

UNIVERSITY OF OTAGO MAIL, FREIGHT AND COURIER.

A quick 'How to do things' guide

[Click to open](#)

For standard mail/courier/freight

University Mailroom

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For international freight/customs

International Freight Logistics NZ Ltd

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UNIVERSITY OF OTAGO MAIL GUIDE.

Mailroom Overview

The mailroom is situated at the south end basement of the Clock Tower. Access is via the main front door or from the entrance at the back of the clocktower in the quad area. Access by the south end wall of the Clock Tower is restricted to dropping off large heavy items only owing to the stairs being unsuitable.

The mailroom provide a daily delivery and pick up mail to most departments.

Hours

7:00am to 8:30,
9:30 to 4:00

Contacts

Ashley, Lynette, Ben
03 479 (8205)
mail.services@otago.ac.nz

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Sending internal mail within University departments

We encourage the use of recycled envelopes for sending internal mail.

Please make sure you cross out any old receiver names and departments.

Please write clearly the receivers name **AND** department.

Internal mail is picked up on all delivery run. Morning mail is sorted at pickup and where applicable is delivered the same morning if possible. Mail picked up in the afternoon is delivered the next day.

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Sending mail within New Zealand and Overseas

NZ Post and DX Mail provide a service for domestic mail (StandardPost), this is the most affordable way to send your business letters and documents to any street, rural, New Zealand Post PO Box or Private Bag address in New Zealand.

NZPost provide a service for international mail (International Air), this is the most affordable way to send business mail to 220 destinations worldwide, with a three to ten working day delivery target. You have the flexibility of two envelope size options, up to a maximum weight of 200g. The cost to send by International Air depends on the destination, weight and size of documents.

NOTE: For full details on all post options please contact the Mail Room who will assist you.

UNIVERSITY OF OTAGO MAILROOM GUIDE.



Sending mail within New Zealand and Overseas – address standards

Accurate and compliant addressing is vital in ensuring our mail attracts the lowest postal charges.

Please click [here](#) to open the NZPost address standards and [here](#) to open the layout standards booklet.

Please ask the Mail Room to provide assistance in ensuring addressing standards are compliant which guarantee's lower postal rates. Statements of accuracy are important for bulk mail-outs.

UNIVERSITY OF OTAGO MAILROOM GUIDE.



Sending packets and parcels within NZ and overseas

The Mailroom negotiates the best price from our suppliers.

As prices fluctuate year to year in particular due to the item weight it is best that you contact the mailroom direct for pricing information.

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Sending packets and parcels within NZ and overseas

Post and Courier within New Zealand

Post

Parcels and packets under 2kg and 70mm thick are sent as a packet post. These require the permit post stamp

Courier

Any item heavier than 2kg or thicker than 70mm will be sent as by courier. The company used will depend on your delivery requirements – we have these stickers available (below) that can be applied to items advising how you want it sent. Please let us know if you would like a quantity delivered to your department.



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Sending packets and parcels within NZ and overseas

Same Day Service within New Zealand

The mailroom is able to send items to most destinations within New Zealand for arrival on the same day.

Generally, these items need to be with the mailroom by 10am.

Please note, sending items for same day receipt is expensive and can cost upwards of \$200 for a small packet.

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Sending packets and parcels within NZ and overseas

International Post and Courier Standard letters and packets up to 2Kg

Letters and packets must be addressed clearly. The International Par Avion Air sticker must be applied to the front of the item.

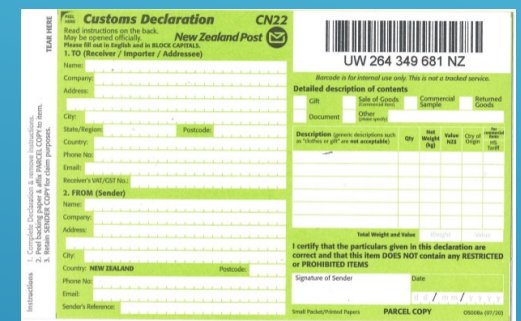


Items that contain anything other than a document must have a green customs declaration filled out and stuck to the item.
Both these are available from the mailroom free of charge

Letters and packets greater than 2Kg

These items need to be sent via International air (no track and trace), International Economy Courier (track and trace) or International Express Courier (track and trace)

The mailroom provides an online tool for department staff to enter international letters, packets and parcels. This is a comprehensive program providing full track and trace options on your desktop. [CLICK](#) for more information.



Customs Declaration CN22
Read instructions on the back. **New Zealand Post**
Please fill out in English and in BLOCK CAPITALS.
1. TO (Receiver / Importer / Addressee)

Item: _____
Company: _____
Address: _____
City: _____
State/Region: _____
Country: _____
Phone No: _____
Email: _____
Receiver's VET/CEI No: _____

2. FROM (Sender)
Name: _____
Company: _____
Address: _____
City: _____
Country: **NEW ZEALAND**
Phone No: _____
Email: _____
Sender's Reference: _____

Detailed description of contents
List, Qty, Unit of Measure, Commercial Description, Value, City of Origin, Country of Origin
Description (specify description such as 'Books or gift' or 'see attachments') Qty Unit of Measure Value (NZ\$) City of Origin Country of Origin
Total weight and value Weight Value
I certify that the particulars given in this declaration are correct and that this item DOES NOT contain any RESTRICTED or PROHIBITED ITEMS
Signature of Sender _____ Date _____
Small Printed/Printed Paper PARCEL COPY (00000000000000000000)

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Mailroom Online Parcel Lodgement Program

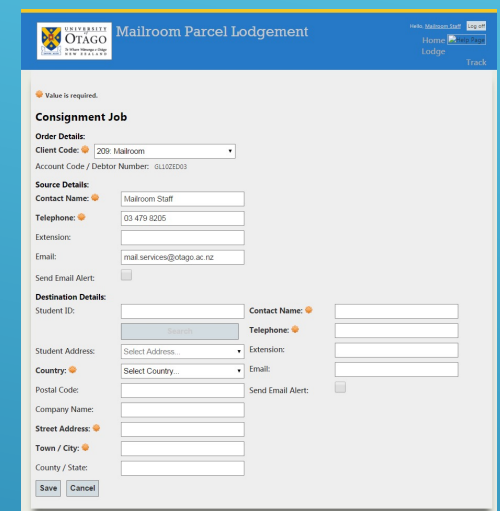
We have an online tool for department staff to use for sending any item overseas by International Air, International Courier and International Express Courier.

The program replaces the paper consignment notes making the entry of information very user friendly and straight forward.

You can include as many charge accounts as required. Once The item has been processed the delivery and track/trace Information is available on screen.

We are encouraging all departments to register for this program As it ensures international items are saved electronically for any Future reference – including invoicing.

Please contact the mailroom to discuss this program for your department



The screenshot shows the 'Mailroom Parcel Lodgement' web application. The header includes the University of Otago logo and navigation links: 'Home', 'Lodge', and 'Track'. A message at the top states 'Value is required.' The main form is titled 'Consignment Job' and contains several sections: 'Order Details' with a 'Client Code' dropdown (showing '209: Mailroom') and an 'Account Code / Debtor Number' field (showing 'GL000003'); 'Source Details' with fields for 'Contact Name' (Mailroom Staff), 'Telephone' (03 479 8205), 'Extensions', and 'Email' (mail.services@otago.ac.nz); 'Destination Details' with fields for 'Student ID', 'Contact Name', 'Telephone', 'Student Address' (a dropdown menu), 'Country' (a dropdown menu), 'Postal Code', 'Company Name', 'Street Address', 'Town / City', and 'Country / State'. There are also checkboxes for 'Send Email Alert' and 'Send Email Alert' in the destination section. At the bottom of the form are 'Save' and 'Cancel' buttons.

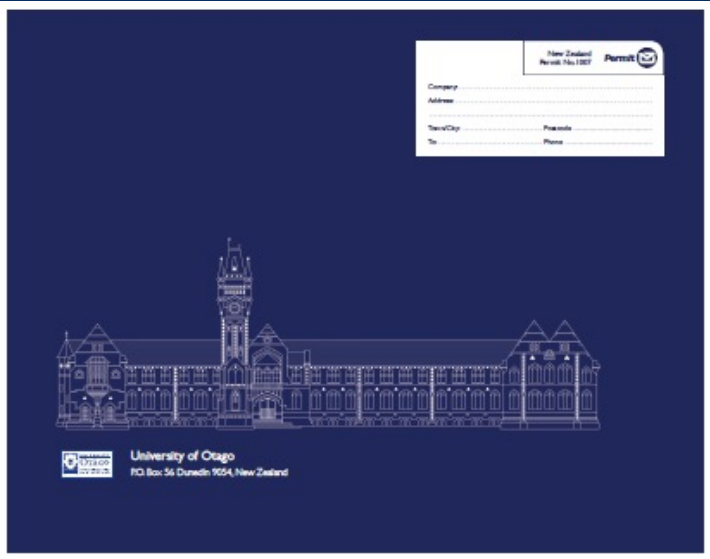
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University Branded Bags

The Mail Room has introduced a new University Branded Courier Bag in a range of sizes from DLE to Lineflow. These are available to all departments, staff and students for sending general mail and small packed items via local post, international post, local courier and international courier.

The bags are available from the Mail Room in any quantity.

The Mail Room has also negotiated an excellent courier rate with both PBT and NZ Couriers for packet items up to 5kg in weight. Details below. Prices GST Excl.

	Size	Unit Cost	Uses	Unit Cost + Courier within NZ
	DLE	0.25	Std Post, Courier, Airmail	\$3.07
	A5	0.30	Std Post, Courier, Airmail	\$3.12
	A4	0.35	Std Post, Courier, Airmail	\$3.17
	Foolscap	0.48	Std Post, Courier, Airmail, International Courier	\$3.30
	Lineflow	0.66	Std Post, Courier, Airmail, International Courier	\$3.48

What is our Post Code?

Address	Use
University of Otago PO Box 56 Dunedin	9054
University of Otago 362 Leith Street , Dunedin	9016
Dental School, PO Box 647 , Dunedin	9054
OUSA, PO Box 913 , Dunedin	9054
University of Otago Auckland Centre, Po Box	
Christchurch School Medicine, PO Box 4345 , Christchurch	8140
Wellington School of Medicine, PO Box 7343 , Wellington	6242
University of Otago Wellington Centre, PO Box 400 Wellington	6140

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Sending packets and parcels within NZ and overseas

Bulk Mail – what is it and how do I qualify

Bulk mail is where the quantity of letters exceed 300 in one batch. There are various bulk mail options based on size, weight and extent to which the addressing conforms to NZPost layout standards. [Click for more information](#)

Examples. Contact the mail room for more information

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Freight- within New Zealand

The mail room can organise freight of any kind from any place in New Zealand or Chatham Islands to your department or home address.

Freight can be anything from a letter to a container.

We can also arrange insurance through the University Insurance. For personal use we will send you a quote. You will need to pay for this before we give the freight company the go ahead.

Simply send the mail room and email (mail.services@Otago.ac.nz) with the following information.

Pickup from	Delivery to
Company Name Company Address Company contact details Contact name Full description of items (Description, quantity, dimensions if known, weight if known, value)	Your name Delivery Address Contact details Preferred delivery time Any special instructions, I.e. watch for the alligators

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Freight – to and from overseas

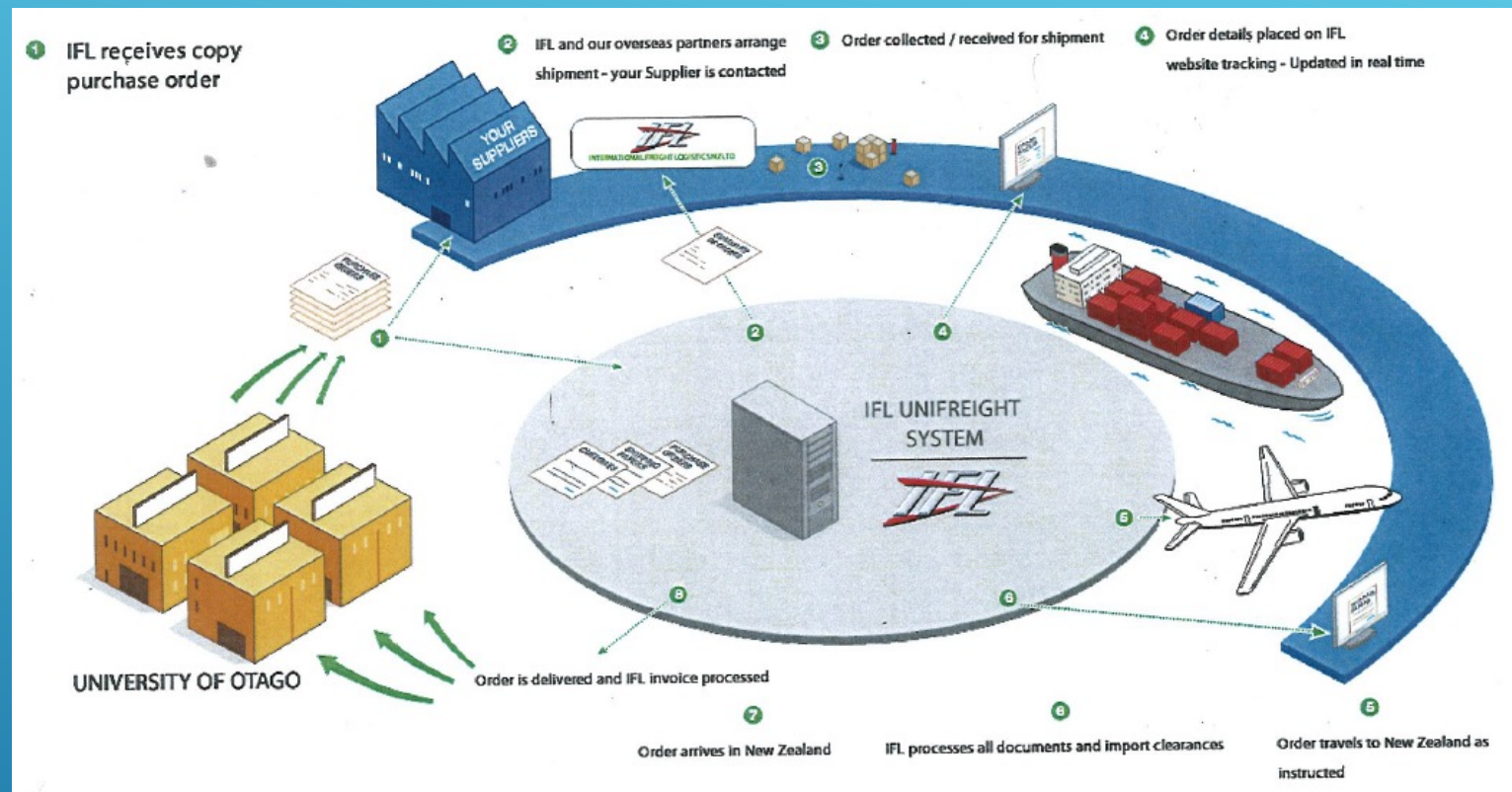
The mail room is able to organising large freight movements to and from New Zealand through our preferred supplier International Freight Logistics.

It is recommended that any department wishing to have any item imported into New Zealand they either contact the mail room directly first. In most cases we will be able to help with facilitating the complete shipment door to door paying in advance for any inbound costs.

This process speeds up delivery to you and also ensures there is only one invoice charged to either your GL/PL account or order number.

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How the International Freight Logistics System Works



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Suppliers

The Mail room utilises the services of a number of companies for best service and value.

NZPost General letters, small parcels & packets International letters, International courier; Std and Express Courier letters and parcels Freight forwarding within NZ	PBT Couriers Courier letters and parcels Freight forwarding within NZ
DXMail General letters – local delivery	NZCouriers Courier letters and parcels International courier, economy Freight forwarding within NZ
Aramax/Fastway General economy national courier with tracking	International Freight Logistics NZ Ltd Imports, Exports, Airfreight, Inbound courier, MPI, Customs Clearances, ATA Carnets, DG on Application

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Preferred Suppliers

In 2015 the mail room re-appointed International Freight Logistics NZ Ltd as preferred supplier for general freighting needs and customs brokering – a position they have held since 2009.

IFL Services include

Sea freight (FCL, LCL, Break Bulk, RoRo),	Air freight: import and Export
International & Domestic Courier (Door to Door)	Personal effects
Domestic cartage (including containers)	Warehousing
Customs Brokering (Imports and Exports)	MPI Clearances
Customs Tariff consulting	Importing: Freight and Clearances
Exporting Freight and Clearances	ATA Carnets

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Ordering Bags and Tickets

The Mail Room supplies a wide range of bags and tickets:

- University Branded Bags
- CourierPost Bags
- NZPost pre-paid Bags
- PBT tickets
- CourierPost tickets
- NZ Courier Manifest Tickets

To place an order give us a call on 8205 or email mail.services@Otago.ac.nz

Remember: The Mail Room is the preferred supplier to the University of Otago.

The greater the number of bags and tickets we supply the better the overall discounts will be for the University.

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Dangerous goods and Hazardous Goods

The mail room is able to guide you in the right direction placing you in contact with the relevant companies who can ship dangerous and hazardous goods.

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Freepost returns

If sending large quantities of mail for returning, please talk to Uniprint or the mail room for the correct layout and placement of your charge code. Also, consider using re-usable envelopes that have your address on the reverse. Example on the right

Discounts apply for correct envelope layouts
Please consider include the department charge code



International freepost letters need to be configured similar to:

Above all else, please contact the mailroom for more information



Example of re-usable envelope with return address



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Staff and Student personal mail/courier

The mail room offers a facility for students and staff to send letters and parcels via post and courier nationally and internationally.

We can also arrange pickup and delivery options for any item from a letter to a container via our preferred freight companies.

The mail room has Paywave Credit and EFTPOS to facilitate payment.

Please contact the mailroom for more information

UNIVERSITY OF OTAGO MAILROOM GUIDE.



Track and Trace

The following contact links can assist in tracking your courier items.

NZPost International

<https://www.nzpost.co.nz/tools/tracking>

Courierpost

<https://www.courierpost.co.nz/>

PBT Couriers

<http://pbt.co.nz/default.aspx>

NZ Couriers

http://nzcouriers.co.nz/track_and_trace.html#ATicket

Contact the mail room if you cannot locate your item.

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Main Van run drop off and pickup times.

Please note the following times are approximate only.

Accommodation	8.30	ITS 119 Clyde St	9.25	Hospital	10.45
Graduate Research	8.30	Arana	9.25	Preventive/Pharmacy	10.50
Flats	8.30	Health and Safety	9.30	CARM	10.50
Studholm College	8.35	Csafe	9.35	Anatomy/Physiology/Pathology	10.55
Business School	8.40	Selwyn College	9.35	Student Health	11.00
Psychology	8.40	Press/Cashiers/Supply Chain/Quality Advancement/Maori centre	9.40	Central Library	11.05
UNICOL	8.45	Caroline Freeman	9.45	Scott Shand House	11.10
Foundation Studies	8.50	CFI/Proctor/St David/Visitor Centre	9.50		
DMHDRU	8.50	Math/Physics/Biochem/Micro	9.55		
EARU/College of Education	8.55	Chemistry/Human Nutrition/Div Sci/HEDC	10.00		
Robertson Library	9.00	P.E./Botany/AUS/ITS 444	10.05		
Owheo Building	9.00	Toroa College	10.10		
Executive Residence	9.05	Carrington College	10.15		
Pacific Island Centre	9.05	Dental/Physio/Health Sci/Zoo	10.20		
SMS	9.05	Hunter Centre	10.25		
ITS Clyde	9.05	Eccles/Bioethics/Pac Health	10.25		
Corporate Records	9.10	Haywood College/Survey	10.30		
Central Library	9.15	Marine/Cumberland College	10.30		
Burns Building	9.15	Te Rangi Horoa	10.35		
Peace/Property Services	9.20	General Practice	10.40		

The Mail Room has an afternoon run (1:00) for urgent deliveries and pickups. Please contact us prior to 12:30 to arrange an urgent pickup

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Arranging for items coming back from overseas

There are times when you need to send an item such as a thesis overseas and arrange for its' return.

The mailroom is able to offer this facility providing full track and trace options to the receiver and back.

Simply package the item as normal with the receivers address details and a note asking for the item to be returned with your address details. For a thesis or small package you can use the University bags. Have this ready for collection.

Please email the mailroom with the instructions also.

For further clarification please give us a call on 8205

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Sending items with dry ice or in bio-freeze bottles

Dry Ice:

The mailroom can offer advice on the best way to ship items using dry ice

Bio-Freeze /Ultra-Freeze Bottles:

We have a supply of Bio-Freeze bottles for sending samples both within NZ and overseas. Because the bottles do not contain dry ice the sending if these is relatively straight forward. Please see the following links for more information

[Bio-Freeze bottle](#)

[Ultra-Freeze bottle](#)

UNIVERSITY OF OTAGO MAILROOM GUIDE.



INTERNATIONAL FREIGHT LOGISTICS NZ LTD

APPOINTED FREIGHT FORWARDING PROVIDERS TO THE UNIVERSITY OF OTAGO

Contact Details

International Freight Logistics N.Z. Ltd

6th Floor
John Wickliffe House
265 Princes Street
P.O. Box 597
Dunedin
New Zealand

Paul Nicholls / General Manager:
Shonagh Lavery
Sam Ramage
Accounts:

imports@ifl.co.nz
exports@ifl.co.nz
sam@ifl.co.nz
accounts@ifl.co.nz

Ph: 03 477 8711
Fax: 03 477 8712
www.ifl.co.nz

INTERNATIONAL FREIGHT LOGISTICS NZ LTD

APPOINTED FREIGHT FORWARDING PROVIDERS TO THE UNIVERSITY OF OTAGO

Unifreight Website

The Unifreight website provides an overview of all shipments handled by IFL for departments using the IFL service.

The website shows volume shipped by IFL including all information relating to the shipment.

Access is by Username and password. Contact IFL for your username and password if you don't have it yet.

Ph: 03 477 8711

Fax: 03 477 8712

www.unifreight.ifl.co.nz



INTERNATIONAL FREIGHT LOGISTICS NZ LTD

APPOINTED FREIGHT FORWARDING PROVIDERS TO THE UNIVERSITY OF OTAGO

Seafreight and Airfreight Consignments: Import

*IFL can arrange the importation of consignments from overseas.
This covers the following modes of transport:*

SEAFREIGHT: LCL AND FCL
(LCL - PART CONTAINER LOADS / FCL - FULL CONTAINER LOADS: 20' / 40')
AIRFREIGHT
COURIER

IFL will look into the most cost effective way to transport the goods, as per the department's requirements ie size, urgency and value

IFL will arrange the following:

Collection of the consignment from the overseas supplier's address
Freighting to New Zealand as required by the department
Complete import Customs and MPI clearances as required
Deliver the consignment to the department

Information we require to arrange these consignments is as follows:

- | | |
|----------------------------|-------------------------------|
| * Supplier contact details | * Pick up address |
| * Commodity | * Weight |
| Measurement | * Mode of transport required |
| Commercial invoice | * Import permit (if required) |

All related charges are invoiced to the department, along with any applicable Government charges, against a purchase order number issued by the department

INTERNATIONAL FREIGHT LOGISTICS NZ LTD

APPOINTED FREIGHT FORWARDING PROVIDERS TO THE UNIVERSITY OF OTAGO

Charges: Import

Import Air freight shipments	NZ\$	
Customs Clearance	55.00	Per Entry
Additional entry lines (if applicable)	5.50	Per Line
EDI (Electronic Data Interchange)	42.82	Per Entry
APF (Automated Processing Fee)	22.50	Per Entry
MPI Application	10.00	Per Shipment
Delivery Order Fee	20.00	Per Shipment
ATF (Airline Terminal Handling Fee)	45.00	Per Shipment
ITF (International Transfer Fee)	45.00	Per Shipment
Agency / Handling Fee (C&F Shipments)	45.00	Per Shipment
Airline Cargo Handling Fee	0.10	Per KG (Min: NZ\$15.00)
Import Courier / Post shipments		
Customs Clearance	55.00	Per Entry
Additional entry lines (if applicable)	5.50	Per Line
EDI (Electronic Data Interchange)	42.82	Per Entry
APF (Automated Processing Fee)	22.50	Per Entry
Import Sea freight shipments; LCL		
Customs Clearance	55.00	Per Entry
Additional entry lines (if applicable)	5.50	Per Line
EDI (Electronic Data Interchange)	42.82	Per Entry
APF (Automated Processing Fee)	22.50	Per Entry
MPI Application	10.00	Per Shipment
Delivery Order Charges	20.00	Per Shipment
Forestry related charges	5.00	Per CMB
PSC (Port Service Charge)	67.50	Per CBM (International Freight)
	42.50	Per CBM (Australian Freight)
Agency Handling Fee (C&F Shipments)	45.00	Per Shipment

INTERNATIONAL FREIGHT LOGISTICS NZ LTD

APPOINTED FREIGHT FORWARDING PROVIDERS TO THE UNIVERSITY OF OTAGO

Charges: Export

Export Air freight shipments	NZ\$	
Customs Clearance	55.00	Per Entry
APF (Automated Processing Fee)	22.50	Per Entry
Additional entry lines (if applicable)	5.50	Per Line
Attendance and administration	20.00	Per Shipment
Customs Fee	20.00	Per Shipment
Airway Bill Fee	40.00	Per Shipment
Terminal Fee	45.00	Per Shipment
Airline Cargo Handling Fee	0.10	Per KG (Min: NZ\$10.00)
Export Sea freight shipments; LCL		
Customs Clearance	55.00	Per Entry
APF (Automated Processing Fee)	22.50	Per Entry
Additional entry lines (if applicable)	5.50	Per Line
Attendance and Administration	20.00	Per Shipment
Customs Fee	20.00	Per Shipment
Bill of Lading Fee	30.00	Per Shipment
Origin THC	15.00	Per CMB

Please Note: All charges shall exclude the following:

Customs GST, Duty and other Government charges which may apply
Any MPI and / or Customs Inspections, and Border charges, which may apply
Fumigation charges if required
Any release charges payable to a NZ Agent / Shipping Line for Costs and Freight (C&F) shipments
Rate of Exchange (ROE) utilised is ROE at time of shipment, as per Airline or Shipping Line

**IFL DO NOT CHARGE ANY DISBURSEMENT FEE FOR THE OUTLAY OF IMPORT CUSTOMS GST /
DUTY ON BEHALF OF THE UNIVERSITY OF OTAGO**



INTERNATIONAL FREIGHT LOGISTICS NZ LTD

APPOINTED FREIGHT FORWARDING PROVIDERS TO THE UNIVERSITY OF OTAGO

Seafreight and Airfreight Consignments: Export

IFL can arrange the exportation of consignments to overseas. This covers the following modes of transport:

SEAFREIGHT: LCL AND FCL
(LCL - PART CONTAINER LOADS / FCL - FULL CONTAINER LOADS: 20' / 40')
AIRFREIGHT
COURIER

IFL will look into the most cost effective way to transport the goods, as per the department's requirements ie size, urgency, value

IFL will arrange the following:

- Collection of the consignment from a University department
- Freighting to nominated destination as required by the department
- Complete export Customs and MPI clearances as required
- Deliver the consignment to the end receiver as required

Information we require to arrange these consignments is as follows:

- | | |
|-----------------------------------|-----------------------------------|
| * Pick up address | * Import permit (for destination) |
| * Commodity | * Weight |
| Measurement | * Mode of transport required |
| Commercial invoice | * Declaration Letter |
| Full contact details for receiver | |

All related charges are invoiced to the department, along with any applicable Government charges, against a purchase order number issued by the department

International Freight Logistics NZ Ltd

Appointed Freight Forwarding Service Provider to the University of Otago

***IFL can arrange the courier of general consignments both inwards and outwards
RE Dangerous, Biological and Hazardous goods - service available on application***

Courier services are tracked at all times and delivery confirmation given to the appropriate department

Courier of Consignments

- A courier service is a door to door service and rates exclude any destination Government charges ie Customs Duty / GST, taxes and inspections.
- Rates also exclude any Biosecurity charges / inspections should they be applicable.
- The destination Government charges for courier shipments, sent outwards from the University, are charged by the destination courier office to the receiver / consignee of the goods.
- IFL arrange the whole shipment, take care of the consignment note and track the shipment each step of the way, keeping the department updated.
- Confirmation of delivery is sent once goods are delivered.
- Courier shipments do not include insurance unless requested by the department
- There are two types of courier services; express and economy express. Shipments up to 10kgs travel on the express service, all other shipments travel on the economy express service, unless otherwise requested. There are priority services available at an additional cost.
- A commercial invoice from the supplier is required for import Customs clearance
- A commercial invoice / declaration on the departmental letterhead is required for export Customs clearances, this declaration must state as much information relating to the consignment as possible ie quantity, value, full description, consignee full details and reason for export.

Information IFL requires to arrange a courier shipment is as per below:

<input type="checkbox"/> Pickup address	<input type="checkbox"/> Delivery address	<input type="checkbox"/> Commodity
<input type="checkbox"/> Weight	<input type="checkbox"/> Measurement	<input type="checkbox"/> Number of pieces

All courier related charges are invoiced to the department, along with any applicable Government charges, against a purchase order number issued by the department



INTERNATIONAL FREIGHT LOGISTICS NZ LTD

APPOINTED FREIGHT FORWARDING SERVICE PROVIDER TO THE UNIVERSITY OF OTAGO

ATA Carnets:

(An **ATA Carnet** is a Customs document that facilitates the temporary export and return of goods, and is valid for up to one year.)

IFL can arrange ATA Carnets through the Wellington Chamber of Commerce:

- ATA Carnets are put in place when high value equipment is required to be exported, then re-imported within a 12 month period for the use in research overseas
- Carnets can cover equipment carried as accompanied luggage by a University of Otago employee, and can also apply to consignments when goods are being transported by airfreight or seafreight
- A deposit (percentage of the total value of all equipment) is required to be made to the Wellington Chamber of Commerce. The deposit percentage is different for each country / commodity

This deposit can be made in two ways:

- Bank Indemnity (arranged by the University of Otago's bank)
 - Bank transfer
- The Carnet must be signed off by Customs at each point of exit and entry to be valid and for the deposit to be refunded once the original Carnet is returned to the Chamber, within 12 months of issue
 - IFL requires a detailed list of equipment, including serial numbers and values, for each piece of equipment in order to put the Carnet in place
 - IFL also requires dates of travel of employees requiring the Carnet or dates equipment is required at destination
 - All ATA Carnet related charges are invoiced to the department, along with any applicable Government charges, against a purchase order number issued by the department