

Service Standards for Mail Services

Ministry of SaskBuilds and Procurement

Maintained by: Corporate and Commercial Services Division

This document outlines the service standards customers can expect from the ministry.

Issued: August 2020
Reviewed: December 2020
Next review: August 2021

Service Standards for Mail Services

Service standards publicly state the level of performance that citizens can reasonably expect to encounter from the Ministry of SaskBuilds and Procurement under normal circumstances.

Service description:

Mail Services within the Ministry of SaskBuilds and Procurement provides delivery of inter-office mail and parcels to government-funded agencies. They also facilitate shipping through Canada Post.

How you can request this service:

Contact Mail Services Operations at (306) 787-6874 or Administration at (306) 787-6897.

Work hours:

Mail Services Operations business hours are Monday to Friday, 8 a.m. to 4 p.m. with the exception of Statutory Holidays.

Contact details:

Mail Services Operations

110 Henderson Drive, Regina, SK S4N 5V5

Phone: (306) 787-6874

Mail Services Administration/Billing

110 Henderson Drive, Regina, SK S4N 5V5

Phone: (306) 787-6897

Fax: (306) 787-1873

E-mail: mailservices@gov.sk.ca

Service	Customer action required	Service Standard	Target	How to measure
Inter-office mail	Clients must put documents in an interoffice envelope and fill in "To" and "From".	Items are placed into mailbags. The mailbag is picked up or dropped off throughout the province to mailrooms for delivery to requested destination. Mailbags will be delivered to the desired location mail room next delivery day .	90% of business days meeting service standard.	Will track days on spread sheet if next delivery day is not met. % will be based on number of working days.

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Service	Customer action required	Service Standard	Target	How to measure
Canada Post Letter Mail	<p>Clients must have envelopes addressed and the sender identified (for billing purposes). Letter envelopes must be flapped. Out of country items must be separated and clearly identified so correct postage is applied.</p>	<p>Items will be processed and sent to Canada Post within 2 business days.</p>	<p>95% of business days meeting service standard.</p>	<p>Will track on spread sheet where 2 business days are not met. % will be based on number of working days.</p>
Trace Mail	<p>Clients e-mail in Trace Mail Order forms. These are found in the Task Room or on our Web page.</p>	<p>Admin staff process requests every Tuesday and Thursday and are delivered to Central Sort the day they are processed (orders will be filled within 3 business days.)</p>	<p>95% of business days meeting service standard.</p>	<p>Will track on spread sheet where 3 days are not met. % will be based on Number of orders.</p>
Canada Post Parcels	<p>Clients must have parcels addressed and the sender identified (for billing purposes). Appropriate labelling should also be applied (i.e. Priority, Xpresspost, signature required, etc.). Items not to exceed 30 kg.</p>	<p>Items will be processed and sent to Canada Post within 2 business days.</p>	<p>95% of business days meeting service standard.</p>	<p>Will track on spread sheet where 2 business days are not met. % will be based on number of working days.</p>