

Standard Operating Procedure (SOP): Incoming and Outgoing Mail Handling Procedures

Purpose

This SOP details the **incoming and outgoing mail handling procedures**, covering the receipt, sorting, distribution, and dispatch of mail within the organization. It includes guidelines for secure handling, documentation, timely delivery, and confidentiality to ensure efficient and accurate mail management while safeguarding sensitive information and maintaining operational workflow.

Scope

This procedure applies to all staff members involved in handling, processing, and managing organizational mail, including physical and electronic communication where applicable.

Responsibilities

- **Mailroom Staff:** Responsible for the receipt, documentation, sorting, distribution, and dispatch of all mail.
- **Departmental Representatives:** Collect and deliver mail within their designated departments.
- **All Staff:** Ensure compliance with confidentiality and security guidelines.

Procedure

1. Incoming Mail Handling

1. **Receipt:**
 - Collect all incoming mail daily from designated delivery points (e.g., postal office, courier services).
 - Check for damaged, suspicious, or misaddressed mail and take appropriate action.
2. **Logging:**
 - Record all incoming mail in the mail logbook or tracking system, including date, sender, recipient, and type of correspondence.
 - Mark confidential, urgent, and special delivery items as required.
3. **Sorting:**
 - Sort mail based on recipient departments or individuals.
 - Segregate confidential and sensitive items for secure delivery.
4. **Distribution:**
 - Distribute mail promptly to the appropriate departments or recipients.
 - Obtain signatures for receipt of confidential or accountable items.

2. Outgoing Mail Handling

1. **Preparation:**
 - Ensure all outgoing mail is properly addressed and packaged.
 - Attach necessary postage, labels, or documentation as needed.
2. **Logging/Recording:**
 - Log outgoing mail in the mail registry, noting the date, sender, recipient, and mail type.
 - Indicate priority, tracking number, or special handling instructions if required.
3. **Dispatch:**
 - Arrange regular and special pickups with postal or courier services.
 - Ensure mail is dispatched at the scheduled time and tracking documentation is updated.

Confidentiality and Security

- Handle all mail, especially confidential or sensitive information, in compliance with organizational privacy and security policies.
- Store confidential mail in secure locations until delivered to the intended recipient.
- Report lost, stolen, or tampered mail immediately to the designated supervisor.

Documentation and Records

- Maintain accurate and up-to-date records of all incoming and outgoing mail.
- Archive mail logs and tracking sheets as per record retention schedules.

Appendix

Term	Definition
Confidential Mail	Mail containing sensitive or private information restricted to authorized personnel.
Mail Logbook	Register used to track all incoming and outgoing mail details.

Revision History

Date	Version	Description	Author
2024-06-10	1.0	Initial SOP creation	Admin