

SOP: Returned or Undeliverable Mail Processing and Resolution Procedures

This SOP details the **returned or undeliverable mail processing and resolution procedures**, including the identification and handling of undeliverable mail, proper documentation and tracking, investigation and correction of address errors, communication with senders and recipients, re-mailing or disposal protocols, and regular reporting to ensure efficient mail delivery and minimize delays or losses.

1. Purpose

To establish standard procedures for processing, documenting, investigating, and resolving returned or undeliverable mail to ensure efficient delivery and minimize mail losses or delays.

2. Scope

This SOP applies to all mailroom personnel and staff responsible for handling incoming and outgoing mail within the organization.

3. Responsibilities

- **Mailroom Staff:** Identify, document, and initiate resolution procedures for returned/undeliverable mail.
- **Supervisors/Managers:** Review escalated issues and generate regular reports.
- **Senders/Originating Departments:** Assist in addressing errors and providing updated recipient information.

4. Procedures

4.1 Identification and Initial Handling

1. Sort all incoming returned/undeliverable mail daily.
2. Check for postal annotations indicating reasons for return (e.g., "Unknown Address," "No Such Number," etc.).
3. Separate mail requiring urgent attention (e.g., legal documents, time-sensitive notices).

4.2 Documentation and Tracking

1. Log each undeliverable item in the **Returned Mail Log** with the following details:
 - Date received
 - Recipient name and address
 - Sender/Department
 - Reason for return (as indicated by postal service)
 - Mail type (regular, registered, etc.)
 - Action taken/status
2. Assign a unique case/tracking number if using a digital tracking system.

4.3 Investigation & Correction of Address Errors

1. Verify the correctness of the address using internal records and/or by contacting the sender.
2. If an error is identified, correct the address in the system and update the mail log.
3. If the recipient's address cannot be resolved, escalate to the originating department for further investigation.

4.4 Communication with Sender and Recipient

1. Notify the sender (internal department or individual) about undeliverable mail and request updated address or disposition instructions.
2. If possible, contact the intended recipient directly for address confirmation.

4.5 Re-Mailing or Disposal Protocols

1. Once the correct address is confirmed, re-mail the item within 2 business days.
2. Update the Returned Mail Log with the new mailing date and address.
3. If the item is deemed undeliverable after thorough investigation, follow organizational policy for disposal (secure shredding, archiving, etc.).

4.6 Reporting and Record-Keeping

1. Prepare a summary report monthly, detailing:
 - Total number of returned/undeliverable items
 - Common reasons for returns
 - Resolution actions taken
 - Outstanding/unresolved cases
2. Retain records (physical or electronic) in accordance with the organization's data retention policies.

5. Related Documents

- Returned Mail Log Template (see below)
- Data Retention Policy
- Mailing Address Correction Procedures

6. Returned Mail Log Template

Date Received	Recipient Name	Address	Sender/Dept.	Mail Type	Reason for Return	Action Taken	Status
2024-04-12	Jane Doe	123 Main St, Anytown	HR	Registered	Insufficient Address	Contacted sender, awaiting info	Pending

7. Review and Revision

This SOP shall be reviewed annually or upon major changes to mail handling processes. Revisions must be documented and communicated to all relevant personnel.