

# SOP Template: Mail Sorting and Internal Distribution Guidelines

This SOP provides comprehensive **mail sorting and internal distribution guidelines**, detailing procedures for the accurate sorting, handling, and timely distribution of incoming and outgoing mail within the organization. It emphasizes mail security, confidentiality, proper documentation, efficient routing, and the use of designated mailrooms and distribution points to ensure smooth internal communication and operational efficiency.

## 1. Purpose

To establish a standardized procedure for the receipt, sorting, handling, and distribution of mail to ensure mail security, confidentiality, and timely internal communications.

## 2. Scope

Applies to all employees involved in the mail handling process within the organization, including mailroom staff, administrative assistants, and department coordinators.

## 3. Responsibilities

- **Mailroom Staff:** Receive, sort, record, and distribute incoming and outgoing mail.
- **Department Coordinators:** Collect mail from designated distribution points and ensure proper delivery within their departments.
- **All Employees:** Ensure outgoing mail is correctly addressed and delivered to the mailroom before cut-off times.

## 4. Mail Handling Procedures

### 4.1 Receiving Mail

1. Collect incoming mail from external postal services and delivery couriers at designated times.
2. Inspect for damage or suspicious items; report any anomalies immediately in accordance with security protocols.
3. Log receipt of packages and confidential/sensitive items in the Mail Logbook (see Section 6).

### 4.2 Sorting Mail

1. Sort mail according to recipient, department, or designated distribution point.
2. Group confidential and sensitive items separately and mark as "Confidential," ensuring secure handling.
3. Prioritize urgent and time-sensitive material for immediate delivery.

### 4.3 Outgoing Mail Procedures

1. Outgoing mail must be clearly addressed, with return addresses where appropriate.
2. Stamp outgoing mail, record dispatch in the Outgoing Mail Register, and sort by type (internal vs external).
3. Deposit external mail with postal/courier service; distribute internal mail as per Section 4.4.

### 4.4 Internal Distribution

1. Place sorted internal mail in labeled trays or pigeonholes for each department.
2. Transport mail to distribution points at scheduled intervals, using approved routes and secure methods.
3. Notify department coordinators of mail arrival, especially for confidential items which may require signature.

## 5. Mail Security & Confidentiality

- Handle all mail in a manner that protects its integrity and confidentiality.
- Only authorized personnel may open or handle confidential mail.
- Store mail in secured locations with restricted access.
- Report any breach or compromise of mail security to management immediately.

## 6. Documentation

Document	Description	Retention Period
Mail Logbook (Incoming)	Record of all incoming mail and packages, including date, sender, recipient, and signature (for sensitive mail).	1 year
Outgoing Mail Register	Record of all outgoing mail, including date, recipient, type (internal/external), and special instructions.	1 year
Incident Reports	Documentation of lost, damaged, or suspicious mail items.	As per security policy

## 7. Distribution Points & Schedule

- Mailroom location: [Specify]
- Internal distribution points: [List departments/offices]
- Distribution schedule: [e.g., Twice daily at 10:00 AM and 2:00 PM]

## 8. Training & Review

- All mailroom and distribution staff must receive initial and periodic refresher training on mail handling procedures.
- This SOP is subject to annual review or as required by organizational changes.

## 9. Revision History

Version	Date	Summary of Changes	Approved By
1.0	[Date]	Initial release	[Name/Title]

End of SOP