Mail Services- Service Level Agreement (SLA)

1. Description of Service
Mail services will be provided to all departments within the University of Sheffield.

This SLA document will identify the key responsibilities of Mail Services and all customers of the University of Sheffield.

2. Client Groups covered by Mail Services
   ▪ Departments and Staff.

3. Provider’s Responsibilities
   ▪ All incoming mail will be delivered to the buildings by Mail Services.
   ▪ Mail Services will collect all mail (internal & external) from defined collection points (Monday - Friday).
   ▪ Mail Services aims to frank all mail at the mailroom at North Campus, within 3 hours.
   ▪ Mail Services will ensure that;
     100% of mail in red pouches will be despatched on the same working day.
     95% of mail in blue pouches will be despatched on the same working day and any remaining mail will be despatched the following working day.
     100% of mail in the green pouches will be sorted and delivered within the next working day.
   ▪ Mail Services will notify users of the necessary arrangements for bulk mail, dependent on the volume and size of the mailing.
   ▪ Mail Services reserves the right to open and challenge any outgoing mail that is suspected to be of a non-business purpose.
   ▪ Mail services will challenge departments that are sending items via first class on a regular basis.
   ▪ Mail Services reserves the right to refuse any item that appears to be harmful to our customers or employees (refer to Appendix B).
   ▪ Mail Services can provide a business reply service for users. Contact Mail Services to discuss your individual requirements.
   ▪ Mail Services will provide departments with monthly reports upon request.
4. User’s Responsibilities

- Users are responsible for publicising their correct postal address for any incoming mail.
- Users are responsible for updating necessary records when they move location.
- Users are responsible for ensuring mail reaches the defined collection points.
- Users should ensure all mail is ready 30 minutes prior to the agreed collection time and presented in the correct pouches.
  Red: 1st class, recorded, special delivery, signed for and recorded Airmail.
  Blue: 2nd class mail and standard Airmail.
  Green: Internal mail.
- Users will ensure that mail pouches are not overfilled with mail.
- Users will inform Mail Services of any bulk mail (greater than 500 items) with at least 48 hours’ notice. Failure to do so may result in delays.
- Users will ensure that all outgoing mail through mail services is for University use only and in the event of a breach of the agreement, may face disciplinary action.
- Users must comply with the regulations for outgoing mail. Failure to do so may result in delay of items being despatched by Mail Services.
- Users will be charged on a monthly basis by the Department of Finance.

5. Maintenance of Agreement

Any changes, modifications, additions or deletions to the Mail Services SLA will be notified to all customers of the University of Sheffield, via the Campus Services website, and by receipt of an updated Mail Services brochure no less than 30 days prior to such change coming into effect.

This SLA will be reviewed and amended on an annual basis on 31 July.

6. Breaches of the Agreement/Comments

Mail Services welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should contact in the first instance Robert Walsh (the Mail Supervisor).

All complaints will be dealt with in accordance with the University’s complaints procedure. If your complaint has not been dealt with to your satisfaction, then please contact Gary Moore (Fleet & Logistics Manager) who will escalate the issue to Lisa Woods (the Head of Campus Service) where necessary.
Robert Walsh – Mail Supervisor
Telephone: 0114 222 9233 (ext: 29233)
Email: r.w.walsh@sheffield.ac.uk
Address: Mail Services
North Campus
Broad Lane
Sheffield
S3 7HQ

Gary Moore – Fleet & Logistics Manager
Telephone: 0114 222 9285 (ext: 29285)
Email: g.a.moore@sheffield.ac.uk
Address: Campus Services
Estates & Facilities Management
Arts Tower
Sheffield
S10 2TN

Lisa Woods: Head of Campus Services
Telephone: 0114 222 8940 (ext. 28940)
Email: l.woods@sheffield.ac.uk
Address: Campus Services
Estates & Facilities Management
Arts Tower
Sheffield
S10 2TN
Appendix A- Collection & Delivery Times

We will collect all mail from each department/building.  

**Evening Collections:**

<table>
<thead>
<tr>
<th>Mail Run 1</th>
<th>Time of Collection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department/Building</strong></td>
<td></td>
</tr>
<tr>
<td>Archaeology (Northgate House)</td>
<td>3:10pm</td>
</tr>
<tr>
<td>New Spring House</td>
<td>3:15pm</td>
</tr>
<tr>
<td>Edgar Allen House</td>
<td>3:20pm</td>
</tr>
<tr>
<td>University Health Service</td>
<td>3:20pm</td>
</tr>
<tr>
<td>9 Northumberland Road</td>
<td>3:30pm</td>
</tr>
<tr>
<td>3 Palmerston Road</td>
<td>3:30pm</td>
</tr>
<tr>
<td>South East Asian Studies (6-8Shearwood Road)</td>
<td>3:35pm</td>
</tr>
<tr>
<td>31 Claremont Crescent</td>
<td>3:40pm</td>
</tr>
<tr>
<td>CiCS (Brunswick Street)</td>
<td>3:45pm</td>
</tr>
<tr>
<td>388 Glossop Road</td>
<td>3:55pm</td>
</tr>
</tbody>
</table>

**All Mail will be returned to the Mail room**

<table>
<thead>
<tr>
<th>Mail Run 2</th>
<th>Time of Collection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department/Building</strong></td>
<td></td>
</tr>
<tr>
<td>Journalism</td>
<td>4:10pm</td>
</tr>
<tr>
<td>Biblical Studies &amp; Philosophy</td>
<td>4:10pm</td>
</tr>
<tr>
<td>Jessop West</td>
<td>4:15pm</td>
</tr>
<tr>
<td>Hicks Building</td>
<td>4:20pm</td>
</tr>
<tr>
<td>Geography</td>
<td>4:25pm</td>
</tr>
<tr>
<td>Law</td>
<td>4:30pm</td>
</tr>
<tr>
<td>Management School</td>
<td>4:35pm</td>
</tr>
<tr>
<td>Elmfield Building (Sociology and Politics)</td>
<td>4:40pm</td>
</tr>
<tr>
<td>Psychology</td>
<td>4:45pm</td>
</tr>
<tr>
<td>Firth Court Lodge</td>
<td>4:50pm</td>
</tr>
<tr>
<td>Western Bank Library</td>
<td>5:00pm</td>
</tr>
<tr>
<td>Mappin Building</td>
<td>5:10pm</td>
</tr>
</tbody>
</table>

**All Mail will be returned to the Mail room**
Appendix B – Hazardous Items

All items sent through Mail Services must comply with the regulations of Royal Mail®. The materials that are prohibited to be sent by regular mail are listed below.

For more information on items which are prohibited to send by mail, refer to the link: http://www.royalmail.com/personal/help-and-support/Tell-me-about-Prohibited-Goods

For information on prohibited items to be sent by international mail, refer to the link: http://www.royalmail.com/business/help-and-support/tell-me-about-prohibited-goods-overseas-mail

Mail Services at the University of Sheffield reserves the right to refuse any item that appears to be harmful to our customers or employees. If you attempt to send dangerous goods and do not comply with the applicable terms and conditions and legal requirements, then we will refuse to process.

If you are hesitant about any of the items that you wish to send, please contact us on: mailservices@sheffield.ac.uk or call on (+44) 0114 222 9233.