

# SOP: Incoming and Outgoing Correspondence Management

This SOP details the procedures for **incoming and outgoing correspondence management**, including the receipt, sorting, distribution, and tracking of all incoming mail and electronic communications. It also covers the preparation, approval, dispatch, and documentation of outgoing correspondence to ensure timely, accurate, and secure communication within and outside the organization. The purpose is to maintain efficient, organized, and accountable handling of all business correspondence to support operational continuity and professional communication standards.

## 1. Purpose

To establish standardized procedures for managing all forms of correspondence, ensuring efficient, secure, and reliable communication both within and outside the organization.

## 2. Scope

This SOP applies to all employees managing, sending, or receiving business correspondence through mail (postal/courier), email, or other communication channels on behalf of the organization.

## 3. Responsibilities

- **Reception/Front Desk Staff:** Receives and sorts incoming correspondence.
- **Mailroom/Logistics Team:** Distributes incoming correspondence and dispatches outgoing items.
- **Department Heads:** Approve outgoing correspondence as required.
- **All Employees:** Adhere to correspondence management protocols.

## 4. Incoming Correspondence Procedures

1. **Receipt**
  - All incoming mail is received at the designated reception or mailroom area.
  - Electronic communications (emails) are received via official organization email accounts.
2. **Logging**
  - Log each item (date, sender, subject, reference number) in the Correspondence Register.
3. **Sorting and Distribution**
  - Sort correspondence by department or recipient.
  - Distribute physical mail within two hours of receipt, or as soon as practical.
  - Forward electronic correspondence to the intended recipient promptly.
4. **Confidential Items**
  - Ensure confidential items are handed directly to the addressee or stored securely until collected.

## 5. Outgoing Correspondence Procedures

1. **Preparation**
  - Draft outgoing correspondence using approved templates or formats.
  - Attach necessary supporting documents as required.
2. **Approval**
  - Submit the draft to the designated authority (e.g., department head) for review and approval.
3. **Logging**
  - Enter details of outgoing correspondence in the Outgoing Correspondence Register (date, recipient, subject, reference number).
4. **Dispatch**
  - Mail, courier, or send electronically as appropriate.
  - Obtain proof of dispatch (e.g., receipt, tracking number, sent email confirmation).
5. **Filing**
  - Store copies (physical or digital) and related dispatch documents securely for recordkeeping.

## 6. Correspondence Registers

Register Type	Key Information to Record
Incoming	Date Received, Sender, Subject, Reference Number, Recipient, Delivery Method/Status
Outgoing	Date Sent, Recipient, Subject, Reference Number, Approval Status, Dispatch Method/Tracking

## 7. Security & Confidentiality

- All confidential correspondence must be handled per organization security standards.
- Physical correspondence is stored securely; electronic correspondence is protected by access controls.
- Release information only to authorized recipients.

## 8. Retention & Disposal

- Retain correspondence and registers as per the organization's records management policy.
- Dispose of correspondence securely (shredding or digital deletion) when retention period expires.

## 9. Review & Amendments

- This SOP is reviewed annually or when process changes occur.
- Amendments are communicated to all relevant staff.