Standard Operating Procedure (SOP) Outgoing Mail Preparation, Labeling, and Postage Application

Purpose:

This SOP details the **outgoing mail preparation, labeling, and postage application guidelines**, covering the proper methods for sorting and packaging mail items, correct address labeling standards, postage calculation and application procedures, handling of special mail types, and ensuring compliance with postal regulations. The purpose is to streamline the mail dispatch process, reduce errors, and guarantee timely and accurate delivery of outgoing correspondence and parcels.

1. Scope

This procedure applies to all staff responsible for preparing and dispatching outgoing physical mail and packages from the organization.

2. Responsibilities

- Mailroom staff: Follow all procedures for mail preparation, labeling, and postage application.
- Supervisors: Ensure staff are trained and the SOP is followed.
- Employees: Prepare outgoing mail per instructions for handoff to mailroom.

3. Procedure

3.1 Mail Sorting and Packaging

1. Separate outgoing mail by type: letters, large envelopes, parcels, international mail, and special services (e.g., certified, registered).
2. Group mail according to destination (local, domestic, international) when feasible.
3. Use appropriate envelopes or packaging to ensure mail integrity during transit.
4. Securely seal all envelopes and packages.
5. Do not overstuff envelopes; use larger envelopes or boxes if needed.

3.2 Address Labeling Standards

1. Print or neatly write the recipient's full name, complete address (including street, city, state, ZIP/postal code, and country for international mail) in the center of the envelope or package.
2. Include the sender's address in the upper left corner or as per standard envelope layout.
3. Avoid using red ink for addresses; use blue or black ink for legibility.
4. Follow postal regulations for address formatting. Refer to postal guidelines for international addresses.

3.3 Postage Calculation and Application

1. Weigh mail items using a calibrated postal scale.
2. Calculate postage according to current postal service rates for destination and weight.
3. Apply correct postage stamps or use a postage meter/label as appropriate.
4. Affix postage in the upper right corner of the envelope or package.
5. Double-check postage application for accuracy before dispatch.

3.4 Handling Special Mail Types

1. For certified, registered, or express mail, complete and attach required documentation and labels.
2. Ensure confidential or sensitive mail is packaged and labeled as per organizational and postal guidelines.
3. Track and record outbound special mail as required by internal controls.

3.5 Compliance and Quality Assurance

1. Verify all outgoing mail is compliant with postal regulations and organizational policies.
2. Inspect for proper labeling, sufficient packaging, and correct postage before dispatch.
3. Report and correct any discrepancies or errors prior to mail handover to postal service providers.

4. Documentation and Records

- Maintain logs of daily outgoing mail, including quantities, types, and any special mail services used.
- Keep receipts or digital records of tracked, registered, or insured mail for reference and follow-up.

5. References

- Current Postal Service Guidelines and Rate Charts
- Organizational Mail Handling Policies

6. Revision History

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