

# Standard Operating Procedure (SOP)

## Processing Incoming and Outgoing Mail and Packages

This SOP details the procedures for **processing incoming and outgoing mail and packages**, including receipt and inspection, sorting and distribution, proper documentation, handling of sensitive or confidential items, ensuring timely delivery, use of appropriate packaging materials, coordination with courier services, and maintaining security protocols to prevent loss or damage during transit.

### 1. Scope

This SOP applies to all staff members responsible for handling, processing, and managing the delivery and receipt of mail and packages within the organization.

### 2. Responsibilities

- **Mailroom Staff:** Responsible for processing, documenting, and distributing mail and packages.
- **Department Heads:** Ensure departmental compliance with these procedures.
- **Security Personnel:** Oversee the inspection of suspicious packages as needed.

### 3. Procedure

- 1. Receipt and Inspection**
  - Collect all incoming mail and packages from designated collection points or courier services.
  - Inspect packages for signs of damage or tampering.
  - Refer suspicious or damaged packages to Security for further inspection.
- 2. Sorting and Distribution**
  - Sort mail and packages by department, recipient, or designated area.
  - Log all incoming items in the mail register, noting recipient, sender (if available), and date/time of receipt.
  - Distribute mail and packages to the intended recipients promptly.
- 3. Proper Documentation**
  - Maintain accurate records for both incoming and outgoing items, including signatures upon receipt or dispatch.
  - Document the tracking number for all outgoing packages and provide it to the sender.
- 4. Handling Sensitive or Confidential Items**
  - Mark confidential or sensitive mail clearly as such.
  - Deliver confidential packages directly to the recipient or their authorized representative.
- 5. Ensuring Timely Delivery**
  - Schedule regular mail runs within office hours to ensure timely dispatch and delivery.
  - Notify recipients of urgent or time-sensitive deliveries immediately upon arrival.
- 6. Use of Appropriate Packaging Materials**
  - Ensure outgoing mail and packages are packed using suitable materials to prevent damage.
  - Seal all packages securely and label them with appropriate delivery details.
- 7. Coordination with Courier Services**
  - Select reliable and approved courier services for outgoing items.
  - Schedule pickups and provide couriers with accurate delivery instructions and contact information.
- 8. Maintaining Security Protocols**
  - Restrict mailroom access to authorized personnel.
  - Monitor mailroom activity via security cameras where applicable.
  - Report all incidents of loss, theft, or damage immediately to the appropriate authorities.

### 4. Documentation

| Document         | Description   | Retention Period |
|------------------|---|------------------|
| Mail Register    | Record of all incoming and outgoing mail and packages | 3 years          |
| Receipt Forms    | Signed receipts for received and delivered packages   | 3 years          |
| Courier Receipts | Proof of collection/delivery by courier services      | 1 year           |

## 5. References

- Organizational security policies
- Approved courier/vendor list
- Mailroom safety guidelines

## 6. Revision History

| Version | Date       | Description        | Approved By   |
|---------|------------|--------------------|---------------|
| 1.0     | 2024-06-20 | Initial SOP issued | Admin Manager |