

# BioEscalator Mailing Procedure

V.2 Apr 2020



## Outgoing mail (Royal Mail)

The outgoing mail is collected by the distribution centre from Reception at 9:30 am every morning. Outgoing mail must be given to BioEscalator Reception by 4:00 pm the day before it needs to be sent out, so it can be processed.

No scientific shipments should be made via Royal Mail.

Please ask BioEscalator Reception for advice on shipping scientific items.

Your company name and the type of delivery service should be written on the item you are sending. If there is no indication of the type of delivery service, it will automatically be sent 1st class.

The delivery service offered are:

- 1st class
- 2nd class
- Tracked
- We do not offer next-day delivery.

Mailing charges vary depending on the item's weight and the delivery service type. Mailing charges are charged to the tenant company and included in the tenant's monthly invoice.

BioEscalator does not take any responsibility for items being sent to get to their destination.

All items are sent out through the University Mail Room.

+44 (0)1865 2 80647

[mail.services@admin.ox.ac.uk](mailto:mail.services@admin.ox.ac.uk)

## Incoming mail

The distribution centre will deliver incoming mail.

The distribution centre delivers parcels directly to laboratories and/or offices daily at 11:00 am and 3:00 pm.

All letters will go into the tenant pigeonholes located in BioEscalator Reception.

Delivery of large white goods is the responsibility of the tenants, not the BioEscalator, and should be delivered to the point of use. (See BioEscalator Deliveries Policy v.1 for full details)