

SOP Template: Incoming and Outgoing Correspondence Processes

This SOP details the **incoming and outgoing correspondence processes**, covering the receipt, registration, distribution, and archiving of incoming mail, as well as the preparation, approval, dispatch, and record-keeping of outgoing communications. The purpose is to ensure efficient, accurate, and timely handling of all correspondence to support organizational communication and maintain effective records management.

1. Scope

This SOP applies to all employees involved in handling, processing, and managing incoming and outgoing correspondence, regardless of medium (physical or electronic).

2. Responsibilities

- **Reception Staff/Clerks:** Responsible for receiving and logging incoming correspondence.
- **Administrative Staff:** Responsible for distributing, preparing, and dispatching correspondence.
- **Managers/Supervisors:** Responsible for approving outgoing correspondence and ensuring compliance with this SOP.
- **Records Management Team:** Responsible for archiving correspondence and maintaining accurate records.

3. Definitions

Term	Definition
Correspondence	Any written communication, whether received or sent, including letters, emails, memos, and packages.
Incoming Correspondence	Communications received by the organization.
Outgoing Correspondence	Communications sent out by the organization.
Archive	Long-term storage of correspondence records for future reference.

4. Process

4.1 Incoming Correspondence

1. **Receipt**
 - All incoming correspondence is received by Reception/Clerical staff.
 - Stamp/record the date of receipt on each item, if appropriate.
2. **Registration**
 - Log all incoming correspondence in the Correspondence Register (electronic or physical), recording sender, date received, subject, and reference number.
3. **Distribution**
 - Distribute correspondence promptly to the correct department or addressee, maintaining confidentiality and prioritizing urgent items.
4. **Archiving**
 - After processing, archive correspondence as per records management procedures, ensuring secure and retrievable storage.

4.2 Outgoing Correspondence

1. **Preparation**
 - Draft correspondence using approved templates and include all required information.
2. **Approval**
 - Submit all outgoing correspondence for manager/supervisor approval as required.
3. **Dispatch**

- Send correspondence via appropriate channel (mail, courier, electronic) and note the date sent.

4. Record-Keeping

- Log outgoing correspondence in the Correspondence Register, including recipient, date sent, subject, and reference number.
- Retain copies in the organization's records as per retention policy.

5. Records Management

- Retain all correspondence records according to the organization's records retention schedule.
- Ensure all correspondence is easily retrievable and securely stored.
- Dispose of confidential correspondence per data protection and destruction procedures.

6. Review and Revision

- This SOP will be reviewed annually or as necessary to ensure continued relevance and compliance with organizational policy and legal/regulatory requirements.