

# Standard Operating Procedure (SOP)

## Procedures for Forwarding or Redirecting Mail

This SOP details **procedures for forwarding or redirecting mail**, including steps for processing incoming mail, verifying recipient information, updating forwarding addresses, ensuring secure handling of mail items, coordinating with postal services, and maintaining records of forwarded or redirected mail. The objective is to ensure timely and accurate delivery of mail to the correct recipient, minimizing delays and lost correspondence.

### 1. Purpose

To provide standardized procedures for forwarding or redirecting mail, ensuring proper handling and accurate delivery to the intended recipient.

### 2. Scope

This SOP applies to all staff responsible for handling incoming physical and electronic mail within the organization.

### 3. Responsibilities

- **Mailroom Staff:** Process, verify, and handle forwarding/redirecting requests.
- **Supervisors:** Oversee compliance and resolve escalation issues.
- **Records Staff:** Maintain accurate logs of mail forwarding actions.

### 4. Procedural Steps

1. **Processing Incoming Mail**
  - Collect incoming mail daily from the designated mail drop-off location.
  - Sort mail according to department, recipient, or as per organizational policy.
2. **Verifying Recipient Information**
  - Cross-check recipient name and department against the most current staff directory.
  - Identify mail addressed to individuals who have moved, left, or transferred.
3. **Updating Forwarding Address**
  - Consult HR or relevant records for up-to-date forwarding or redirecting addresses.
  - Record the new address on the appropriate forwarding form or database.
4. **Preparing Mail for Forwarding/Redirecting**
  - Mark mail clearly as "Forwarded" or "Redirected" and add new address label.
  - If necessary, seal sensitive mail items with tamper-evident tape.
5. **Coordinating with Postal Services**
  - Deliver mail to postal/courier service as per standard mailing schedule.
  - If tracking is required, retain tracking numbers and note in records.
6. **Maintaining Records**
  - Log all forwarded or redirected mail in the mail tracking system or logbook.
  - Include details: date, sender, original recipient, forwarding address, and postal reference (if applicable).

### 5. Security & Confidentiality

- Handle all mail in accordance with data protection regulations and privacy guidelines.
- Do not open or disclose contents of mail unless instructed for security screening purposes.
- Secure all mail containing personal or sensitive information until delivery or forwarding is completed.

### 6. Records & Documentation

Item	Retention Period	Storage Location
Mail Forwarding/Redirect Log	1 year	Mailroom Office/Records System
Forwarding Address Requests	6 months	Secure File/Database

## 7. Review & Update

This SOP should be reviewed annually or as necessary to reflect changes in laws, regulations, or organizational processes.

## 8. References

- Organizational Mail Handling Policy
- Data Protection and Privacy Guidelines
- National Postal Service Forwarding Procedures

## 9. Contact & Escalation

For questions or escalation, contact the Mailroom Supervisor at [mailroom@example.com](mailto:mailroom@example.com) or extension 1234.