

# Standard Operating Procedure (SOP)

## Sorting of Mail by Department, Recipient, and Mail Type

This SOP details the process of **sorting mail by department, recipient, and mail type**, including categorization of internal, external, urgent, and confidential mail. It ensures accurate and efficient distribution of correspondence to the appropriate departments and individuals, maintaining confidentiality and prioritizing urgent communications to support organizational workflow and timely response.

### 1. Purpose

To establish a consistent process for receiving, sorting, and distributing mail, ensuring all correspondence reaches the intended department and recipient in a timely and secure manner.

### 2. Scope

This procedure applies to all incoming and outgoing mail within the organization, including both physical and digital correspondence.

### 3. Definitions

Mail Type	Description
Internal	Mail sent between departments/individuals within the organization.
External	Mail received from or sent to entities outside the organization.
Urgent	Mail that requires immediate attention or action.
Confidential	Mail containing sensitive information that must be handled with extra security and privacy.

### 4. Responsibilities

- **Mailroom/Reception Staff:** Responsible for receiving, sorting, recording, and initial distribution of all mail.
- **Department Representatives:** Ensure mail is further distributed to the correct individual within the department.
- **All Employees:** Adhere to confidentiality protocols and report any discrepancies.

### 5. Procedure

1. **Receiving Mail:**
  - Collect mail from the designated drop-off areas (postal service, couriers, internal drop boxes).
  - Log received mail in the mail register, including date, sender, recipient, and type.
2. **Initial Sorting:**
  - Sort mail by **department** based on the recipient indicated.
  - Within each department, sort mail by **recipient**.
  - Identify **mail type** (internal, external, urgent, confidential) using envelopes, labels, or accompanying documentation.
3. **Categorization and Handling:**
  - **Internal Mail:** Place in departmental mailboxes or deliver directly to recipient if required.
  - **External Mail:** Verify recipient details; deliver as per standard process.
  - **Urgent Mail:** Mark clearly as "URGENT" and notify recipient immediately via phone/email, in addition to physical delivery.
  - **Confidential Mail:** Mark as "CONFIDENTIAL"; only deliver to the named recipient or authorized delegate. Obtain signature on delivery if necessary.
4. **Distribution:**
  - Deliver sorted mail to each department/individual at designated times.
  - Record date and time of delivery in mail register.
5. **Unidentified or Misaddressed Mail:**
  - Set aside in a designated area. Attempt to identify the correct recipient. If unresolved, escalate to supervisor.

## 6. Confidentiality and Security

- All staff must uphold mail confidentiality as per organization policy.
- Do not leave confidential or urgent mail unattended in mailrooms or public areas.
- Report any breach or suspected breach of mail security to management immediately.

## 7. Records and Documentation

- Maintain a log of all incoming and outgoing mail, including recipient, category, date, and delivery confirmation if applicable.

## 8. Review

- This SOP will be reviewed annually or as needed to ensure ongoing effectiveness and compliance with organizational requirements.

**Prepared by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_