### GUIDELINE

#### 11.15 E11A - Mail Receipt and Dispatch

**Purpose**

The E11A security Services Officer will collect and dispatch and receive and distribute the E11A mail.

**Guideline**

Handle all mail securely and only delivery mail to persons authorised to receive it.

- There are two collections and one delivery of mail per day. The second collection is the outgoing pigeonhole in the VC reception area between 1400-1430

  - **0900** Collect mail from offices. Always ask if they have any mail.
    - Mail bags are mainly behind doors or on hooks
    - Level 1 – Rooms 115,121
    - Level 2 – Rooms 209, 255 (VC Offices)

  - **0915** Mail is collected and received from the University Mail Services.

  - **0920** Deliver received mail to the same abovementioned locations.
    - Deliver to Offices (Bags have room No’s on them)
    - Room 209 (Photocopy Room) mail is sorted and placed in pigeonholes against wall.
    - No mail is collected/delivered on Saturdays.

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**Contact Officer**

Campus Security Manager

**Date Approved**

1 July 2012

**Approval Authority**

Director, Property

**Related Policies, Procedures, Guidelines, Forms or Templates**

Security Services Section – Standard Operating Procedures

**Next Date of Review**

1 July 2013