

# Standard Operating Procedure (SOP)

## Returned and Undeliverable Mail Management

This SOP details the **returned and undeliverable mail management** process, including identification, handling, tracking, and resolution of undeliverable mail items. It emphasizes timely processing, proper categorization, communication with relevant departments, address verification, and compliance with postal regulations to minimize disruptions and ensure effective correspondence delivery.

### 1. Purpose

To ensure all returned and undeliverable mail is managed efficiently, in compliance with organizational and postal guidelines, thus safeguarding operational continuity and customer satisfaction.

### 2. Scope

This procedure applies to all staff handling outbound and inbound mail for the organization, including administrative and mailroom personnel.

### 3. Roles and Responsibilities

Role	Responsibilities
Mailroom Staff	Receive, sort, log, and process all returned/undeliverable mail.
Department Representatives	Review undeliverable mail relevant to their department and coordinate with Mailroom Staff for resolution.
Administrator	Oversee compliance, provide training, and update procedures as necessary.

### 4. Procedure

- Identification:**
  - Collect all returned and undeliverable mail daily from mail carriers.
  - Inspect each item for undeliverable reasons (e.g., incorrect address, unknown recipient).
- Logging and Categorization:**
  - Record each item in the Returned Mail Log (include date, sender, intended recipient, reason for return, and mail type).
  - Categorize as *address errors*, *moved/unknown*, *refused*, or *other*.
- Notification and Communication:**
  - Notify the sending department/person via email with details and scan/photo of undeliverable mail when necessary.
- Address Verification and Correction:**
  - Request updated recipient information from relevant departments or sources.
  - Verify address using organizational databases or confirm via phone/email with the recipient.
- Resolution:**
  - If correct address is obtained, re-mail correspondence promptly.
  - If no resolution, escalate to the Administrator after two weeks as per the escalation protocol.
- Retention and Disposal:**
  - Store undeliverable items for a minimum of 30 days unless otherwise directed.
  - Securely dispose of sensitive information as per data protection policy after the retention period.
- Reporting:**
  - Compile monthly reports on undeliverable mail volumes, reasons, and resolution status for management review.

### 5. Compliance

- All processes must conform to applicable postal regulations and internal data protection & privacy policies.

### 6. References

- [USPS Postal Regulations](#)
- Internal Data Protection & Mail Handling Policy

## 7. Revision History

Version	Date	Description	Author
1.0	2024-06-15	Initial draft	[Your Name]