



OLLSCOIL NA
GAILLIMHE
UNIVERSITY
OF GALWAY

University of Galway

Mail Room Guide

Buildings & Estates - 2024

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Introduction

Buildings & Estates operate a comprehensive Mail Room service on campus. Located on the South Campus adjacent to Áras Uí Chathail and behind Áras na Mac Léinn. The building is marked no. 9 on the map below:



The Mail Room is open from 8am to 5pm Mon - Thurs and 8am - 4pm on Fridays. It is closed for lunch between 1pm & 2pm.

You can contact the mail room by phone on (091) 49 2125 or by email: mailroom@universityofgalway.ie

Services Provided

Daily Post Run

An Post delivers post to the Mail Room each morning. We then conduct a mail run to strategic drop off hubs around the campus between 9:20 and 11.30am. Full list of drop off locations shown to the right:

- Quad
- Science & Technology
- NEB
- Aras Moyola
- Aras Na Coiribe
- Disability Law
- St. Anthony's
- NFB
- DERI
- Human Rights
- Huston School of Film
- Clinical Psychology Woodquay
- Community Education Nuns Island
- Geata an Eolais
- CSI Reception Desk
- Hospital Mail Room

Standard Post

You can drop your post off at the Mail Room at any time during opening hours. If you are unsure about the type of envelope or how to best package your goods, please contact us and we will be happy to advise.

Large Mail Shots

The University works closely with An Post and our Printers to ensure that we achieve best value for money, improve efficiency and limit our carbon footprint. It is important that all staff responsible for large mailouts are aware of the cost, financial and environmental, of their mail out.

If you are posting more than 2000 items within the space of 14 days, then you must follow our Mail Shot Policy. This will involve sending your order from the printer direct to An Post and the cost will be charged to your unit. The Mail Room cannot cover the cost of large mail shots.

Terms of Use

1) Permitted Use: All items being sent out or being delivered must be for university business purposes only. No private post or packaging should be dispatched or sent to the University.

2. Non-Urgent Mail: By default, all mail falls into this category. All mail must be delivered to the Mail Office a minimum of 2 days before it is due to be sent out. This ensures we avail of the best postage pricing.

3. Urgent Mail: If you require mail to be sent out within 48 hours, it is considered urgent and there is a higher cost to the University. You must have a valid reason for why you were not able to give the required 2 days' notice.

4. Right Sizing Envelopes: Please ensure you fit your post into the smallest possible envelope. This creates significant savings for the University.

5. Large Mail outs: Please take note of the following before sending out any large mail shots (more than 2000 items):

- Staff should consider alternative delivery options such as email marketing where possible, which may be more accurate at reaching the desired audience at a fraction of the cost & help reduce the carbon footprint of University of Galway.
- Databases should be kept up to date and cleaned by monitoring returns from previous mail outs and deleting them from the database. Mail room staff can assist with this process.
- Staff must take reasonable measures to ensure that all recipient addresses are valid and accurate.
- The University works closely with An Post and our Printers to ensure that we achieve best value for money, improve efficiency and limit our carbon footprint. It is important that all staff responsible for large mailouts are aware of the cost, financial and environmental, of their mail out.

Terms of Use (cont.)

6. International Mail:

- Requirements for International Mail have changed in recent years.
- When sending packets or parcels to destinations outside the European Union, a completed customs declaration is required and is available from your post office.
- When sending items with a value of over €300, a CP72 form is required.
- For all other items, a CN22 form is required.
- The Mail Office can assist you with this process, but you must have the following information ready in order for us to fill in the required forms online:
 - Description of contents, estimated value of contents & full address.

7. Uncollected Mail:

- If mail has not been collected within a 3-month period, all efforts will be made to contact the recipient.
- If a return address is provided, we will return the item after 3 months
- If no return address is provided, and if efforts to locate the recipient have failed after 3 months, then we will examine the contents for further assessment.
- A full record will be kept and where feasible any items of value will be donated to charity.

Costs & Environmental Considerations

Costs of Postage

As a public service body, we have an obligation not to spend more than we need to on any services. Post is a significant cost to the University and the cost of postage has increased substantially in recent years.

Before sending out mail, please familiarise yourself with the costs associated with each item of post you are sending out. See current pricing schedule for post items and different countries/regions below:

Please refer to An Post website where you can view current postage rates [Here](#) or avail of a free postage calculator [Here](#)

Environmental Considerations

Sustainability is one of the core pillars of the Universities Strategic Plan, and we encourage all users of the Mail Room to be mindful of the additional environmental pressures created by physical mail, including the use of significant volumes of paper as well as carbon emissions from the delivery vehicles.

Where possible, please consider online communications such as email or e-marketing which may be a faster and more effective medium to reach your intended audience.