

NATIONAL TAIWAN UNIVERSITY

Directives for Handling Mail

July 19, 2011 Passed by the 2,678th Administrative Meeting

- Article 1 The National Taiwan University (NTU or “the University”) formulates the NTU *Directives for Handling Mail* (“the Directives”) to increase the efficiency of mail handling and ensure the quality of postal services at the University.
- Article 2 For the purposes of the Directives, the term ‘mail’ shall encompass the following:
1. Mailed items delivered to the University’s Mail Room by Chunghwa Post Co., Ltd., in accordance with Article 6 of the *Postal Act*
 2. Printed materials, newspapers, magazines, etc. delivered by a private carrier
- Article 3 For the sake of timeliness and convenience, parcels and express mail sent via Chunghwa Post Co., Ltd. as well as special items sent via private carriers shall be delivered directly to the addressee for receipt and signing.
- Article 4 All units of the University shall establish a mail acceptance office/station, appoint personnel to receive and forward incoming registered mail using a dedicated stamp of receipt, and maintain a dedicated log of received mail.
- Article 5 Mail addressed to NTU faculty members, staff, and students shall be forwarded to them by their affiliated unit. The same shall apply to mail addressed to former employees as well as graduated and expelled students. Undeliverable mail shall be returned to the Mail Room by all units after indicating the reason for the delivery failure and affixing the unit’s seal.
- Article 6 The Mail Room shall log all registered mail onto the University’s computer system and forward them, together with a checklist, to each unit for receipt and signing within one business day, after which a record shall be kept for future reference. The Mail Room shall then update the status of the registered mail items on the University’s intranet website to facilitate future inquiries.
- Article 7 The name and affiliation of the sender shall be indicated on all mail enclosed in an official NTU envelope on which the University’s name and address are printed, so as to facilitate its proper handling if returned. In the event that the sender of a returned mail item is unknown, registered mail shall be sent back to the original outgoing post office, whereas non-registered mail shall be sent back to the post office upon issuance of an unclaimed mail notice.
- Article 8 Mail with an unclear addressee (whether an individual or a unit) and which is rendered undeliverable despite inquiries made via the faculty and students’ information systems shall be returned to the original sender. Personnel expecting to receive foreign mail shall register their English name in the aforementioned systems to ensure successful mail delivery.

- Article 9 Units wishing to send tender documents via mail shall clearly indicate their contact number and the bid opening date on the envelope to facilitate timely communication and handling. To minimize the risk of multiple mail transfers, units shall first consider sending tender documents via express or personal delivery, and only if such delivery methods are unavailable shall they consider delivery via registered mail. When considering the deadline for the receipt of tender documents, as well as the start date of tender projects, please allow for extra time in case of delays in mail handling and delivery within and outside of the University. The preceding provisions shall apply mutatis mutandis to other time-sensitive mail handled by the University.
- Article 10 Identification must be produced in order to claim a registered item at the Mail Room. Those claiming a registered item on another's behalf shall produce their own identification document as well as that of the recipient.
- Article 11 Those who believe their rights and interests have been infringed by the University's handling of mail may file a complaint in writing or via email with the Documentation Division (to which the Mail Room reports) or the Office of General Affairs (to which the Documentation Division reports), which shall launch an investigation into the complaint and issue a response within three business days at the latest.
- Article 12 The Directives shall be passed by the Administrative Meeting and then implemented on the date of promulgation.