

Standard Operating Procedure (SOP)

Mail Receipt and Logging Procedures

This SOP defines the **mail receipt and logging procedures** to ensure all incoming mail is accurately received, documented, and distributed in a timely manner. It covers the steps for verifying mail integrity, recording essential details such as sender, date, and content type, and maintaining a secure log for tracking purposes. The procedure aims to enhance mail security, accountability, and efficient internal communication.

1. Purpose

To establish a standardized process for receiving, verifying, logging, and distributing all incoming mail to ensure accountability, security, and prompt communication within the organization.

2. Scope

This procedure applies to all staff responsible for handling incoming physical and electronic mail at [Organization Name].

3. Responsibilities

- **Mailroom Staff:** Responsible for initial receipt, inspection, logging, and distribution of mail.
- **Department Representatives:** To acknowledge receipt of distributed mail.
- **Mailroom Supervisor:** To review logs periodically and ensure compliance.

4. Procedure

- Mail Receipt**
 - Collect incoming mail from post office/delivery provider daily.
 - Visually inspect mail for damage or tampering before acceptance.
 - Reject and report suspicious/damaged mail per security protocol.
- Mail Logging**
 - Record each mail item in the Mail Log (see sample log table below).
 - Log details: Date of receipt, sender's name, recipient's name/department, type of mail (letter, package, etc.), brief content description (if applicable), and condition of mail.
 - Assign a unique reference number for tracking, if applicable.
- Mail Distribution**
 - Sort mail according to recipient/department.
 - Distribute mail to the designated recipient or authorized representative.
 - Obtain recipient's signature or acknowledgment of receipt (manually or electronically).
- Mail Log Maintenance**
 - Maintain the mail log in a secure location, accessible only to authorized personnel.
 - Review and reconcile records periodically against undelivered mail.
 - Archive logs as per organizational retention policy.

5. Sample Mail Log Format

Log #	Date Received	Sender	Recipient/Department	Type	Content Description	Condition	Recipient Signature
001	2024-06-12	ABC Corp	Finance	Package	Invoice Documents	Intact	[Signature]

6. Records & Retention

Mail logs and acknowledgement records must be retained for a minimum of [X] years in accordance with company policy.

7. References

- Mail Handling Security Guidelines
- Company Record Retention Policy

8. Revision History

Date	Version	Description	Author
2024-06-12	1.0	Initial SOP	[Author Name]