SOP: Documentation and Mail Tracking Process

This SOP details the **documentation and mail tracking process**, encompassing the systematic recording, handling, and tracking of incoming and outgoing mail and documents. It ensures accurate documentation, timely processing, and secure delivery while maintaining an organized archive for audit and reference purposes. The objective is to enhance operational efficiency, accountability, and traceability of all correspondences within the organization.

1. Purpose

To standardize the procedures for receiving, recording, handling, tracking, dispatching, and archiving all forms of incoming and outgoing mail and documents within the organization.

2. Scope

This SOP applies to all employees involved in the handling of physical and electronic documentation and mail within the organization.

3. Responsibilities

- **Mailroom/Reception Staff:** Receive, log, distribute, and dispatch mail/documents.
- **Department Heads:** Ensure timely action and secure handling of departmental/mail documents.
- **Archive/Records Officer:** Maintain documentation archives for retrieval and audit.

4. Procedure

4.1 Receiving Incoming Mail/Documents

1. All incoming mail/documents are delivered to the designated mailroom or reception area.
2. Mailroom staff open, date-stamp (if not confidential), inspect for damages, and sort by department/recipient.
3. Create an entry in the **Mail Register**:
   - Date received
   - Sender details
   - Recipient/Department
   - Document/mail description
   - Reference/control number
4. Forward to the appropriate recipient/department against signature if required. Note handover in the register.

4.2 Handling Outgoing Mail/Documents

1. Departments prepare outgoing correspondences with proper endorsement and documentation.
2. All outgoing mail/documents are submitted to the mailroom with a completed outgoing mail form.
3. Mailroom staff log outgoing items into the **Mail Dispatch Register**:
   - Date of dispatch
   - Sender/Department
   - Recipient/Organization/address
   - Document/mail description
   - Reference/control number
   - Dispatch method (courier, post, email, etc.)
4. Outgoing mail is securely sealed and dispatched. Obtain proof of posting/delivery where applicable.
5. Update tracking status (e.g., delivered, pending, returned to sender).

4.3 Electronic Mail/Documents

1. Electronic mails pertinent to official business must be copied to the central documentation system/repository.
2. Relevant details (date, sender, recipient, subject, etc.) must be logged in the Electronic Mail Register.

4.4 Archiving and Record Keeping

1. Maintain segregated archives of incoming and outgoing mail registers (manual or electronic) for at least [X] years.
2. Confidential and sensitive documentation should be stored in secure, access-controlled locations/systems.
3. Documents marked for disposal must follow the organization's record retention and destruction policy.

5. Documentation

The following registers and logs must be maintained:

- Incoming Mail Register
- Outgoing Mail Register
- Electronic Mail Register
- Mail Dispatch/Delivery Proof records
- Document Archive Inventory

6. Sample Mail Register Template

Date	Type (In/Out)	Sender/Recipient	Department	Description	Reference No.	Method	Status	Signature
2024-07-01	Incoming	ABC Corp.	Finance	Invoice #123	FIN-2024-015	Courier	Delivered	[Recipient Sign]
2024-07-01	Outgoing	XYZ Ltd.	HR	Offer Letter	HR-2024-101	Email	Sent	[Sender Sign]

7. Related Documents

- Record Retention and Disposal Policy
- Confidential Document Handling Procedure
- Internal Audit Guidelines

8. Revision History

Version	Date	Description	Approved By
1.0	2024-07-01	Initial release	[Approver Name/Position]