Receive Outgoing Mail

2.2.5.1 Introduction to the learning outcome

This unit covers competencies required to understand the Procedure for receiving out-going mail, Integrity and confidentiality of out-going mail and the Processing of instructions on outgoing mail

2.2.5.2. Performance Standard

2.2.5.2.1 Outgoing mail is collected from respective departments

2.2.5.2.2 Outgoing mail is delivered to the in charge as per organization procedures

2.2.5.2.3 Outgoing mail is signed as per the SOPs

2.2.5.3 Information Sheet

Definitions of terms

Outgoing correspondence: This is the correspondence that is sent out by an organization.

Mail: It is incoming or outgoing letters.

Mailing: It is the process of receiving and sending letters to any organization.

First class mail: This is a mail which is given first priority by the post office as it reaches its within twenty-four hours and its charged more.

Airmail: This is where letters or parcels are sent by aircraft.

Registered mail: It is a service offered by the Post Office for sending valuable information and documents.

Recorded mail: This is a service for the correspondent who requires not only proof of posting but if necessary, proof of delivery.

Enclosures: These are additional items that are included in the letters.

Out-going mail

It is important that organizations ensure that any mail should leave the office as soon as possible in order to achieve the desired results of sending them.

Procedure for receiving out-going mail

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Collection

In small organizations, specific personnel may be given the responsibility for collecting the singed letters, inserting the enclosures, folding, sealing, weighing and posting. In large

organizations, the exercise is centralized in a mailing room. In such a scenario, the massager is required to go round the offices collecting mail from departmental boxes. The secretary is supposed to fold, inserting letters and enclosures in their envelopes after she is through with.

Mails should be collected at regular intervals that should be strictly adhered to encourage steady flow of mail all day long. For it to happen, the departmental heads and section heads should sign the letters immediately they are typed by their respective secretaries.

A mail is supposed to be sent to the mail office open and not sealed unless it is confidential. This is done to safeguard against staff members sending their personal letters through office on the expense of the firm. In case an envelope may require special attention, a suitable note should be made at the top of the envelope for guidance of the mail office staff.

Sorting

After collection, the mail is taken to central mail room where sorting is done according to:-

(i) First class mail

(ii) Airmail

(iii) Combination mailing (letters and parcels are mailed together)

(iv) Special service items

(v) International mail

(vi) Parcel Post

When sorting mails, one should arrange the envelopes on the trays so that all addresses face forward and read from left to right. Once the mails are categorized, bundle them together using mailing bands.

Folding and inserting

In case the letters have not been folded at the departmental level from which they originate, the personnel in the mail room should fold the letters neatly. This is common more so if there are a bunch of form letters or circulars to send out. The style of folding will depend on the size of envelope.

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Addressing

Unless window envelopes are used, the secretary should address the envelope as soon as she finishes typing the letter. In cases where circulars or any other correspondence are to be sent as a batch, it is important to address them from a central mail room. They can be written by free handwriting on the envelopes or typing them using the addressing machine.

Sealing

This can be done by hands or by automatic dealing machines. Hand sealing machine is used where an organization is small and has few letters to handle. For the automatic sealing machine, it is appropriate when organization has a large quantity of outgoing mails. The machine moistens and seals the flaps of envelopes and wrappers automatically even with contents enclosed. **Weighing**

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

Recording

Once the stamping is done, the letters should be sorted such that those that will be delivered within town a massager may be sent. Those being posted should be recorded in the outward mail book. It records brief details of the addressee, nature of document and postage. In case of registered and express mails, they should be taken to the post office and proper receipts should be obtained.

Delivery of outgoing mail to those in charge

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.

Delivering mails to mail office

1. There should be a person assigned the duty of collecting the outgoing mails from the various departments to the mail office.

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2. There should be fixed timing for delivery of mail to the mail office.

3. It should be made aware of those concerned with collection of mail, the places where to find which should be in out-trays.

4. The mails should be sent to the mail office open not sealed except for the confidential ones.

5. If any envelope is to be given special attention e.g to be sent by registered, it should be noted

Signing of outgoing mail

Once the letters have been prepared in various departments, they should be sent to the dispatch department as quickly as possible. Different departmental letters should be typed and dully signed by the executive along with the addressed envelopes to the mailing departments.

Integrity and confidentiality of out-going mail

(a) Controlling access to the confidential documents. This can be achieved by locking the room upon which the documents are stored and allowing the authorized persons only to access the documents.

(b) Shredding of hard copies. If there are hard copies that needs to be eliminated, use a shredding machine in order to destroy them completely.

(c) Use lockable cabinets upon which the documents will be stored.

(d) The staff should be well educated on about maintain confidentiality.

Mail Instructions

All postage is determined and affixed in the Delivery Services area. Each mail stop must provide appropriate Departmental Mailing Card with fund/org charging information for all mail originating in their departments. The form must be attached to your mail at the time of collection by your assigned courier.

Flat mail (envelopes larger than 6x9) will be sent the most economical way unless it is marked as First Class, Library Rate, Printed Matter (international destination), Priority, Bound Printed

Matter (domestic destination) or Express Mail. For specific details for each class, contact the Delivery Services Manager at ext. 5826. International Mail weighing more than 16 oz must bear a customs form. The customs form can be completed online or is available from the Campus Post Office.

Separate your outgoing mail by class: REQUIRES POSTAGE (Departmental Mailing Card needs to be attached), STAMPED; INTERNATIONAL; INTERDEPARTMENTAL.

Large volumes of inter-departmental mail must be sorted and bundled by mail stop

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Large volumes of international mail going to the same country should be banded together for ease in handling. When using Business Reply Mail envelopes, place them in the STAMPED box. Interdepartmental mail must be placed into red/white interdepartmental envelopes or specially multi-use interdepartmental manila envelopes. Failure to use these types of envelopes may result in your mail entering the USPS mail stream.

Mail will be charged back based on actual usage. Delivery Services uses metering equipment with the ability to account for postage and print out reports for each charge code, i.e. Fund, Org, number of pieces, and amount of postage used. This report will be distributed to departments at the beginning of each month for the previous month's activity. This report should assist in monitoring mailing activities, tracking postage expenses, and managing budget projections.

2.2.5.4 Learning Activities

Case Study

You are employed at the New Benga Office Service Bureau. As you will be going on holiday, Mrs. Mary Mwangi has asked you to help the personnel who will replace you in office by listing the points he/she should cover when handling:

(a) Outgoing Mail which you organize for the bureau. The mail is delivered daily to the post office by the firm's delivery van.

(b) Addressing the envelopes and mailing a circular letter to one hundred customers.

Practical Activities

You are responsible of operating a franking machine. What actions would you take in the following happenings?

(a) Faint impression of printed information

(b) An envelope franked in error

(c) Preparing franked mail for dispatch

(d) Closing he franking machine at the end of each day

2.2.5.5 Self-Assessment

1. During the collection of mails, Joshua discovered that there was a mixture up of different classes of mail in different bags, which may have been as a result of wrong labelling of bags. What problems could this cause?

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2. As a mail clerk, you will be expected to dispatch many mails in your organization. Which steps would you take to handle these mails?
3. Once the mails have been collected, they are sorted. How are mails sorted out?
4, what contents are found in an outward mail register?
5. Weighing is a very important step when handling outgoing mail. Why is it important to weigh the mail?
6. What rules should be followed when delivering mails to the Mail Office
7. How can the management ensures that there is integrity and confidentiality when handling outgoing mail?
8. Explain the content that are found in the out-going mail register?

2.2.5.6 Tools, Equipment, Supplies and Materials

· Computers

· Mailroom table

· Sorting trays

· Date/time stamp

· Addressing machine

· Franking machine

· Office glue

· Pin remover

· Stapler

· Paper punch

· Opening knife

· Internet connectivity

· Registers

· Stationery

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· Organization chart

· Reference materials

· Office memory aids

· Mailroom equipment

2.2.5.7 References

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