

Standard Operating Procedure (SOP): Outgoing Mail and Courier Preparation Steps

This SOP details the **outgoing mail and courier preparation steps**, encompassing the proper sorting, packaging, labeling, and documentation of outgoing correspondence and parcels. It ensures that all mail and couriers are accurately prepared, securely sealed, correctly addressed, and dispatched in a timely manner to facilitate efficient delivery and maintain organizational communication standards.

1. Purpose

To define the standardized process for preparing, securing, and dispatching outgoing mail and courier items.

2. Scope

This SOP applies to all staff responsible for handling outgoing letters, packages, and couriers from the organization.

3. Responsibilities

- Mailroom personnel: Responsible for implementing each step of mail/courier preparation and dispatch.
- Supervisors: Oversee process compliance and perform random checks for accuracy.
- Employees: Properly label and submit items needing dispatch.

4. Procedure

- 1. Gather Mail and Parcels**
 - Collect all items designated for dispatch from relevant departments.
 - Verify submission deadlines for same-day processing.
- 2. Sort Items**
 - Separate items by category: Regular mail, express/courier, registered mail, international, etc.
 - Prioritize urgent and time-sensitive items.
- 3. Inspect and Package**
 - Check that all items are complete and undamaged.
 - Place documents and parcels in appropriate envelopes, mailers, or packaging material to ensure safe transit.
 - For fragile/parcels, use protective cushioning as necessary.
- 4. Seal Items Securely**
 - Seal envelopes securely with adhesive or tape.
 - For parcels, ensure all seams and openings are reinforced.
- 5. Label and Address Items**
 - Clearly write or print recipient name, address, company, and contact details.
 - Affix the required postage, air waybill, or courier labels.
 - Include any special handling instructions if applicable.
- 6. Log and Document Outgoing Items**
 - Record each item in the outgoing mail/courier registry (physical logbook or digital system), capturing:
 - Date
 - Sender/Department
 - Recipient & Address
 - Type of mail/courier
 - Tracking/Reference number
 - Attach documentation/copies as necessary for sensitive or registered mail.
- 7. Dispatch Items**
 - Hand over items to the postal service or designated courier by cut-off time.
 - For scheduled pickups, ensure items are ready and available at the collection point.
- 8. Track and File Receipts**
 - Collect receipt or tracking confirmation from courier/postal service and file for future reference.

5. Documentation and Records

Document	Retention Period	Responsible
Outgoing Mail & Courier Registry	2 years	Mailroom Supervisor

Postage/Courier Receipts	2 years	Mailroom Personnel
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6. Safety and Confidentiality

- Ensure confidential/sensitive correspondence is securely sealed and marked "Confidential".
- Follow organization's privacy and security protocols for all sensitive information.

Note: Any suspicious packages must not be handled and should be reported to security immediately.

7. Review and Revision

This SOP shall be reviewed annually or as necessary following any process changes.