

Standard Operating Procedure (SOP): Daily Receipt and Logging of Incoming Mail and Packages

This SOP details the **daily receipt and logging of incoming mail and packages**, covering procedures for accurately receiving, inspecting, documenting, and securely distributing all incoming correspondence and shipments. The aim is to ensure timely and organized handling of mail and packages to maintain efficient communication and record-keeping within the organization.

1. Scope

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

2. Responsibilities

- **Mailroom Staff:** Receive, inspect, log, and distribute incoming items.
- **Supervisors:** Oversee process compliance and handle exceptions or security concerns.

3. Procedure

1. **Preparation**
 - Ensure the mailroom area is clean and prepared for receipt of items.
 - Confirm mail logbook or electronic logging system is accessible and ready for entries.
2. **Receiving Incoming Mail and Packages**
 - Accept all incoming mail and packages from couriers, postal services, and walk-in delivery personnel.
 - Perform a preliminary visual inspection for damage or signs of tampering.
 - Refuse and report any suspicious or damaged items as per security protocol.
3. **Logging Items**
 - Record each item in the mail log or electronic tracking system, capturing essential details:
 - Date and time of receipt
 - Sender (if indicated)
 - Recipient/Department
 - Description of item (e.g., envelope, box size, tracking number)
 - Condition upon arrival
 - Signature of staff member receiving the item
 - Assign sequential log numbers for tracking purposes.
4. **Sorting and Staging**
 - Sort items according to department, recipient, or internal distribution routes.
 - Stage items in designated mailroom areas awaiting distribution.
5. **Distribution**
 - Deliver mail and packages to recipients, obtaining a signature or acknowledgment of receipt where appropriate.
 - For sensitive/confidential items, follow additional security and privacy protocols as detailed in SOP [reference number].
6. **Issue Reporting**
 - Report and escalate any discrepancies, missing items, damages, or security concerns to supervisors immediately.
7. **End-of-Day Reconciliation**
 - Review log records to ensure all items received have been distributed or are accounted for.
 - Secure any undelivered items as per end-of-day security procedures.

4. Mail Log Example (Template)

Log No.	Date/Time	Sender	Recipient/Dept	Description	Condition	Received By	Delivered By	Received (Signature)
00123	2024-06-01 09:15	ABC Supplies	John Doe (IT)	Box, Tracking #123456	Good	Jane Smith	Mike Brown	J.Doe

5. Related Documents

- Security Policy: Mail and Package Handling

- Incident Reporting SOP
- Confidentiality Agreement

6. Revision History

Date	Version	Description	Approved By
2024-06-12	1.0	Initial SOP release	Management