[Company name]

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Incoming and Outgoing Mail Handling SOP

Purpose: Making sure incoming mail reaches the right person the same day and outgoing mail is franked, logged, and dispatched without delay.

Who this is for: Whoever handles the post room / mail tray - follow the sections in order each day.

Receiving and sorting

1. Collect mail from the mailbox and sign for recorded or courier deliveries, noting the time and courier name.
2. Sort into three trays: named individuals, departments, and items needing a signature on delivery.
3. Open only mail addressed to the office generally. Deliver personal or sealed mail marked private to the named person unopened.

Recording and distribution

Log every incoming item, then deliver it the same day.

Date	Sender	Addressed to	Type	Delivered
12 May 2026	**[Sender organisation]**	Office Manager	Recorded	Signed 10:05
12 May 2026	**[Sender organisation]**	Finance	Parcel	Left at desk

Outgoing mail preparation

✓	Outgoing preparation check
	Full address and postcode on each envelope.
	Correct postage or franking applied.
	Return address on the back of each envelope.
	Parcels weighed; anything over the standard letter weight sent as a parcel.

[Company name]

✓	Outgoing preparation check
☐	Outgoing mail at **[Post box / courier collection point]** before **[Daily cut-off time]**.

Registered and sensitive mail

Store sensitive items in **[Locked cabinet location]**. Hand them over only against a signature. Record them in **[Sensitive-mail log location]**.

Tracking no.	Sender	Recipient	Signature
AB123456789	**[Sender organisation]**	Office Manager	Signed 10:05

Exceptions and escalation

Situation	Action
Misaddressed mail	Return to sender marked with the correct address if known, or return unopened to the post office.
Damaged item	Photograph the damage, note it on the delivery record, inform recipient and sender the same day.
Suspicious package	Do not open; move people away; call **[Office manager name]** and emergency services.

Completion checklist

✓	Mail check
☐	All of today’s mail is logged and delivered, with signatures for registered items.
☐	Outgoing mail is franked, addressed, and at the collection point before cut-off.

[Company name]

✓	Mail check
☐	Sensitive mail is locked away in **[Locked cabinet location]**, not left on desks.

Handled by: **[Name]** - Date: **[DD Month YYYY]**

Document	Incoming and Outgoing Mail Handling SOP
Version	1.0
Owner	**[Name and role]**
Review date	**[DD Month YYYY]**