

# Standard Operating Procedure (SOP): Mail Receipt and Logging Procedures

This SOP details **mail receipt and logging procedures**, encompassing steps for receiving incoming mail, verifying sender information, documenting mail details accurately, assigning tracking numbers, securely distributing mail to intended recipients, and maintaining a comprehensive log for audit and accountability purposes. The objective is to ensure efficient handling, traceability, and security of all received mail within the organization.

## 1. Purpose

To define standard procedures for receiving, logging, and distributing all incoming mail to ensure accuracy, accountability, and traceability throughout the mail management process.

## 2. Scope

This procedure applies to all staff involved in the receipt, logging, and distribution of physical mail within the organization.

## 3. Responsibilities

- **Mailroom Staff:** Responsible for receiving, inspecting, logging, and distributing mail.
- **Mailroom Supervisor:** Ensures compliance with SOP, reviews logs, and addresses discrepancies.
- **Intended Recipients:** Responsible for signing for received mail and reporting any issues back to the mailroom.

## 4. Definitions

- **Mail Log:** A physical or electronic record containing details of received mail items.
- **Tracking Number:** A unique identifier assigned to each mail item for tracing and audit purposes.

## 5. Procedure

### 1. Receiving Incoming Mail

- Collect all incoming mail from designated delivery points (e.g., postal service, couriers).
- Inspect mail for any visible damage or tampering; document any irregularities.

### 2. Verifying Sender Information

- Check and record sender details as indicated on the envelope or package.
- If sender information is missing or unclear, flag for supervisor review.

### 3. Logging Mail Details

- Enter each mail item in the **Mail Log** (see section 6 for sample format) with the following details:
  - Date and time of receipt
  - Sender's name and address
  - Recipient's name and department
  - Brief description of mail (e.g., letter, package, confidential)
  - Assigned tracking number
  - Mailroom staff initials
  - Notes on condition, if applicable

### 4. Assigning Tracking Numbers

- Generate and affix a unique tracking number to each mail item, linking it to the log entry.

### 5. Distributing Mail

- Sort mail by department or recipient for distribution.
- Distribute mail directly to intended recipients or authorized personnel.
- Obtain signature or acknowledgment upon receipt, logging it in the system.

### 6. Maintaining Audit Log

- Ensure all log entries are complete, accurate, and up to date.
- Store logs securely for the retention period as per policy.

## 6. Mail Log Sample Format

Date/Time Received	Sender	Recipient	Description	Tracking Number	Condition/Notes	Staff Initials	Recipient Signature
2024-06-14 09:00	ABC Corp. 123 Elm St.	Jane Doe Finance	Envelope	MR-000123	Good	JS	

## 7. Records Retention

Maintain all mail logs and related records for a minimum of **12 months** or as dictated by organizational policy and regulatory requirements.

## 8. Security and Confidentiality

- Secure all mail and logs in a restricted-access area.
- Handle suspicious, confidential, or sensitive mail according to established organizational policy.
- Report lost, damaged, or misplaced mail immediately to the mailroom supervisor.

## 9. Revision History

Date	Version	Description	Author
2024-06-14	1.0	Initial draft	Admin

**Note:** This SOP template can be customized to suit the specific requirements of your organization's mail handling process.