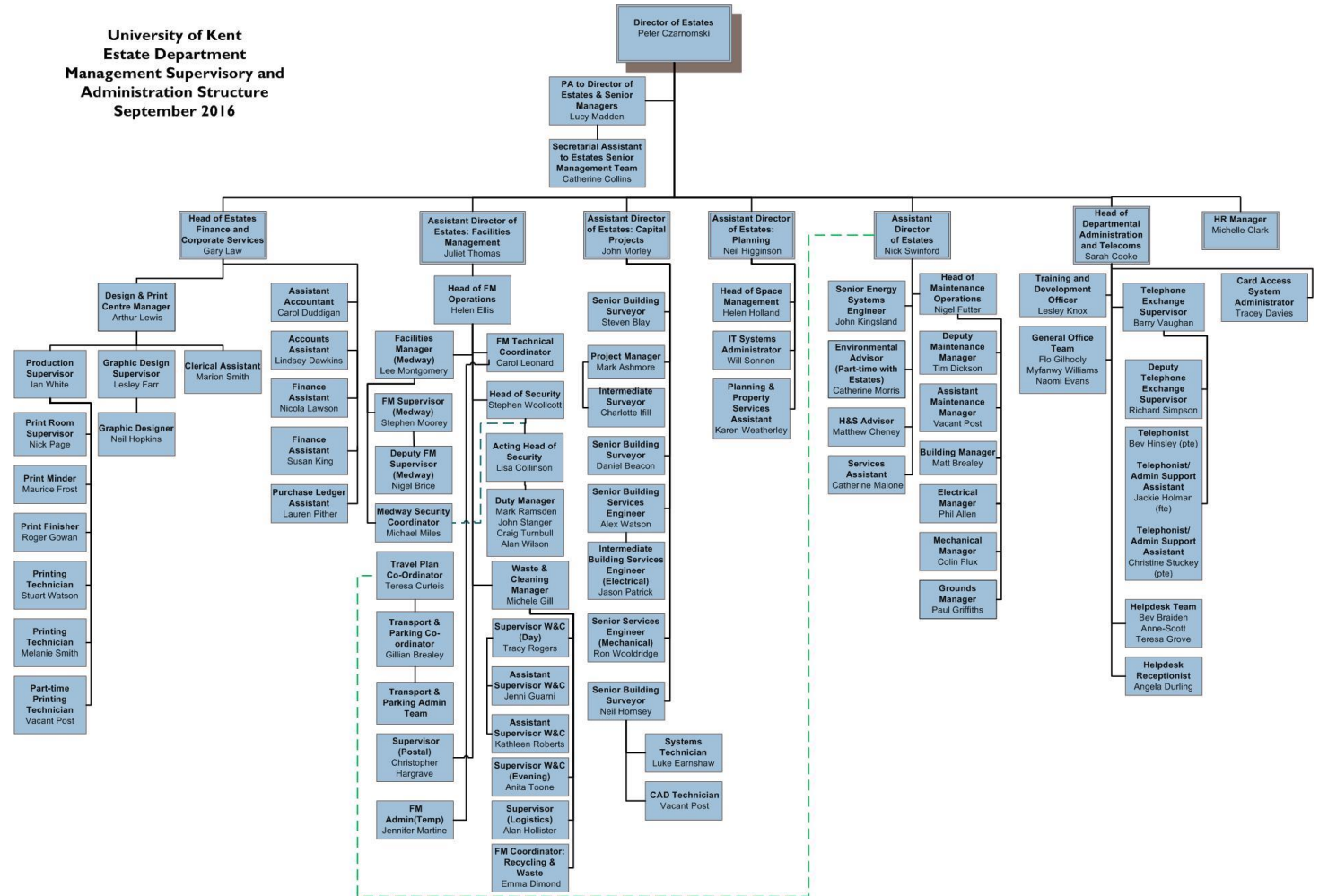
FOREWORD

The Estates Department provides a number of essential services to the University of Kent and is responsible for managing, maintaining and developing the infrastructure and building fabric of our Canterbury and Medway campuses.

In this Service Level Statement we explain what we do and what you, as customers, can expect from us.

Peter Czarnomski
Director, Estates Department

**University of Kent
Estate Department
Management Supervisory and
Administration Structure
September 2016**



(1.10) POSTAL SERVICES

Role – To provide an internal and external postal service to the University of Kent.

Service provision and standards

Delivery and collection service	
Indicative standard	To deliver and collect incoming, internal and external post and packets from scheduled points on Campus. For delivery/collection points see www.kent.ac.uk/estates/services/postal.html .
Frequency	At least one delivery and one collection per working day from the scheduled points.
Note	Movement of non-mail items or mail to be delivered to areas other than those on the schedule should be referred to the Estates Logistics team, see www.kent.ac.uk/estates/services/logistics/index.html . For the Canterbury Campus and the FM team at the Medway Campus (see page 23 for contact details).
External post processing	
Indicative standard	To process all outgoing UK and International mail and small parcels by the most appropriate and cost-effective means.
Frequency	To despatch all reasonable volumes on the day of receipt.
Note	Items must comply with regulations for the carriage of dangerous or restricted goods and insurance requirements.
Courier services for UK and International parcels	
Indicative standard	To despatch urgent and/ or heavier items using the most appropriate and cost-effective courier service.
Frequency	To process and despatch all reasonable volumes within two working days.
Note	A full description of contents is required. Items must comply with regulations for the carriage of dangerous or restricted goods and insurance requirements.
Staff and student postal service – Canterbury campus	
Indicative standard	To allow staff and students to purchase postage stamps and post personal items of mail and small parcels at their own cost.
Frequency	12.00 to 14.00 Monday to Friday at the Estates Post Room (subject to available resources).
Note	Payment must be in cash. Proof of posting receipts, packaging and general Post Office services are not provided.

Publication requests	
Indicative standard	To collate, pack and despatch prospectuses and other publications that are requested via the University's website or other means.
Frequency	To despatch all requested packs within three working days.
Note	We do not take direct requests for publications from students or members of public. See: www.kent.ac.uk/courses/prospectus.html .
Despatch services	
Indicative standard	To maintain stocks of hard-copy prospectuses and publications for distribution at University promotional events and to Overseas Agents.
Frequency	Ongoing.
Note	Stock levels are agreed with the Publishing Office of the University.

Services not included

- Delivery and collection to and from points not on the agreed schedule
- Despatch of prohibited items and those requiring specialist handling or customs clearance
- Advice regarding transit insurance when sending high value items – please refer to the University's Insurance Office
- See: www.kent.ac.uk/finance/offices/insurance.html
- Storage of very large print runs of publications within the Despatch Area

Customer responsibilities

- Use clear, full and accurate address on incoming, internal and external post
- Add a departmental postage stamp number to all business mail and parcels and only use the service for official business items
- Clearly mark mail items with the service required
- Separate mail into bundles of internal and external addresses and by category eg: First Class, Second Class, Airmail etc
- Provide full customs declarations where necessary and comply with regulations for the carriage of dangerous or restricted goods and observe any other international sanctions
- Give adequate notice when posting large volumes and load mail into Royal Mail trays to enable safe collection
- Ensure adequate insurance for high value goods

Contact details

Canterbury campus		
Chris Hargrave	c.hargrave@kent.ac.uk	01227 (82) 3267
Post Room (Canterbury)	estatespostroom@kent.ac.uk	01227 (82) 3210
Despatch Area (Canterbury)	m.a.crutchlow@kent.ac.uk	01227 (82) 7191
Medway campus		
Postal Services	s.p.moorey@kent.ac.uk	01227 (82) 8947

www.kent.ac.uk/estates

University of
Kent