



SUBJECT: OFFICE PRACTICE

LEVEL: 2

TOPIC 6: RECEIVE, DISTRIBUTE AND DISPATCH MAIL

MODULE NO 21: DESCRIBE THE IMPORTANCE OF MAILROOM PROCESSES AND WHY IT IS NECESSARY TO CREATE EVIDENCE

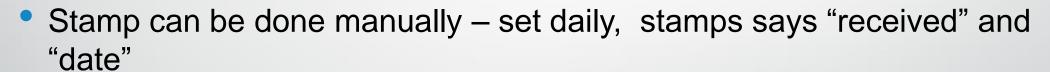
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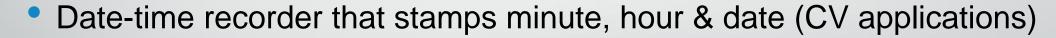
After completing this topic, you will be able to:

- Explain the reasons for stamping incoming mail, stamp mail correctly according to established requirements
- Record procedures for executing different tasks and explain the reason for executing the record
- Explain legal implications for neglecting to comply with mailroom procedures
- Explain why it is important to avoid unnecessary errors in terms of cost and own performance

STAMPING INCOMING MAIL

- Date & Time letter was received
- Legal implications/evidence







KEEPING RECORD OF MAIL

- Incoming mail register mail received
- Remittance register all money received
- Routing slip staff that signed that they read important memo's
- Internal mail envelope large envelope with printed form attached (Date, time, sender's name, department, receiver's name etc)

HOW TO IMPROVE POOR WORK PERFORMANCE:

- Request further training
- Study mailroom policy & code of conduct
- Learn from your mistakes
- Ask senior clerk to be your mentor



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