

# Mail Services Client Procedures

Ministry of SaskBuilds and Procurement  
Maintained by: Corporate and Commercial Services Division  
*This guide should be used to learn the procedures for sending mail via inter-office or Canada Post.*

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In order to best serve you, our clients, please see our procedures for preparing your mail for delivery. This helps to avoid any costly delays and helps ensure that your parcel or letter gets to the desired location. This document outlines procedures for both Canada Post and inter-office mail.

Please keep in mind that all postal chauffeurs are on a set schedule, which has tight time frames. As a result, they are not able to return to pick up mail that was not ready for the designated pick-up time.

All drivers have multiple pick-ups and deliveries for several clients on each run, and this limits pick-up and drop-off to one wheeler-full (4-5 boxes) per building address. Please call Mail Services at 306-787-6874 as soon as possible should you require a wheeler to be brought to your mail pick-up.

## Inter-Office Mail

- Inter-office mail should always be placed on top of the metered mail. It should be addressed properly with the name of the department as well as the address and the floor number. Avoid using abbreviations (see example):

TO:  
Jane Smith – Social Services  
6<sup>th</sup> Floor, 1920 Broad St.  
Regina, SK

FROM:  
John Smith - Justice  
11<sup>th</sup> Floor, 1874 Scarth Street  
Regina, SK

- Only mail intended for the inter-office mail system should be marked as such. If you are unsure whether the inter-office mail system delivers to your desired location, please see the [Mail Directory](#).
- All envelopes should be clearly marked “To” and “From.” All other address labels should be covered over and/or removed. Inter-office mail should always be sent in inter-office envelopes. Fragile items should be packaged accordingly.
- The use of trace mail for valuable or sensitive items is encouraged. Trace mail forms are available for purchase through Mail Services. Please fill out and e-mail the [Stamp and Trace Mail Requisition Form](#) to [mailservices@gov.sk.ca](mailto:mailservices@gov.sk.ca)
- Records boxes should be secured with fiberglass or filament tape.

## Canada Post

- Standard white envelopes need to be facing the same direction and secured in bundles by rubber bands.
- All international and USA metering needs to be separated and flagged. All Xpresspost and Priority mail also needs to be separated, flagged and sealed.
- Avoid over-stuffing white envelopes. Documents should be placed into appropriate sized envelopes. There is no extra cost for postage as this is calculated based on weight.
- Thicker envelopes should be sealed with packing tape that does not extend around to the face of the envelope.

- Avoid using red or dark coloured envelopes, as the ink of the meter impression is red and must be visible.
- The small brown 7.5" x 10.5" envelopes must be sealed by the originating department, as they do not seal properly through the machines.
- Large fold back clips, paper clips and bulldog clips should not be used in an envelope that requires postage. These clips cause considerable damage to the postage meter and are not processed as letters. They are considered parcel mail and are processed at a higher cost.
- Do not use abbreviations for pertinent mailing information, such as towns or countries. All Canada Post items should have the proper postal or zip code.
- Please note, registered mail does not guarantee next day delivery; it only guarantees a signature. Registered mail should have stickers placed in the lower right hand corner of the envelope. This leaves the top right side for the meter impression.
- Parcel mail must have the full address and postal code clearly printed on the package and must be packaged securely.

If you have any further questions, please contact Mail Services (Central Sort) at 306-787-6874.