Standard Operating Procedure (SOP)

Procedures for Outgoing Mail Preparation and Dispatch

This SOP details the **procedures for outgoing mail preparation and dispatch**, covering mail sorting, packaging, labeling, and documentation. It ensures timely and accurate handling of outgoing correspondence to maintain efficient communication and operational workflow. The process includes verifying mail contents, applying appropriate postage, scheduling pickups or deliveries, and maintaining records for tracking and accountability. Adherence to these procedures guarantees secure and reliable dispatch of all outgoing mail items.

1. Purpose

To standardize the process for preparing and dispatching outgoing mail to ensure accurate, secure, and timely delivery.

2. Scope

This SOP applies to all personnel responsible for handling outgoing mail within the organization.

3. Responsibilities

- Mailroom staff: Execute all mail preparation and dispatch tasks.
- Department staff: Ensure correct and complete mailing information on outgoing items.
- Supervisors: Monitor compliance with mail procedures.

4. Procedure

1. **Receiving Outgoing Mail:**
   - Collect outgoing mail items from designated drop-off points.
   - Check for completeness and signature (if required).
2. **Verification of Mail Contents:**
   - Verify the accuracy of addresses and enclosures.
   - Check for restricted/prohibited items.
3. **Sorting:**
   - Classify mail by type (letters, parcels, express, registered, etc.) and destination.
4. **Packaging:**
   - Use appropriate envelopes, boxes, or mailers depending on item size and fragility.
   - Seal packages securely.
5. **Labeling and Addressing:**
   - Ensure complete and clear recipient addresses are written or printed.
   - Affix any required warning or special handling labels.
6. **Postage Application:**
   - Weigh items as needed.
   - Select the most appropriate postage method (meter, stamps, or online system).
   - Affix postage appropriately.
7. **Documentation and Record Keeping:**
   - Log all mail items into the outgoing mail register (see sample record below).
   - For registered/trackable mail, obtain tracking numbers and update records.
8. **Dispatch and Handover:**
   - Schedule mail pickups or deposit at the post office/courier drop-off.
   - Obtain acknowledgment or receipt from pickup personnel or service provider.
9. **Post-Dispatch Actions:**
   - File copies of all documentation and receipts.
   - Follow up on any issues or delays in delivery as necessary.

5. Outgoing Mail Register Sample

Date	Recipient	Address	Type of Mail	Tracking/Reference No.	Dispatched By	Remarks
2024-06-25	John Smith	123 Main St, Cityville	Registered Letter	RX12345678US	A. Brown	-

6. References

- Company Mail Policy Document
- Postal Service Regulations

7. Review and Revision

This SOP is to be reviewed annually and updated as required to reflect changes in postal or organizational procedures.