



BOARD CONTRACTED COURIER SERVICE

Responsibility:	<i>Coordinating Superintendent, Business Services & Treasurer of the Board</i>
Legal References:	<i>N/A</i>
Related References:	<u>http://staff.wrdsb.ca/procurement-services/distribution/</u>
Revisions:	<i>June 2016, October 2019</i>
Reviewed:	

1. Preamble

The following procedure outlines the operations of the regular and special courier service provided for every Waterloo Region District School Board (WRDSB) site. It also provides guidelines and expectations for each site's authorized area including instruction for packing, labeling and the movement of items that are not included in the service.

2. General

- 2.1 The WRDSB s courier service operates on scheduled routes, with both regular and special delivery being available to all WRDSB sites.
- 2.2 Courier service is not available during December Break, March Break, or the July/August Summer Break.
- 2.3 Any problems, questions or concerns regarding the courier service should be addressed immediately by emailing: procurement-forms@wrdsb.ca or by calling Distribution Services at ext. 4452 or 4489.
- 2.4 Courier routes and schedules are found on the Procurement Website at: <http://staff.wrdsb.ca/procurement-services/distribution/>
- 2.5 The Courier Service does not include:
 - movement of goods or equipment to any non- WRDSB owned address;
 - delivery or movement of personal belongings;
 - moving of teachers' personal resource items;
 - packing or labelling of goods or movement of goods within a WRDSB owned address; or
 - movement of goods deemed to be restricted transport and/or oversize/overweight.

3. Regular Courier Service (Mail Truck)

Each school or site is visited every other day. Regular courier service may include the delivery of the following:

- learning resources such as curriculum kits and videos;
- catalogued library materials (red boxes);
- audio-visual equipment on loan or for repair;
- new and reallocated audio-visual equipment;
- inter-office mail;
- shredding boxes; and
- forms, envelopes, Ontario Student Record's (OSR's) ordered from Distribution Services.

4. Special Courier Service (F&E Truck)

- 4.1 All requests for WRDSB courier service must be submitted on the Courier Request Form (FS-09-PS2) found at: <http://staff.wrdsb.ca/procurement-services/distribution/>
- 4.2 Please allow a minimum of two weeks for the arrangement of special courier service.
- 4.3 Special delivery requests include:
 - requests for use of shared assets (commonly referred to as loaner stock) - portable stage, folding tables, and stacking chairs;
 - Ministry's learning material initiatives; and
 - movement (borrowing) of school-owned goods, classroom or office furniture, between WRDSB owned addresses.

5. Delivery and Pick-Up

- 5.1 All sites shall ensure that:
 - All goods are picked up or delivered within the authorized area, commonly referred to as the "authorized receiving area". The courier will load only load goods found within the authorized area and is not contracted to move between any other areas within the school.
 - Distribution Services is emailed to advise of any changes or obstructions to road/parking access, or in and around the authorized area.
 - Signage is clearly marked directing the courier to the authorized area for pick-up and delivery.
- 5.2 The courier, with the support of each WRDSB site will:
 - Deliver mail, video bags and small packages to the main office.
 - Arrive at WRDSB sites at approximately the same time on the scheduled route days.

6. Packaging and Labeling to Prevent Damage or Loss

- 6.1 Each WRDSB site is responsible for properly labelling and securely packing all goods being placed in the authorized area for courier service; labelling must include the origin and destination contact names, telephone numbers, and full street addresses. Note: goods that are not labelled or packed correctly will not be serviced. The origin contact will be required to email Distribution Services to reschedule the service.
- 6.2 Place audio-visual equipment and computers and/or peripherals preferably in the original box/packaging and pack with material such as newspaper or bubble wrap to protect the equipment. The origin contact is responsible for all damages that occur in transit.
- 6.3 The courier or Distribution Services may refuse and/or reschedule service if any item is not correctly prepared.