

# Standard Operating Procedure (SOP)

## Mail Sorting and Distribution Protocols

This SOP details the **mail sorting and distribution protocols** to ensure efficient, accurate, and timely handling of all incoming and outgoing mail. It covers procedures for receiving, categorizing, sorting, and routing mail to the appropriate departments or individuals while maintaining security and confidentiality. Additionally, it establishes guidelines for managing bulk mail, handling priority or sensitive correspondence, and documenting mail distribution activities to facilitate accountability and traceability.

### 1. Purpose

To outline systematic procedures for the receipt, sorting, and delivery of all mail within the organization, ensuring accuracy, confidentiality, and timely distribution.

### 2. Scope

This SOP applies to all staff responsible for handling, sorting, distributing, or receiving mail within the organization.

### 3. Responsibilities

- **Mailroom Staff:** Receive, sort, and distribute mail in accordance with this SOP.
- **Security Personnel:** Oversee the screening of suspicious items.
- **All Employees:** Retrieve mail promptly and maintain confidentiality.

### 4. Procedures

1. **Receiving Mail**
  - All incoming mail and packages must be received at the designated mailroom.
  - Inspect packages for visible damage or suspicious characteristics.
  - Log date and time of receipt in the mail register/logbook.
2. **Categorizing Mail**
  - Separate mail into categories: Internal, External, Priority, and Confidential.
  - Identify and flag high-priority or sensitive correspondence for expedited processing.
3. **Sorting Mail**
  - Sort mail by department, individual recipient, or designated location.
  - Use labeled mail slots or bins for organized distribution.
4. **Routing and Distribution**
  - Deliver mail to appropriate departments, individuals, or distribution points at scheduled intervals.
  - Obtain signature or digital confirmation for priority or confidential items.
5. **Outgoing Mail Handling**
  - Ensure all outgoing mail is properly addressed and affixed with correct postage.
  - Batch outgoing items according to delivery service (internal, postal, courier, etc.).
  - Record significant outgoing correspondence in the outgoing mail register.
6. **Bulk Mail Management**
  - Sort bulk mailings by department or project code.
  - Coordinate with relevant departments for scheduled pickups or large distributions.
7. **Documentation and Record-Keeping**
  - Log all significant incoming and outgoing correspondence with tracking numbers if applicable.
  - Maintain records for a minimum period as per company policy.
8. **Security and Confidentiality**
  - Do not open mail except when specifically authorized (e.g., undeliverable or suspicious items).
  - Handle confidential/sensitive mail as per internal privacy and security policies.

### 5. Documentation

Document	Purpose	Retention Period
Incoming Mail Log	Track all received mail and packages	1 year
Outgoing Mail Register	Record outgoing and dispatched mail	1 year
Mail Distribution Receipts	Confirm delivery of priority or confidential mail	2 years

## 6. Review and Revision

- This SOP will be reviewed annually or as necessary to accommodate changes in procedures or regulatory requirements.
- Version control should be maintained for all SOP updates.

## 7. References

- Company Privacy and Security Policy
- Postal Service Guidelines

## 8. Approval

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_