Record out-going mail

2.2.7.1 Introduction to the learning outcome

This unit covers competencies required to identify recipient of outgoing mail, producing copies of outgoing mail, filing and recording details of outgoing mail

2.2.7.2. Performance Standard

2.2.7.2.1 Outgoing mail recipients are identified

2.2.7.2.2 Outgoing mail recipients' addresses are identified

2.2.7.2.3 Copies of outgoing mail are produced and filed as per the SOPs

2.2.7.2.4 Outgoing mail is recorded as per the SOPs

2.2.7.3 Information Sheet

Definitions of terms

Recipients: A person or thing that receives

Contents: Topic or what something is all about

Record: Message or content that have been stored to be referred to in future.

Maintenance: The process of preserving a condition or situation.

Identification of outgoing mail recipients

Every letter leaving the registry must quote the full address and file and letter reference of the originator as well as the reference(s) of any other correspondence quoted in the text of the letter.

Once the mail has been signed by the concerned officer, it is then returned to the registry for dispatch. The details in the outgoing mail will be entered in the in the outgoing correspondence register and in the dispatch book.

In may offices, the procedure is that the dispatch clerk writes the address. However, this is not a good system as it is advisable that the typist while typing the mail shall also type the address.

Sometimes the clerk may use addressograph machine. The machine is most appropriate when communication has to be frequently made to some fixed addresses.

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Creation of outgoing mail register

The purpose of outgoing mail register is to track all the outgoing mail within the organization.

The dispatch clerk should fill in the particulars of every article of the dispatch and his/her initials should be written at the left-hand corner of the article dispatched.

In order to keep proper record of outgoing mail and accounts of the postal expenditure, a dispatch register is maintained. This register contains the date, derail number, address of the receiver, content of the letter, the name of the department who has sent the value of postage stamp.

Contents of outgoing mail register

An outgoing mail register is a book that is used to record all the outgoing mail from the organization

(a) Originating Department within the Organization

(b) File Reference No. (Containing copy)

(c) Date when the letter was sent out (d) Subject of the letter Receive in & Agency

(e) Address of Recipient.

(f) Reference Correspondence

Producing and filing copies of outgoing mail

(a) A copy of all outgoing correspondence should always be prepared and sent to the records office for filing.

(b) Letters “F/C” next to the file number/reference code should indicate the fact that the document is a file copy of the outgoing mail.

(c) The file copy should then be placed in an inter-departmental mail envelope in tray designated for documents/files and sent to the Records officer.

(d) Documents should not be let to accumulate for lengthy periods before sending them for filing as this may result in a filing backlog in the Records Office.

Outgoing mail 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.

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In case of registered and express mails, they should be taken to the post office and proper receipts should be obtained.

Mailing list maintenance

Mailing list is a list of physical addresses or email addresses. It is advisable to include as much information as possible. It is a collection of names and addresses used by an individual or organization to send materials to multiple recipients. A mailing list enables the organization to communicate directly with their audience, it requires little money to be effective. For a mailing list to be well maintained, the organization should ensure that it builds its own list. The organization should ensure that it maintains a certain frequency upon which to send out mails

2.2.7.4 Learning Activities

Practical Activities

The organization you work for handles too many correspondences. You are required to folio and file all the correspondences appropriately.

2.2.7.5 Self-Assessment

1. Identification of outgoing mail recipients is very important. How is done?
2. Explain where the details of outgoing mail will be entered?
3. Maintenance of a mailing list is very important in any organization. What are the benefits of maintain it?
4. An outgoing mail register is a book that is used to record all the outgoing mail from the organization. Explain the contents of an outgoing mail register
5. Explain how to produce and file copies of an outgoing mail?
6. Outgoing Mail should be recorded in the outward mail book. What information should be noted down during recording?
7. With a well labeled diagram, draw an out-going mail register?
8. Explain the purpose of creating a mail register

2.2.7.6 Tools, Equipment, Supplies and Materials

· Computers

· Mailroom table

· Sorting trays

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· Date/time stamp

· Addressing machine

· Franking machine

· Office glue

· Pin remover

· Stapler

· Paper punch

· Opening knife

· Internet connectivity

· Registers

· Stationery

· Signage

· Organization chart

· Reference materials

· Office memory aids

· Mailroom equipment

2.2.7.7 References

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