

SOP: Undeliverable or Misdirected Mail Procedures

This SOP details the **undeliverable or misdirected mail procedures**, including the identification of undeliverable mail, proper handling and processing methods, documentation requirements, notification protocols, and guidelines for returning or redirecting mail to the correct recipient. The goal is to ensure timely and accurate mail delivery while minimizing delays and maintaining effective communication within the organization.

1. Scope

This SOP applies to all employees involved in the handling, distribution, and processing of physical mail within the organization.

2. Responsibilities

- **Mailroom Staff:** Identify, process, document and report undeliverable or misdirected mail.
- **Supervisors:** Oversee adherence to procedures and resolve complex cases.
- **All Employees:** Notify the mailroom if mail is incorrectly delivered.

3. Identification of Undeliverable or Misdirected Mail

- Mail with incomplete or incorrect address information.
- Mail addressed to former employees or unknown recipients.
- Mail delivered to the incorrect department or individual.

4. Handling and Processing Methods

1. Inspect mail for errors in address or recipient name.
2. Separate undeliverable or misdirected mail from normal mail flow.
3. Mark the mail as "Undeliverable" or "Misdirected" using a designated stamp or label.
4. Log details of undeliverable mail (see Section 5).

5. Documentation Requirements

1. Record the following in the mailroom log or tracking system:
 - Date received
 - Sender and intended recipient
 - Reason for being undeliverable/misdirected
 - Actions taken

6. Notification Protocols

1. Notify the intended recipient or their department if possible.
2. If recipient cannot be identified, notify the sender if contact information is available.
3. Report unresolved issues to the supervisor.

7. Returning or Redirecting Mail

1. For misdirected mail:
 - Redirect to the correct recipient/department as soon as possible.
2. For undeliverable mail:
 - Return to sender with an explanation if sender's details are available.
 - If sender is unknown, retain mail as per organization's retention policy.

8. Records Retention

- Maintain records/logs of undeliverable or misdirected mail for a minimum of one year or as specified by organizational policy.

9. Review and Continuous Improvement

- Review procedures annually and update as needed based on incident trends or changes in organizational structure.

