Dispatch of Outgoing Mail

2.2.8.1 Introduction to the learning outcome

This unit covers competencies required to address mail envelopes based on the recipient, correctly matching the attachment to the outgoing mail, matching the outgoing mail with the envelope and dispatch the mail.

2.2.8.2 Performance Standard

2.2.8.2.1 Mail envelopes are addressed based on the recipient

2.2.8.2.2 Outgoing mail attachments are correctly matched as per the organization policies

2.2.8.2.3 Outgoing mail is matched with the envelopes as per the working procedures

2.2.8.2.4 Methods of dispatch are determined based on the type

2.2.8.3 Information Sheet

Definitions of terms

Courier services: It is the exercise of delivering a message, package or letter from one place or person to another place or person.

Envelope: A flat paper container with a sealable flap used to enclose a letter or document

Mail: Letters, packages that are sent or delivered by means of the postal system.

Machine: It is a mechanical structure that uses power to apply forces and control movement to perform an intended action.

Addressing of mail envelopes

The typist is supposed to address the envelope as soon as she finishes typing a mail unless window envelopes are used. This can be done by using hand, typewriter, computer or addressing machine. The machine is for printing out addresses on envelopes from a given mailing list or the preparation of any kind of addressing work. In case a typed envelope gets misplaced from the letter, the mailing clerk is required to get another envelope and address it.

Incase circulars or any other correspondence are to be sent as a batch, addressing of envelopes from a central mail room is necessary.

Matching of outgoing mail attachment

All outgoing mail has to be checked to ensure that the correct enclosures are attached to mails.

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The enclosures are usually indicated by 'Enc' typed at the bottom of the mail. The attachments should be pinned to the letters which they accompany. In case of any omission of an attachment, the mail clerk should make a follow up to have it attached.

Methods of dispatch

Once the mail is collected, it is handled by the staff assigned to do the job. All the letters received should be checked to ensure that they are signed and whether they have enclosures if it had been stated in the letter. They should be matched to their correct corresponding envelopes.

They should be folded and placed in envelopes. Once this is done, the envelope should be sealed. They are then weighed for correct postage and the amount used is noted.

A book is used to record brief details of the addressee, nature of document and postage used in the letters.

(a) A letter is dispatched to the concerned person or office by the mailing department through the post office messenger. If the mail is to be sent by a messenger, then posting is not necessary.

The messenger will carry the articles and reach them directly to the addressees of which against acknowledgement singed in the peon book. This is only possible for local communication.

(b) Registered and express mail should be taken to the post office and proper receipts or acknowledgements obtained.

Weighing out-going mail

In order to determine the amount of postage required, the letters or parcels are weighed. This is done by use of a scale. Once weighed, the amount of postage required should be noted with a pencil on the place where the stamp will be fixed. The letters are then stamped ready for posting

Franking machine

Franking machine also called postage meter, speeds and simplifies work of stamping of letters dispatch where there is a regular heavy outward mail. It prints on the envelope a red outline of a postage stamp, the date of postage and the cancellation marks. The machine can wither be purchased or hired from licensed companies. The license must be acquired from the General

Post Office. They do record the balance in hand and can also print advertising slogans on the envelope.

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Advantages

(a) It saves time and is also hygienic as compared to stamping envelopes by hand.

(b) It provides security as the impression doesn't exist unless the machine is in operation

(c) It provides better control of money as the machine shows at a glance the amount used and the balance at hand.

(d) Letters franked do not have to be cancelled like stamped letters, but go straight into the sorting office for dispatch.

Disadvantages

(a) The machine is costly and operators may waste postage by franking wrong amounts or by not producing legible impressions.

(b) The franked envelopes cannot be posted as easily as those which are stamped as they must be taken to the post office.

(c) The resetting the of machine can only be done by the post office staff.

Services rendered by the post office

A Post Office is a public facility that's provide mail services. Postal services are arrangements made by the government for the transmission of letters, packages and periodicals. Post Office is important and charges a nominal amount of carrying letters and parcels from one place to another. It helps people to keep in touch with their friends and relatives. It provides the following services:

(a) It provides mail services including: accepting of letters and parcels

(b) Providing Post Office boxes

(c) Selling postage stamps

(d) It offers banking services (Post Bank)

Courier services

Types of Courier Services

International: This is a transport service of goods or documents from one country to another

Same day express courier service: This is a service provided to those who need a last minute or urgent delivery to be sent and received on the same day.

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Advantages of Courier services

(a) Fast Delivery

(b) Make the job of those to whom the service is offered easier

(c) The parcels are safe and secure

(d) The workers offering the services are professional and reliable.

Types of envelopes

There are various types of envelopes as indicated below:

Pocket Envelope: It has an opening flap positioned on one of the shorter sides of the envelope and are used for every day applications.

Window Envelope: This is an envelope that has a cut hole in thr frontside of the envelope. Such envelopes are used incase of mailing cheques or invoices.

Square Envelope: They are square in shape and it is used when it comes to sending invitations for social events and parties

Booklet Envelope: It has a flap along its length. They are ideally used when sending photos, statements, or booklets which are inserted without folding.

Banker Envelopes: They have triangular flaps and are used in the greeting card industry for personal letters and cards. They are also used for interoffice communication.

Catalogue Envelope: These are envelopes used in mailing and also for storing insurance policies, resumes, wills magazines and catalogues that are usually not folded.

AFFIXING POSTAGE STAMP

Affixing of postage stamp can be done by fixing individual pieces of mail by hand or by using a franking machine. Affixing postage stamp by hand can be done by putting the envelopes in pile. Moisten a strip or stamps using sponge or damp cloth. Then place a stamp on the top envelope, put aside and continue in the same manner. A record should be kept on all stamps used and also the balance at hand.

Another method of affixing stamp is by use of a franking machine. The machine prints the envelope a read outline of a postage stamp, the date of postage and the cancellation mark.

2.2.8.4 Learning Activities

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Practice question

Your firm proposes to mail 24,000 customers with special leaflet about a new product. Describe stage by stage the procedure you would use in such mailing, referring to any machines that would be helpful. You may assume that such mailing is made regularly by your firm.

Practical Activities

Draft a report to your employer, suggesting steps which could be taken to deal with a greatly increased volume of incoming and outgoing mail. This is at present handled by one clerk, who keeps the postage book and stamps.

2.2.8.5 Self-Assessment

1. Courier services have gained popularity in the recent times. What are the advantages an organization would get from this service?
2. Explain the various types of envelopes that could be used in the mail room?
3. Post office offers various types of services. Explain four such services
4. A franking machine is useful in organizations where a large number of mails is handled. What the advantages experienced from using it.
5. Differentiate between:

(i) Pocket Envelope

(ii) Window Envelope

(iii) Square Envelope

6. Explain two ways of affixing postage stamp
7. Explain the two types of courier services.

2.2.8.6 Tools, Equipment, Supplies and Materials

· Computers

· Mailroom table

· Sorting trays

· Date/time stamp

· Addressing machine

· Franking machine

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· Office glue

· Pin remover

· Stapler

· Paper punch

· Opening knife

· Internet connectivity

· Registers

· Stationery

· Signage

· Organization chart

· Reference materials

· Office memory aids

· Mailroom equipment

2.2.8.7 References

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