



COURIER SERVICE

Responsibility: *Executive Superintendent of Business Services*

Legal References:

Related References: *FS-04-PS6 Shredding Requisition for the Destruction of Confidential Information;
FS-04-PS7 Distribution Centre Return Goods Requisition*

1. Preamble

The following procedures outline the operations of the regular and special courier service provided for every Board school/site. It also provides guidelines and expectations for the delivery and pick-up of goods by the courier service, packaging and labeling and the movement of items not included in the courier service.

2. General

- 2.1 The Board's courier service operates on scheduled routes.
- 2.2 There is no courier service during Christmas or March Break.
- 2.3 Courier routes, both regular and special are available to all sites.
- 2.4 Locations on routes 1 and 2 receive delivery on Day 1 of the schedule and locations on routes 3 and 4 receive delivery on Day 2.
- 2.5 Any problems, questions or concerns regarding the courier service should be addressed immediately by sending a WaterWorks message to the Manager of Purchasing Services giving as much detail as possible.
- 2.6 Courier routes and schedules are found on *public on 'ec-filsv' (P:), Purchasing folder.*

3. Regular Courier Service

- 3.1 Each school or site is visited every other day. Regular courier service includes the delivery of the following:
 - 3.1.1 From Information Technology Services
 - learning resources such as curriculum kits and videos;
 - catalogued library materials (red boxes);
 - audio-visual equipment on loan;
 - computer and audio-visual equipment for repair;
 - new and reallocated computer and audio-visual equipment.
 - 3.1.2 From Mail Room and Printing
 - mail;
 - shredding boxes – complete the shredding form (FS-04-PS6) available electronically on *public on 'ec-filsv' (P:), Procedures folder, Finance Forms folder;*
 - banking correspondence and deposit bags;
 - trustees' materials and information;
 - printing.
 - 3.1.3 From Central Stores Warehouse
 - supplies ordered from Central Stores Catalogue;

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- goods received centrally but not catalogue items.

4. Special Courier Service

- 4.1 All requests for use of the Board's courier service must be submitted to Purchasing Services on the Courier Request form (FS-04-PS2).
- 4.2 The Courier Request form can be found electronically on *public on 'ec-filsv' (P:), Procedures folder, Finance Forms folder.*
- 4.3 The completed form can be faxed to Purchasing Services at 519-742-1451.
- 4.4 Please allow at least two weeks to arrange for courier service.
- 4.5 Confirmation of your request will be received via WaterWorks.
- 4.6 Purchasing Services can confirm specific dates for service, but cannot confirm for times requested.
- 4.7 Special delivery requests to and from Board sites are accommodated as scheduling and volume of requests permit.
- 4.8 Distribution of goods associated with special projects, such as the Ministry's learning materials initiatives, are handled through special routes.
- 4.9 Cancellations or further assistance is available by calling Purchasing Services, Education Centre at extension 4324.
- 4.10 Special delivery requests include:
 - 4.10.1 requests for use of shared assets (commonly referred to as loaner stock) – portable stage, tables, chairs, and display boards, trestles and whittles – note that delivery of the whittles et al are based on a schedule and not individual requests;
 - 4.10.2 transfers of school-owned chairs from one location to another;
 - 4.10.3 movement of physical education equipment;
 - 4.10.4 movement of risers;
 - 4.10.5 requests for movement of any classroom or office furniture;
 - 4.10.6 movement of equipment and larger items not picked up during the regular courier service – i.e. DreamWriter labs, 27" TV's or larger.
- 4.11 The courier service does not include:
 - 4.11.1 movement of goods or equipment other than to Board locations;
 - 4.11.2 delivery or movement of personal belongings;
 - 4.11.3 year-end moving of teachers' school items to new teaching locations;
 - 4.11.4 packing of goods or movement of goods within the school;
 - 4.11.5 movement of heavy equipment – i.e. anything that cannot be lifted onto a truck by two people.

5. Delivery and Pick-Up

- 5.1 All sites must:
 - 5.1.1 Designate a secure area in your school/site as the courier delivery location commonly referred to as the "receiving area". Make sure it is accessible to the courier trucks and will not interfere with student activities.
 - 5.1.2 Clearly mark separate places within your designated location for pick-up and for delivery. Anything to be picked up by the courier should be placed in the designated location. Please note this is a courier service not a moving service. The couriers will load goods from your designated location only but are not

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expected to move furniture and equipment to and from classrooms, gymnasias, or any other rooms or hallways. Delivery of large packages, kits, furniture and equipment will be made to your designated location.

- 5.2 The courier will:
- 5.2.1 Deliver mail, video bags and small packages to the office. Office staff will be notified if there is anything being dropped off in the designated pick-up/delivery location. Please alert your custodian or send someone out immediately to secure the items delivered.
 - 5.2.2 Arrive at your location at approximately the same time on your scheduled route days. If you are placing items such as audio-visual equipment or computers - that is, portable, valuable items - in your pick-up/delivery location please try to do so as close to the regular time as possible to minimize the risk of "mysterious disappearance". **Remember to properly package fragile items preferably in the original packaging, as the courier is not responsible for damages due to inadequate protective packaging.**

6. Packaging/Labeling to Prevent Damage and Loss

- 6.1 Label anything you are shipping! Include the location from which it came, the location to which it is going, and to whom it should be delivered.
- 6.2 When returning goods to the Warehouse complete form (FS-04-PS7) which is located electronically on *public on 'ec-filsrv' (P:), Procedures folder, Finance Forms folder.*
- 6.3 Place audio-visual equipment and computers and/or peripherals preferably in the original box/packaging and pack with material such as newspaper or use bubble wrap to protect equipment. The sender is responsible for damages that occur due to lack of packaging.
- 6.4 If the equipment is going to Information Technology Services for repair please complete the repair tag and attach it to the item. If you require additional tags call extension 5555.
- 6.5 The courier can refuse to take anything not properly packaged.

7. Movement of Items – Not included in Courier Service

- 7.1 As noted previously, the courier service does not include movement of goods or equipment other than to Board locations or delivery or movement of personal belongings.
- 7.2 If you have items to be moved to a location other than a Board site, please submit a request to Purchasing Services and provide the account code that will be used to pay the cost. Have the person authorized to approve expenses on the account sign the request. Clearly indicate the location to which the items are being moved. You will be charged accordingly to the account provided.
- 7.3 If you require use of the courier on a specific day, and that day is fully booked when we receive your request, we can usually accommodate you through the use of overtime. You are, however, required to pay the costs of the additional service using the procedure noted above. If you choose not to pay for overtime costs an alternative date will be provided on your Water Works confirmation.