

# Standard Operating Procedure (SOP): Correspondence Handling and Mail Distribution

This SOP details the procedures for efficient **correspondence handling and mail distribution**, encompassing the receipt, sorting, tracking, and timely delivery of incoming and outgoing mail. It includes guidelines for managing electronic and physical correspondence, ensuring confidentiality, prioritizing urgent communications, and maintaining accurate records to support organizational communication and workflow.

## 1. Purpose

To outline standardized procedures for handling all forms of correspondence to facilitate prompt and secure distribution while maintaining confidentiality, efficiency, and record integrity.

## 2. Scope

This SOP applies to all staff responsible for the receipt, management, and distribution of both physical and electronic correspondence within the organization.

## 3. Responsibilities

- **Mailroom Staff:** Receive, log, sort, and distribute all mail/correspondence.
- **Departmental Coordinators:** Collect distributed mail and relay required responses.
- **All Employees:** Ensure timely retrieval and response to distributed mail.
- **Supervisors/Managers:** Oversee implementation and compliance with the SOP.

## 4. Definitions

Term	Definition
Correspondence	All forms of communication received or sent, including physical mail, packages, and electronic messages.
Mail Log	A physical or digital register used to track receipt and distribution of correspondence.
Confidential Mail	Any correspondence marked as confidential or containing sensitive information.

## 5. Procedure

### 5.1 Receipt of Correspondence

1. Collect incoming mail and packages from designated points (e.g., mailrooms, front desks, electronic inboxes) at scheduled times.
2. Inspect correspondence for damage, tampering, or incorrect labeling.
3. Date-stamp each item upon receipt.
4. Log all items in the mail log, noting date/time, sender, recipient, and description.

### 5.2 Sorting

1. Sort correspondence by urgency, recipient, and confidentiality level.
2. Separate internal, external, and confidential correspondence.
3. Flag urgent or time-sensitive communications for priority handling.

### 5.3 Distribution

1. Distribute sorted items to designated recipients/departments based on daily schedules.
2. Obtain signature/acknowledgment for receipt of confidential or registered mail.
3. For electronic correspondence, forward messages or notifications as appropriate to ensure prompt review.

### 5.4 Outgoing Mail Handling

1. Collect outgoing mail from departments at specified times.
2. Inspect for correct addressing and packaging.

3. Log outgoing items, indicating recipient and method of dispatch (e.g., courier, postal service, electronic).
4. Arrange for timely dispatch and document tracking numbers, if applicable.

## 5.5 Record Keeping

1. Maintain up-to-date mail logs, ensuring accuracy and completeness.
2. Archive mail logs and related records securely for the required retention period.

## 5.6 Confidentiality & Security

- Handle confidential or sensitive correspondence with priority and care.
- Store confidential mail in secure locations until delivered to the authorized individual.
- Prohibit unauthorized access, viewing, or disclosure of correspondence content.

## 6. Prioritization Guidelines

- Urgent/Time-sensitive items: Process and deliver immediately.
- Confidential mail: Deliver directly to recipient or authorized designate.
- Routine mail: Distribute according to daily schedules.

## 7. Monitoring & Compliance

- Supervisors will review mail logs weekly to ensure compliance.
- Periodic audits will be conducted for record accuracy and confidentiality adherence.

## 8. Revision and Review

This SOP will be reviewed annually or as required following changes to organizational policy or procedures.

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### Document Control

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