

Standard Operating Procedure (SOP): Outgoing Mail Preparation and Packaging

Purpose

This SOP outlines a standardized process for **standard outgoing mail preparation and packaging**, including sorting and verifying mail items, selecting appropriate packaging materials, labeling and addressing parcels correctly, ensuring compliance with postal regulations, securing contents, and organizing items for efficient dispatch. The goal is to ensure all outgoing mail is prepared accurately, securely, and promptly for reliable delivery.

Scope

This procedure applies to all employees handling outgoing mail for the organization.

Responsibilities

- Mailroom staff: Carry out preparation, packaging, and dispatch of outgoing mail.
- Supervisors: Ensure staff are trained and procedures are followed.
- All staff: Deliver mail items to the mailroom in a timely manner with complete documentation.

Procedure

- 1. Sorting and Verifying Mail Items**
 - Collect all outgoing mail from designated drop-off points.
 - Check that each item is authorized for dispatch.
 - Verify contents and accompanying documentation as required.
- 2. Selecting Appropriate Packaging Materials**
 - Determine suitable envelopes, boxes, or padded mailers for each item based on size, weight, and fragility.
 - Use new or clean, undamaged packaging materials.
- 3. Labeling and Addressing**
 - Clearly write or print recipient's complete address, including postal codes, on each item.
 - Attach return address labels and, if required, tracking barcodes and customs declarations.
- 4. Compliance Checks**
 - Ensure each package complies with current postal and organizational regulations.
 - Remove prohibited or restricted items as necessary.
- 5. Securing Contents**
 - Seal envelopes and packages securely using tape or self-sealing mechanisms.
 - Add padding or reinforcements to fragile or valuable items.
- 6. Organizing for Dispatch**
 - Arrange prepared mail items by destination, urgency, or carrier as applicable.
 - Complete mail logs or manifests as required.
 - Place items in designated outgoing trays, bins, or collection areas.
- 7. Dispatch**
 - Release mail to the designated postal or courier service at scheduled times.
 - Retain proof of dispatch (receipt or manifest) as per company policy.

Required Materials and Equipment

Item	Purpose
Envelopes, boxes, mailers	Packing and protecting contents
Labels and markers	Addressing and identification
Packing tape, glue	Sealing packages
Packing material (bubble wrap, foam)	Securing fragile contents
Postal scales	Weighing items for correct postage

Postage meter or stamps	Affixing correct postage
Mail logs/forms	Recording dispatch details

Records and Documentation

- Mail log sheets or electronic dispatch records
- Proof of dispatch/receipts
- Incident reports for damaged or undeliverable items

Health, Safety & Compliance

- Follow safe lifting techniques for heavy or bulk mail.
- Properly report and handle suspicious or damaged packages.
- Ensure compliance with postal and carrier restrictions for all outgoing materials.

Note: Regularly review and update this SOP to comply with any changes in postal regulations or organizational requirements.