

SOP Template: Correspondence Handling (Mail, Email, Courier)

This SOP defines **correspondence handling** procedures for managing mail, email, and courier services efficiently. It includes guidelines for receiving, sorting, distributing, and responding to all forms of correspondence to ensure timely and accurate communication within the organization. The protocol emphasizes secure handling of confidential information, proper documentation, and tracking of inbound and outbound communications to maintain operational effectiveness and preserve organizational integrity.

1. Purpose

To outline standard operating procedures for the handling of all mail, email, and courier correspondence to ensure security, accuracy, and timely communication throughout the organization.

2. Scope

This SOP applies to all employees involved in the handling, distribution, and management of organizational correspondence including but not limited to mailroom staff, receptionists, administrative assistants, and managers.

3. Responsibilities

- **Mailroom Staff:** Receive, log, sort, and distribute incoming and outgoing correspondence.
- **Department Representatives:** Collect and respond to relevant correspondence in a timely manner.
- **Confidentiality Custodians:** Ensure security and privacy of sensitive information.

4. Procedure

4.1 Receiving Correspondence

1. All incoming mail, emails, and courier items must be directed to the designated receiving point.
2. Record date and time of receipt in the correspondence log.
**For email, utilize email tracking systems where possible.*
3. Inspect packages and emails for signs of tampering or suspicious content. Report any irregularities immediately.

4.2 Sorting and Logging

1. Sort correspondence according to recipient department or individual.
2. Register relevant information in an inbound log, including sender, subject/reference, and security category (confidential, urgent, routine).
3. Stamp or electronically mark the date of receipt.

4.3 Distributing Correspondence

1. Distribute correspondence to respective recipients promptly.
2. Ensure confidential or sensitive materials are delivered by authorized personnel only, and obtain acknowledgment of receipt.

4.4 Outbound Correspondence

1. Verify accuracy and completeness of outgoing communication.
2. Log all outgoing mail, email, and courier items in the outbound register.
3. Use approved channels for dispatch and retain proof of sending (e.g., shipment tracking, email delivery/read receipt).

4.5 Responding to Correspondence

1. Assign responsibility for response where required.
2. Monitor deadlines to ensure prompt replies.
3. Document responses sent, referencing original correspondence in logs.

5. Documentation & Tracking

- Maintain logs for both inbound and outbound correspondence (sample below).

- Store correspondence records securely for the required retention period.
- Ensure access to confidential correspondence is restricted to authorized personnel.

| Date | Type (Mail/Email/Courier) | Sender/Recipient | Subject/Reference | Status | Handled By |
|------------|---------------------------|----------------------|--------------------|-----------|------------|
| 2024-06-10 | Mail | ABC Corp. | Contract Documents | Received | Jane Smith |
| 2024-06-10 | Email | john.doe@example.com | Project Update | Responded | Robert Lee |

6. Security & Confidentiality

- All staff must comply with organizational data protection and privacy regulations.
- Physically and digitally secure storage must be used for confidential correspondence.

7. Review & Updates

- This SOP shall be reviewed annually or upon significant change in correspondence handling process.
- All employees must be trained on updated procedures as part of compliance.

8. References

- Company Privacy Policy
- Records Management Policy