a) Aim
To provide efficient and effective external and internal postal and courier services (mail) to the University and partner organisations by ensuring that the EFMD staff provide a customer focussed, quality service and remain the credible service provider of choice.

b) Service
We will:

- Collect all outgoing internal and external mail from departments and buildings for delivery to the Post Room;
- Deliver of all incoming and external mail to departments and buildings;
- Process on that day mail received in the post room by 16:00 hours;
- Sort all internal mail;
- Process bulk mailing in excess of 100 items by 17:30 hours the following day subject to being given 24 hours notice of delivery to the Post Room by the sending department;
- Recharge where appropriate external outgoing mail to the correct Cost Centre.

c) Customer Obligation
For us to maintain this level of service you will need to:

- Place outgoing mail in the labelled bags provided;
- Clearly and adequately label internal mail;
- Provide department identification or charge code for all items
- Book bulk mailing with the Post room.

d) Key Performance Indicators
- Collect and deliver 95% of all internal mail within 24 hours of pick up.

e) Measured by:
- Annual audit