SOP: Mail Sorting and Categorization Guidelines

This SOP details the **mail sorting and categorization guidelines**, encompassing the systematic processes for receiving, organizing, and distributing incoming mail efficiently. It covers classification criteria, handling of different mail types such as priority, confidential, and bulk mail, proper use of sorting equipment, labeling conventions, and protocols for managing misplaced or undeliverable items. The purpose is to ensure accurate, timely, and secure mail distribution within the organization.

1. Purpose

To provide step-by-step guidelines for accurate, timely, and secure sorting and categorization of incoming mail within the organization.

2. Scope

This SOP applies to all personnel responsible for mail handling, from initial receipt to final internal delivery.

3. Responsibilities

- Reception staff: Initial receipt and logging of mail.
- Mailroom staff: Sorting, categorizing, and distributing mail.
- Department representatives: Collecting and confirming mail receipt.

4. Mail Classification Criteria

Type	Definition	Handling Notes
Priority Mail	Items marked as urgent, time-sensitive, or for executive review.	Sort immediately, deliver directly to recipient within 1 hour of receipt.
Confidential Mail	Mail labeled confidential or containing sensitive information.	Handle by designated personnel only; log and obtain signature on delivery.
Bulk Mail	Large volumes of similar, non-urgent items (e.g., marketing material).	Group by department, distribute at end of daily mail round.
Standard Mail	General correspondence, packages.	Sort and deliver per standard schedule.

5. Procedures

1. **Receiving Mail**
   - All incoming mail is logged with date and time of receipt.
   - Inspect for visible damages and report any issues.

2. **Sorting & Categorization**
   - Classify all mail based on section 4 criteria.
   - Use mail sorting equipment as per manufacturer's instructions; wear gloves for hygiene and security.
   - Separate mail by department or recipient and category (priority, confidential, bulk, standard).

3. **Labeling & Documentation**
   - Affix appropriate labels (priority, confidential, etc.) on sorted trays.
   - Ensure tracking sheets or logs are updated for each item.

4. **Distribution**
   - Deliver categorized mail to designated locations or recipients as per schedule.
   - Obtain signatures for confidential or priority mail.

5. **Handling Misplaced or Undeliverable Mail**
   - Return undeliverable items to mailroom supervisor for investigation.
   - Log and store misplaced items in the â€œUndeliverable Mailâ€ file for 30 days.
   - Attempt to contact sender/recipient before discarding.

6. Equipment & Materials

- Mail sorting trays and bins
- Label printers and tags
- Mail log sheets and tracking system
- Protective gloves

7. Safety and Security

- Follow all organization security protocols for handling confidential mail.
- Report suspicious packages immediately to security personnel.

8. Records Management

- Maintain mail logs for a minimum of 12 months.
- Ensure confidentiality for all tracking and log sheets.

9. Revision History

Version	Date	Description	Author
1.0	2024-06-15	Initial SOP Release	Mailroom Supervisor