STANDARD OPERATING PROCEDURE

Office Mail Handling SOP

Document no.	SOP-ADM-001
Revision	1.0
Owner	Office Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure incoming and outgoing mail and packages are handled securely, sorted correctly, tracked when needed, and delivered to the right person without delay.

2. Scope

Applies to all physical mail and packages arriving at or leaving the office through the mailroom or front desk. Internal document routing between departments is not covered.

Definitions

Certified mail	Mail sent with proof of mailing and a signature required on delivery, tracked in the mail log.
Confidential mail	Mail marked personal, confidential or addressed to an individual by name that must not be opened by the mailroom.
Undeliverable mail	Mail that cannot be delivered because the recipient has left the company or the address is wrong.

3. Responsibilities

Mailroom Clerk	Receives, screens, sorts, logs and delivers incoming mail, and prepares outgoing mail and packages.
Office Manager	Manages courier accounts, postage budget, and handles escalations such as suspicious items.
Administrative Assistant	Receives mail on behalf of their department and confirms delivery of tracked items.
Department Manager	Requests outgoing shipments and confirms receipt of items addressed to their team.

RACI matrix

Activity	Mailroom Clerk	Office Manager	Administrative Assistant	Department Manager
Receive and screen incoming mail	R/A	I	-	-
Log and deliver certified mail	R/A	I	C	-
Handle confidential mail	R	A	C	-
Prepare and send outgoing mail	R/A	I	-	C

Activity	Mailroom Clerk	Office Manager	Administrative Assistant	Department Manager
Manage courier accounts	C	R/A	-	-

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Mail log or tracking spreadsheet
- Postage meter or courier account access
- Mail sorting cart and department slots
- Package scanner or tracking app
- Shipping supplies (envelopes, boxes, labels)
- Suspicious mail screening guidance

5. Procedure

Step	Task	Owner	Done
5.1	**Receive incoming mail and packages** The mailroom clerk receives mail and packages from the carrier or postal delivery, checking the piece count against the delivery manifest before signing for it.	Mailroom Clerk	☐
5.2	**Screen for suspicious items** The mailroom clerk visually screens each item for signs of a suspicious package, such as an unexpected sender, excessive postage, or unusual weight or odor, before sorting it. **Warning:** Do not open a suspicious item. Isolate it and notify the office manager immediately.	Mailroom Clerk	☐
5.3	**Sort mail by department and recipient** The mailroom clerk sorts mail into department slots or bins based on the addressee, using the internal directory to route mail addressed to a title rather than a name.	Mailroom Clerk	☐
5.4	**Log certified and signature-required mail** The mailroom clerk records the sender, recipient, date and tracking number for any certified, registered or signature-required item in the mail log before delivery. **Checkpoint:** Every tracked item has a matching log entry and a recipient signature on delivery.	Mailroom Clerk	☐
5.5	**Route confidential mail unopened** The mailroom clerk delivers any item marked personal or confidential directly to the named recipient without opening it, even if the mailroom normally opens department mail.	Mailroom Clerk	☐
5.6	**Deliver mail to recipients** The mailroom clerk delivers sorted mail to department mail stations or hands tracked items directly to the administrative assistant or recipient, obtaining a signature where required.	Mailroom Clerk	☐
5.7	**Prepare outgoing mail and packages** The mailroom clerk weighs and packages outgoing items requested by department managers, applies the correct postage or courier label, and confirms the destination address.	Mailroom Clerk	☐

Step	Task	Owner	Done
5.8	**Dispatch outgoing shipments** The mailroom clerk hands off outgoing mail and packages to the postal carrier or courier by the daily pickup cutoff and retains any shipping receipts or tracking numbers.	Mailroom Clerk	☐
5.9	**Handle undeliverable mail** The mailroom clerk sets aside mail for employees who have left the company or for an unrecognized address, and forwards or returns it following the office manager's guidance.	Mailroom Clerk	☐
5.10	**Confirm receipt of tracked deliveries** The administrative assistant confirms with the recipient that a tracked or certified item was received and notifies the mailroom clerk if an expected item did not arrive.	Administrative Assistant	☐
5.11	**Reconcile courier and postage accounts** The office manager reviews the monthly courier and postage statements against the mail log and shipping receipts to confirm charges are accurate before approving payment. **Checkpoint:** Courier and postage charges match logged shipments before the invoice is approved.	Office Manager	☐
5.12	**Restock mailroom supplies** The mailroom clerk checks envelope, label and packaging supply levels weekly and submits a request to the office manager when stock is running low.	Mailroom Clerk	☐

6. Quality checks

- Every certified or signature-required item has a matching log entry and delivery signature.
- No confidential or personal mail is opened before reaching the named recipient.
- Suspicious items are isolated and reported the same day they are found.
- Courier and postage invoices are reconciled to the mail log each month.

7. Records

- Mail log for certified and tracked items
- Outgoing shipment receipts and tracking numbers
- Undeliverable mail disposition notes
- Courier and postage invoice reconciliation

8. KPIs

- Percentage of tracked mail delivered and logged the same day
- Number of suspicious item reports per quarter
- Monthly postage and courier spend versus budget

9. Common mistakes

- Opening mail marked confidential or personal.
- Forgetting to log a certified or signature-required item before delivery.
- Missing the daily courier pickup cutoff.
- Not isolating and reporting a suspicious-looking package.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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