

Guidelines for Use of Mail, Courier and Messenger Services

1. These Guidelines cover the following services:

- mail pick-up and delivery services within the University
- posting of outgoing mail
- delivery of incoming postal mail
- use of local and/or overseas courier service
- bulk mailing by post
- designated mail boxes, located at Room 206 of Fong Shu Chuen Building (“HSH Mail Room”), Room 101 of Academic and Administration Building (“AAB Mail Room”) and Room G01 of Tsuen Wan Campus in Riviera Gardens (“TWC Mail Room”).
- limited messenger service for local delivery

2. Service Pledge

| Description | Service Target |
|---|--|
| Turnaround time for inter-campus mail delivery | - 0.5 - 1 working day |
| Messenger Service | Requests are served on a first-come-first-serve basis upon advance booking |
| Response time to: <ul style="list-style-type: none">- general booking- general enquiries- complicated enquiries | <ul style="list-style-type: none">- 0.5 working day- 1 working day- 3 working days |

3. Incoming Mail Service

3.1 Receipt of Incoming Mail from Post Office

Incoming mail from the Post Office are usually delivered to the University’s AAB Mail Room before 2:00 p.m. from Monday to Friday, and before 12:00 noon on Saturday. No mail delivery service to department/office/school will be provided on Saturday, Sunday and Public Holiday.

3.2 Delivery of Mail by Messenger

All incoming mail will be sorted at the AAB Mail Room and TWC Mail Room in the same day; and AAB mail and TWC mail will be delivered to the recipients within the next morning. For HSH mail, the delivery will be made to the HSH Mail Room within the next morning and the mail will be dispatched to the recipient in the afternoon the same day.

3.3 Unidentified Mails

Any mail received from the Post Office should bear clear indication of the name of the recipient and/or department. Mail with unclear recipient information would be chopped with ***“NO SUCH PERSON/DEPT. Please return to Sender”*** and kept in the “Unidentified Mail Box” (“UMB”) of each Mail Room for about one week before returning to the Post Office. If any staff requests to look for his/her missing mail amongst those in the UMB, he/she should contact the Mail Room. If the claimant claims that any such unidentified mail belongs to him/her, he/she will be required by the mail room staff to provide his/her staff number and signature before he/she can take the mail away.

3.4 Registered Mail

- (a) The Purchasing & Support Services Section of Finance Office (“FO-PSSS”) will, on behalf of all recipients, sign off receipts for all registered mail delivered from the Post Office. The registered mail will be forwarded to the recipients through normal campus mail delivery like all other unregistered mail. The departmental secretary/clerk will be requested to sign on the notice form issued by the FO-PSSS as an acknowledgement of receipt of the registered mail.
- (b) If the registered mail is received on a Friday afternoon, FO-PSSS will inform the recipient immediately. If the registered mail is urgent, the recipient may collect it from the mail room in person. No special delivery service will be provided to the recipient.

3.5 Parcels

- (a) Parcels of light weight and small size will normally be handled in a similar way as ordinary mail, and be put into the inter-campus mail bag for dispatch according to the scheduled service time. For parcels of heavy weight and bulky size, the recipient may be requested to pick it up directly from the mail rooms. A “Notice for Parcel Pick-up” ([Appendix 3A](#)) will be issued by FO-PSSS to the respective department/recipient.
- (b) Personal parcels should not be sent to office address. Mail room staff may ask the staff to receive his/her personal parcels in person and record his/her staff number.

3.6 Exceptions

The following parties operating on the campuses will not receive direct-to-shop mail delivery service provided by the mail rooms. Instead, designated mail boxes located at the mail room of the respective campus are assigned for mail dispatch:

- (a) The University Clinic
- (b) Catering operators on Kowloon Tong Campus
- (c) Hang Seng Bank
- (d) Bookshop
- (e) iCafe
- (f) Staff & Alumni Lounge

4. **Outgoing Mail Service**

4.1 Collection of Mail by Mail Room Staff

Mail will be collected either through the inter-campus mail delivery service or the drop-in boxes located at the entrance of HSH Mail Room and AAB Mail Room.

4.2 Franking of Mail

- (a) Mail directed to external parties will be franked with appropriate postage and delivered to the Post Office every working day.
- (b) Franking of postage will be performed at both HSH Mail Room and AAB Mail Room, and the postage costs will be charged to individual department on a monthly basis in arrears. FO-PSSS will keep the postage records for the month and prepare an internal transfer summary at month-end closing.
- (c) No stamps are available for sale at all mail rooms.
- (d) Cut-off time for franking of mail

Monday – Friday ~ 12:30 p.m.

In case of urgent mail or if the users have missed putting the mail into the mail bag for scheduled pick-up by the mail room staff, the users can then bring the mail to the HSH/AAB Mail Room in person before the cut-off time for franking if they want the mail to be taken to the Post Office within the same day.

4.3 Pre-stamped Mail

- (a) Department should check to ensure the postage is sufficient on the pre-stamped mail which will then be sent to the Post Office directly by the mail room staff with no further postage checking.
- (b) Pre-stamped mail must be taken to mail rooms on Kowloon Tong Campus before 3:00 p.m., and TWC Mail Room before 9:30 a.m. on weekdays in order for them to be taken to the Post Office on the same day. Any mail received after the cut-off time will be taken to the Post Office on the next working day.

4.4 Registered Mails

(a) Local

User is requested to complete the “**Local Registered Packet**” form ([Appendix 3B](#)). If sending more than one letter, user can complete the “**Certificate of Bulk Posting for Registered Packets**” form in duplicate ([Appendix 3C](#)) and the **Sticker** ([Appendix 3D](#)).

(b) Overseas

User is requested to complete the “**Certificate of Bulk Posting for Registered Packet**” form in duplicate ([Appendix 3C](#)) and the **Sticker** ([Appendix 3E](#)) before sending the overseas mail to the mail rooms. Both copies of the form will be sent to the Post Office together with the mail. One copy will be stamped by the Post Office and returned to the University for record keeping. The copy, with the stamp of the Post Office, will be returned to user on the next working day through inter-campus mail.

(c) Double-registered Mail

In addition to 4.4 (a) and (b), user is requested to complete the “**Advice of Delivery**” form ([Appendix 3F](#)).

4.5 Parcels

(a) Local

User is requested to complete the “**Certificate of Posting for Parcel**” form ([Appendix 3G](#)) for each parcel before sending the parcel to the mail room. Parcel to be sent out should be tightly packed and its weight should not exceed 20 kg.

(b) Overseas

User is requested to complete the form provided by the Post Office called “**Dispatch Note**” ([Appendix 3H](#), some countries also require an additional custom form [Appendix 3I](#)*) for each parcel before sending it to the mail room.

* : users are advised to check with FO-PSSS for details

4.6 Scheduled departure time to Post Office

Monday – Friday ~ 3:00p.m.

4.7 Bulk mailing

- (a) If the total number of outgoing mail exceeds 300 nos., and the size and weight of each envelope are the same, the most efficient and economical way is to use the Bulk Mailing Service provided by the Post Office.
- (b) Bulk mailing will be grouped and delivered to the Post Office twice a week every Tuesday and Friday (scheduled days). User should inform FO-PSSS within 5-7 working days in advance before the bulk mailing arrangement. In case there is an urgent need for such service on a non-scheduled day, users should call FO-PSSS at 3411-7900 for special arrangements.

Mail bags for bulk mailing are provided by the Post Office which requests each bag be filled up to only one-third of the full capacity.

- (c) User is requested to complete a “**Bulk Mailing Request Form**” ([Appendix 3J](#)) and tie all bags with a “**Bulk Mailing Bag Tag**” ([Appendix 3K](#)) for indication of the content.

5. **Inter-Campus Mails**

5.1 Delivery Time

Morning Session : Monday – Friday ~ 9:15 a.m. - 9:50 a.m.

Afternoon Session : Monday – Friday ~ 2:15 p.m. - 2:50 p.m.

No delivery service will be provided on Saturday, Sunday and Public Holiday.

5.2 Inter-campus Mail Bags

| Users at HSH | | Users at SC and BUR | | Users at TWC | |
|---|---|---|---|---|---|
| Mails to HSH + Outgoing Mail which require franking | Mails to SC and BUR | Mails to SC and BUR | Mails to HSH + Outgoing Mail which require franking | Mails to HSH + Outgoing Mail which require franking | Mails to SC and BUR |
| <u>Black</u> (with Dept/Office label) | <u>Red</u> (marked “Shaw Campus”) | <u>Green</u> (with Dept/Office label) | <u>Blue</u> (marked “HSH Campus”) | <u>Black</u> (marked “HSH Campus”) | <u>Red</u> (marked “Shaw Campus”) |

6. Courier Service

6.1 Local Courier Service

For better utilization of resources, the University has assigned two courier service providers, namely HK Post Office and DHL, to handle local outgoing mails to external parties by hand. If user department needs to have the mail delivered by mail room staff, please refer to Section 7 for details.

(a) Incoming Mail

Local couriers will deliver the mail to the recipient directly.

(b) Outgoing Mail

- (i) Users are required to send the mail in-person or via campus mail (do not put into the mail bag) to the mail rooms before 10:00 a.m. in the morning (Monday to Friday), or 3:00 p.m. in the afternoon (Monday to Friday).
- (ii) User is required to complete the “Local Courier Service” form – by Hong Kong Post ([Appendix 3L](#)) or by DHL ([Appendix 3M](#)), and stick the appropriate form directly onto the mail before sending the mail to the mail room. The cost of this service will be charged to the budget being controlled by the Finance Office except for SCE’s expense. SCE’s expense will be separately identified and charged back to respective SCE’s expense account.

6.2 Overseas Courier Service

The University currently uses DHL and HK Post Office (Speed Post) as the service providers for sending overseas mails/parcels required to be delivered by hand. DHL offers discounts to the University on its standard rates.

For use of DHL service, users should complete the online “**Shipment Form**” via DHL website (https://apps.dhl.com.hk/print_waybill/) (Detailed procedures can be found in [Appendix 3N](#)). The completed form in hard copy printout shall be put together with the mail (but do **not** put inside the mail bag) for dispatch to the mail rooms. The cost of the service will be charged to the user department. If the content of the mail is not a document, user should also prepare the “**Invoice**” ([Appendix 3O](#)) in duplicate.

The following information on the DHL Air Waybills **MUST be completed accurately**:

- Consignor (Shipper) – Dept/Office name, full address, contact name and contact telephone number
- Consignee (Receiver) – Company name, full address (detailed postcode/zip code is required), contact name and contact telephone number. Please note that **DHL does not accept PO Box Number as Receiver’s address.**
- Full description of contents
- Number of packages
- Total value of the consignment

According to DHL, overseas mail bearing a recipient’s address with unclear, insufficient or missing information will be detained. Delay in delivery of 24 hours or more can be expected.

7. Booking of Messenger Service

- 7.1 User department can book Messenger Service to deliver or pick up mail/document/ light parcel within or outside the University campuses with proper approval by the Head of Department/Office. For service to be rendered outside the University, booking should be made with FO-PSSS at least 3 working days in advance by completing the “**Messenger / Courier Service Request Form**” ([Appendix 3P](#)). All telephone booking will be confirmed

in writing within 1 working day.

- 7.2 Clear and specific instructions as to the place, time, contact person, nature of job, size and weight of document/parcel for delivery or pick up must be given at the time of booking.
- 7.3 All bookings will be scheduled on a first-come-first-serve basis. However, requests from the President's and Vice-President's Offices will have higher priority over other users' requests. Users will be promptly informed if their orders will be delayed.
- 7.4 Request for removal or relocation of (i) furniture or dangerous goods; or (ii) items for personal purposes will not be accepted.

8. **Bad Weather Arrangement**

When Typhoon Signal No. 8 or the Black Rainstorm warning signal is hoisted, guidelines from the Human Resources Office on the “[Arrangements for University Offices on the Approach of Typhoons/Rainstorms \[Reference No. P1291/GEN1\]](#)” will be followed and no service will be provided accordingly.

9. **Enquiry**

For any enquiries about the mail and courier services, please call FO-PSSS at 3411-7900.