

MAIL SERVICES

The Halifax Mailroom staff are responsible for collection and processing of outgoing mail to be stamped from all departments across the Halifax campuses, and delivering incoming mail that arrives on campus via Canada Post as well as interdepartmental mail. At the Agricultural Campus, FM delivers the mail but does not process or stamp the mail.

HOURS OF OPERATIONS

Monday – Friday 7:00am – 3:30pm

All other hours are considered overtime and will be charged at the applicable overtime charge rate.

STANDARD SERVICE LEVEL EXPECTATIONS

Priority	Definition of Work	Response Time (Business Days)	Examples Of Work
0	Emergency – Courier services	Immediate Response	Expedited courier services are typically arranged by the department needing items sent out.
1	Non-emergency mail that require quick attention.	Same day or next day	Expedited mail-outs that are required to be in the mail the next business day or sooner if possible. This could include mail that is to be sent to the Truro campus as soon as possible. It is typically sent on the same day it is collected if it is ready for collection in the morning with the outgoing mail. Next day delivery is not promised because an outside courier company handles this mail but usually it will be delivered between 24 and 48 hours to Truro campus.

2	Normal mail service	2 to 3 business days	Everyday mail collection and processing services. Mail readied for collection in the morning will typically be stamped and sent out on the same day or next day via Canada Post. This is mail that is not marked as “urgent”. Regular service will be provided up to the point where Canada Post receives it, then it is subject to standard terms of delivery service as advertised by Canada Post according to the cost levied by CP.
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DEFINITIONS OF TASKS

Interdepartmental Mail – Mail being moved between various departments and offices on campus.

Mail outs – Bundles of mail prepared by a department to be sent out to recipients.

Normal mail – Regular class of mail (no signature required at destination, not registered, not expedited mail).

Postage – The cost of mailing a particular piece of mail or package to its required destination.

Processing of mail – Sorting, weighing, stamping and delivering to point of destination or delivery at Canada Post facility.

Stamping of mail – Affixing stamps, machine printed image or indicia with account number.

Urgent mail – Expedited mail for which a premium cost is charged.

SERVICE COST RESPONSIBILITY

The Halifax mail room is operated at no cost to the customer, but the cost of postage on outgoing mail is charged to the account of the department sending out the mail. Charges will be recovered by journal entry on a month by month basis in arrears.