

SOP: Mail and Courier Receipt and Logging Procedure

1. Purpose

This SOP details the **mail and courier receipt and logging procedure**, encompassing the steps for receiving, verifying, and documenting incoming mail and courier packages. It includes guidelines for checking sender information, recording delivery times, ensuring proper handling and security, and maintaining accurate logs for tracking and accountability. The purpose is to streamline mail management, prevent loss or misplacement, and ensure timely distribution within the organization.

2. Scope

This procedure applies to all personnel responsible for mail and package receipt, logging, and distribution within the organization.

3. Responsibilities

- **Reception Staff:** Receive and log all incoming mail and courier packages.
- **Security Personnel:** Monitor, if applicable, the handling of confidential or suspicious items.
- **Department Recipients:** Collect and sign for received items, as required.

4. Procedure

1. **Receipt of Mail and Courier Packages:**
 - Receive all incoming mail and packages at the designated area.
 - Inspect package for damage or signs of tampering.
2. **Verification:**
 - Check and verify the sender's information and intended recipient.
 - For packages requiring signature, obtain signature from delivery personnel.
3. **Logging:**
 - Record each item in the **Mail and Courier Log Sheet** or electronic system.
 - Include the following details:
 - Date and time received
 - Sender's name/organization
 - Courier service (if any), tracking/reference number
 - Recipient name/department
 - Description of item
 - Status (e.g., received, pending collection, delivered)
4. **Security Measures:**
 - Isolate and report items that appear suspicious, damaged, or have unknown origins.
 - Follow security protocols for confidential or sensitive materials.
5. **Distribution:**
 - Notify intended recipients of mail/package arrival promptly.
 - Require recipients to sign for the collection of items, when necessary.
 - Update log with the handover date/time and recipient signature.
6. **Record Keeping:**
 - Store completed logs securely for auditing and reference, per the organization's record retention policy.

5. Mail and Courier Log Sheet Template

Date/Time Received	Sender Name/Organization	Courier/Tracking No.	Recipient	Description	Status	Recipient Signature
2024-06-10 09:15	ABC Corp	DHL 123456789	John Smith (IT Dept)	Package - Electronics	Received	

6. Related Documents

- Security Incident Reporting SOP

- Record Retention Policy

7. Revision History

Date	Version	Description of Change	Author
2024-06-10	1.0	Initial Release	Admin