# SOP Template: Courier and Registered Mail Processing Steps

This SOP details the **courier and registered mail processing steps**, including mail receipt verification, proper documentation and logging, secure handling and sorting, addressing and labeling protocols, packaging requirements, dispatch scheduling, tracking and monitoring procedures, and delivery confirmation. The purpose is to ensure efficient, accurate, and secure processing of all courier and registered mail items, minimizing errors and enhancing accountability throughout the mail handling process.

## 1. Mail Receipt Verification

1. Receive mail from authorized couriers or postal service personnel.
2. Check incoming items against the delivery manifest or list provided by the sender/courier.
3. Inspect packages for physical damage or tampering.
4. Report any discrepancies or damages immediately to the supervisor and the sender.

## 2. Documentation and Logging

1. Record each received item in the mail log (manual or electronic register), capturing:
   - Date and time of receipt
   - Courier service name
   - Sender and recipient details
   - Tracking/reference numbers
   - Package description (size, type, etc.)
2. Obtain signature from the courier as proof of handover, if required.

## 3. Secure Handling and Sorting

1. Store all mail in a secure, designated area immediately after logging.
2. Sort mail based on department, recipient, priority, or other organizational protocols.
3. Limit access to authorized personnel only.

## 4. Addressing and Labeling Protocols

1. Verify recipient names and addresses for accuracy.
2. Attach correct destination labels, if needed.
3. Ensure all labels are clear and securely affixed.

## 5. Packaging Requirements

1. Check that all outgoing items are properly packaged to prevent damage or tampering.
2. Use tamper-evident seals and reinforced packaging for sensitive or valuable mail.
3. Attach necessary documentation (e.g., customs forms, declarations) as per regulations.

## 6. Dispatch Scheduling

1. Schedule outgoing mail for dispatch as per organizational timelines and courier pickup schedules.
2. Inform relevant personnel of scheduled dispatch details.
3. Prepare daily dispatch manifests, if required.

## 7. Tracking and Monitoring Procedures

1. Record tracking numbers for all outgoing items in the mail log/register.
2. Monitor the status of shipments via courier tracking systems.
3. Update delivery status regularly and flag any exceptions or delays.

## 8. Delivery Confirmation

1. Obtain and record delivery confirmation or recipient signatures upon successful delivery.
2. Update mail log/register to indicate completed delivery.
3. Report and investigate any undelivered or lost items as per escalation procedures.

## Roles and Responsibilities

| Role | Responsibilities |
|---|---|
| Mailroom Staff | Mail receipt, logging, handling, sorting, packaging, dispatch, and record keeping. |
| Supervisors | Oversight, exception handling, discrepancy resolution, and process improvement. |
| Courier Personnel | Secure transport, proper handover, and obtaining required recipient signatures. |

## Records and Documentation

- Mail receipt and dispatch registers/logs
- Delivery manifests
- Tracking and monitoring reports
- Delivery confirmation/recipient signatures
- Incident and exception reports (if applicable)

## Version Control

| Version | Date | Description | Author |
|---|---|---|---|
| 1.0 | 2024-06-29 | Initial draft | [Name/Department] |