

SOP: Schedule for Daily Mail Collection and Delivery

This SOP defines the **schedule for daily mail collection and delivery**, detailing specific times for mail pickup and drop-off, responsibilities of mailroom personnel, procedures for handling incoming and outgoing mail, and protocols to ensure timely and secure distribution. The goal is to maintain efficient communication flow within the organization by adhering to a consistent mail schedule and minimizing delays.

1. Purpose

To establish and maintain a consistent schedule for the collection and delivery of physical mail, ensuring efficiency, security, and minimal delay in organizational communications.

2. Scope

This SOP applies to all mailroom personnel and staff responsible for mail handling within the organization.

3. Roles and Responsibilities

- **Mailroom Supervisor:** Oversees mail operations and ensures adherence to this SOP.
- **Mailroom Staff:** Collect, sort, deliver, and record daily mail as per schedule.
- **Department Liaisons:** Ensure availability for mail receipt and dispatch within specified time frames.

4. Mail Collection and Delivery Schedule

Activity	Location	Time	Responsible Party
Collect Incoming Mail from Central Drop Point	Main Mailroom	8:30 AM	Mailroom Staff
Sort Incoming Mail	Main Mailroom	8:30 AM - 9:00 AM	Mailroom Staff
Distribute Incoming Mail to Departments	All Departments	9:00 AM - 10:00 AM	Mailroom Staff
Collect Outgoing Mail from Departments	All Departments	3:00 PM - 3:30 PM	Mailroom Staff
Sort and Prepare Outgoing Mail	Main Mailroom	3:30 PM - 4:00 PM	Mailroom Staff
Dispatch Outgoing Mail to Postal Carrier	Main Mailroom	4:00 PM	Mailroom Staff

5. Procedures

- Receiving and Sorting Incoming Mail:**
 - Collect all mail from central drop-off at 8:30 AM daily.
 - Sort mail by department and recipient.
 - Log receipt of any registered or confidential mail separately.
- Delivering Mail:**
 - Distribute sorted mail to designated department mail points between 9:00 AM and 10:00 AM.
 - Obtain recipient signature for sensitive or confidential mail.
- Collecting Outgoing Mail:**
 - Collect outgoing mail from each department between 3:00 PM and 3:30 PM.
 - Ensure outgoing mail is correctly labeled and prepared (postage, packaging, documentation).
- Dispatching Outgoing Mail:**
 - Sort and prepare outgoing mail for dispatch by 4:00 PM.
 - Hand over all outgoing mail to postal carrier. Retain proof of dispatch for tracking.
- Security and Record Keeping:**
 - Maintain accurate logs for all incoming and outgoing mail, especially registered or confidential items.
 - Report any discrepancies or security incidents to the Mailroom Supervisor immediately.

6. Protocols for Timely and Secure Distribution

- Adhere strictly to collection and delivery times outlined above.
- Use secure lockable bags/boxes for sensitive or confidential mail.
- Only authorized personnel may access mail after hours.

- Immediate reporting of lost, missing, or damaged mail.

7. Review and Updates

- This SOP is to be reviewed annually or as needed to ensure operational efficiency.
- Any changes must be approved by the Mailroom Supervisor.

Note: For any deviations from this schedule (e.g., holidays, emergencies), notify all departments by 4:30 PM on the preceding business day.