

Standard Operating Procedure (SOP): Mail Receipt and Logging Procedures

Purpose

This SOP details the **mail receipt and logging procedures**, outlining the steps for receiving, verifying, and recording incoming mail accurately. It includes guidelines for handling different types of mail, ensuring secure and timely distribution, maintaining a comprehensive log for tracking purposes, and safeguarding confidential or sensitive correspondence. The objective is to streamline mail management, prevent loss or misplacement, and support organizational communication efficiency.

Scope

This procedure applies to all staff responsible for handling incoming mail at [Organization/Department Name].

Responsibilities

- **Mailroom Staff:** Receive, inspect, log, and distribute mail.
- **Supervisors:** Oversee compliance with this SOP and address discrepancies or security issues.
- **Recipients:** Acknowledge receipt and report issues with delivered mail.

Definitions

Term	Definition
Incoming Mail	Any physical postal correspondence, package, or parcel received for the organization.
Confidential Mail	Mail marked as confidential, containing sensitive or private information.
Mail Log	The official record documenting details of all received mail.

Procedures

1. Receiving Mail

- Collect mail from delivery points (post office, reception, courier service) at designated times.
- Inspect packaging for visible damage or tampering.
- Segregate regular, registered, express, confidential, and bulk mail.

2. Verifying Mail

- Cross-check names and addresses on each item against the official delivery list (if provided).
- Note any discrepancies or visible damages.

3. Logging Mail

- Record each item in the **Mail Log** (paper or electronic) with the following details:
 - Date & time of receipt
 - Sender's name/address (if available)
 - Recipient's name/department
 - Type of mail (regular/registered/confidential/package)
 - Courier/tracking number (if applicable)
 - Condition upon receipt
- Assign a serial/log number for tracking.

4. Distributing Mail

- Sort mail according to the recipient or department.
- Deliver mail promptly, following organizational timeframes.
- For confidential or sensitive mail, deliver directly to the recipient or authorized personnel and obtain a signature on the log.

5. Safeguarding Mail

- Store sensitive or undelivered mail in a secure location until delivery.
- Restrict access to authorized personnel only.

6. Maintaining Records

- Retain mail logs for [specify retention period] as per organization policy.
- Regularly review logs for completeness and accuracy.

7. Handling Discrepancies

- Report lost or damaged mail to supervisors immediately.

- Document incidents in the mail log and initiate investigation as per policy.

Attachment: Sample Mail Log Template

Log No.	Date/Time	Sender	Recipient/Dept	Type	Courier/Tracking	Condition	Recipient Signature (if required)	Remarks
001	2024-06-10 09:30	ABC Corp.	John Doe/Finance	Registered	123456789	Intact		

Revision History

Version	Date	Description	Author
1.0	2024-06-10	Initial SOP release	[Your Name]