



higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA



**SUBJECT: OFFICE PRACTICE**

**LEVEL: 2**

**TOPIC 6: RECEIVE, DISTRIBUTE AND DISPATCH MAIL**

**MODULE NO 19: RECEIVE AND SORT MAIL**

# RECEIVE AND SORT MAIL

After completing this topic, you will be able to:

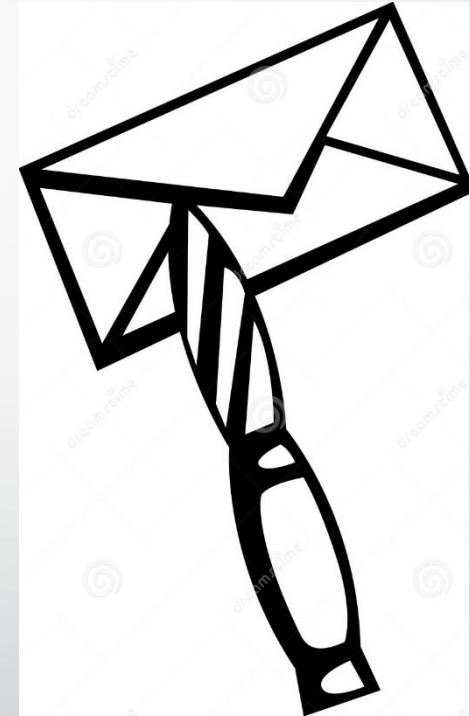
- Receive mail according to established procedures
- Sort mail according to established procedures within a appropriate time.
- Describe the importance of maintaining confidentiality and security of documentation in terms of receiving and sorting mail.
- Strictly observe confidentiality in terms of a mailroom code of conduct

# MAILROOM – TYPES OF MAIL:

- **Incoming mail** – from an external source (to the business)
- **Outgoing mail** – To an external source (from the business)
- **Internal mail** – To other offices, departments and branches of the business

# EQUIPMENT IN MAILROOM:

- Letter Opener
- Trays for sorting mail
- Stationery like pens, staplers, staples
- Incoming mail register
- Remittance register for incoming payments
- Date stamp and inkpad





941.738.0044  
3838 Grand Line Road, Suite # 207 New Albany, IN 47150

### Remittance Register

Effective Date	Name of Applicant	Member Number	Product Name	Term	Amount Due
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

Dealer Phone Number: \_\_\_\_\_ Agent ID: \_\_\_\_\_  
 Dealer: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Date Submitted: \_\_\_\_\_  
 Page \_\_\_\_\_ of \_\_\_\_\_

Check Amount \_\_\_\_\_  
 Check Number \_\_\_\_\_

Mail check(s), remittance form(s) AND  
 Authorization to:  
 Maximar Auto Group  
 3838 Grand Line Road, Suite # 207  
 New Albany, IN 47150  
 941.738.0044

White • Customer Yellow • MAG



# RECEIVING INCOMING MAIL & SORTING IT

- Open mailbag & sort it in presence of senior clerk
- Empty the mail bag on table
- Open letter at the short side of envelope
- Remove all contents from envelope & staple together
- Staple envelope behind letter if there is no sender's address, or date



- Date stamp the letter & enclosures
- Record documents like cash, cheques & postal orders in remittance register
- Record mail with no money in incoming mail register
- Place incorrect mail in basket for reposting – write return to sender
- Don't open letters marked personal or private
- Classify mail – urgent, routine, irregular, private
- Make copies of documents
- Distribute mail to departments



# HOW TO MAINTAIN MAILROOM CONFIDENTIALITY

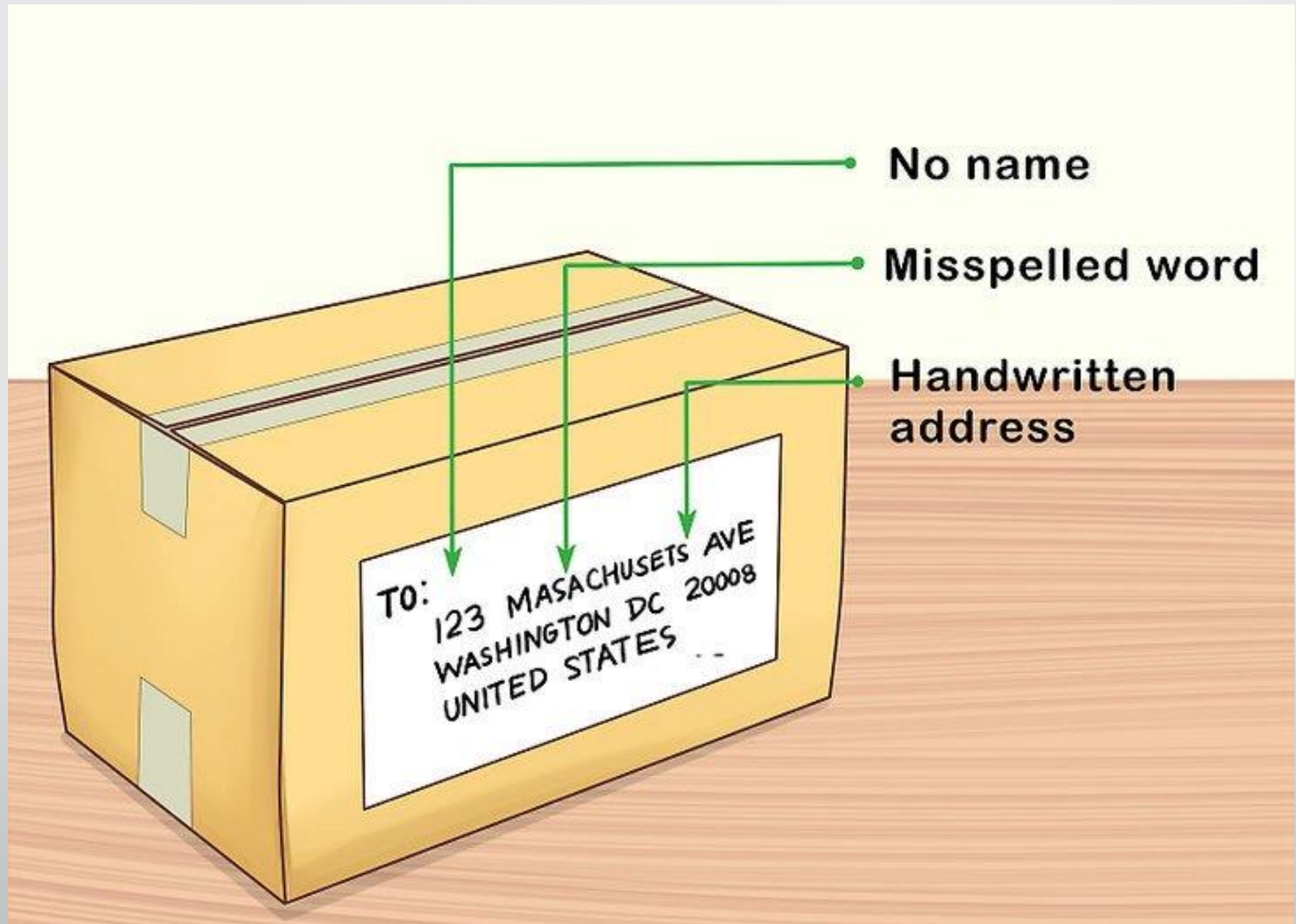
- All mail must have specific room only (mailroom)
- Be in a safe part of building/premises
- Trained mailroom staff only to have access
- Criminal check, credit check & drug screening for mailroom staff
- Once mail is sorted & distributed, room must be locked
- Staff must be alert for drugs, dangerous packages e.g. bombs & anthrax powder



# RISK INDICATORS IN MAILROOM

- Strange shapes, unusual sizes
- Substance protruding from parcel
- No receiver or name on parcel
- No return address
- Strange colour or smell
- Residue like powder in/on envelope (anthrax – white powder)







# HANDLING SUSPECT LETTERS/PARCELS

- Don't remove contents
- Don't shake or blow onto parcel/envelope
- Don't touch any part of your body especially face
- Call security
- Wash hands thoroughly with antiseptic soap/hot water – dry using a paper towel
- Evacuate and seal off mailroom if it is contaminated

