**Ashford Business Services Ltd**

# 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 |
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## 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. |
| | Outgoing mail at **Post box / courier collection point** before **10:30 am**. |

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## Registered and sensitive mail

Store sensitive items in **Boardroom, 12 Church Street, Birmingham**. Hand them over only against a signature. Record them in **Boardroom, 12 Church Street, Birmingham**.

| Tracking no. | Sender | Recipient | Signature |
|---|---|---|---|
| AB123456789 | **Sender organisation** | Office Manager | Signed 10:05 |
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## 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 **James Patel** 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. |
| | Sensitive mail is locked away in **Boardroom, 12 Church Street, Birmingham**, not left on desks. |

Handled by: **Sarah Mitchell** - Date: **9 November 2026**

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| **Document** | Incoming and Outgoing Mail Handling SOP |
| **Version** | 1.0 |

# Ashford Business Services Ltd

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| **Owner** | **Helen Morris, Office Manager** |
| **Review date** | **9 November 2026** |