

Standard Operating Procedure (SOP)

Mail and Package Receipt and Distribution Process

This SOP details the **mail and package receipt and distribution process**, including procedures for receiving incoming mail and packages, verifying sender information, sorting and categorizing items, documenting parcel details, and ensuring timely and secure distribution to designated recipients. The objective is to maintain an efficient and organized mail handling system that safeguards all deliveries and ensures accurate and prompt delivery within the organization.

1. Purpose

To establish standardized procedures for the receipt, verification, documentation, sorting, and distribution of incoming mail and packages within the organization.

2. Scope

This SOP applies to all staff responsible for handling incoming mail and packages at the main reception or mailroom.

3. Responsibilities

- **Reception/Mailroom Staff:** Receive, verify, document, and distribute mail and packages.
- **Departmental Representatives:** Sign for and collect mail/packages from the mailroom (if applicable).
- **Security Staff:** Assist in the verification of suspicious or unidentified items.

4. Procedure

1. Receiving Deliveries

- Accept all incoming mail and packages at the designated receiving area during business hours.
- Check items for visible damage or tampering before acceptance.
- Request sender/delivery personnel for identification or delivery manifest when necessary.

2. Verification of Sender Information

- Verify sender's information on each mail/package against the delivery manifest or package label.
- For unidentified or suspicious items, escalate to the Security Staff for inspection.

3. Sorting and Categorizing Items

- Sort mail and packages according to recipient name, department, or office location.
- Categorize items by type (e.g., documents, small parcels, large packages, confidential).

4. Documentation and Record Keeping

- Log each item in the mail register/logbook or digital tracking system, recording:
 - Date and time of receipt
 - Sender's name and address
 - Recipient's name and department
 - Type of item (letter, parcel, etc.)
 - Tracking number (if applicable)
 - Condition upon receipt

5. Distribution

- Notify recipients of received mail/packages via email, phone, or internal messaging system.
- Distribute items directly to recipients or departmental representatives, or place in designated collection area.
- Obtain recipient's signature as proof of delivery/collection for all registered, confidential, or valuable items.

6. Escalation and Exception Handling

- For unclaimed items after 5 business days, notify the recipient again and inform the supervisor.

- Report damaged or suspicious items to the Supervisor and Security immediately; follow organization's incident protocol.

5. Documentation/Forms

- Mail/Package Receipt Logbook or Digital System Entry
- Parcel Collection Acknowledgement Form
- Incident Reporting Form (for lost, damaged, or suspicious items)

6. Revision & Review

This SOP shall be reviewed annually or as needed to ensure relevance and effectiveness.

7. Appendix

Term	Definition
Mailroom	Central location for handling incoming and outgoing mail and packages.
Registered Mail	Mail or package requiring proof of delivery and signature upon receipt.
Tracking Number	Unique identifier for tracking packages in transit.