



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 20: DISTRIBUTE AND DISPATCH MAIL

DISTRIBUTE AND DISPATCH MAIL

After completing this topic, you will be able to:

- Distribute mail internally to relevant persons within an agreed time.
- Explain possible reasons for unavoidable or necessary delays in distribution and describe possible consequences of delays.
- Describe and apply procedures for dispatching mail externally in accordance with established procedures and Post Office requirements.
- Attach enclosures securely and report missing items according to organisational procedures.
- Address mail legibly and correctly for internal and external distribution
- Dispatch mail externally by Post Office or courier service within agreed deadlines

DELAYS IN MAIL DISTRIBUTION IS CAUSED

BY:

- Letter forgotten on person's desk
- Letter delivered incorrectly, return to addressee
- Letter sent to wrong person and he doesn't know who must receive it
- Staff member on leave, training, trip
- Letter incorrectly attached to another letter
- Excessively busy mailroom due to deadline
- Staff shortage in mailroom

CONSEQUENCES OF DELAYS:

- Dissatisfied staff/clients
- Deadlock in operations – staff waiting for permission
- Delays in ordering/delivering stock
- Deadlines for responding not being met
- Possible loss of business/loss of income



EQUIPMENT TO HANDLE OUTGOING MAIL

- Large desk
- Moistening roller (for stamps)
- Large scale (weigh parcels)
- Letter-measuring instrument (postage cost)
- Franking machine – large business only
- Addressing machine -large business only
- Stamping machine - large business only



EQUIPMENT USED IN MAILROOM

- Different size envelopes
- Post office Postcode book
- Rates brochure from Postnet & couriers
- Stamps
- Scissors, tape, rope, red wax, padded envelopes, bubble-wrap

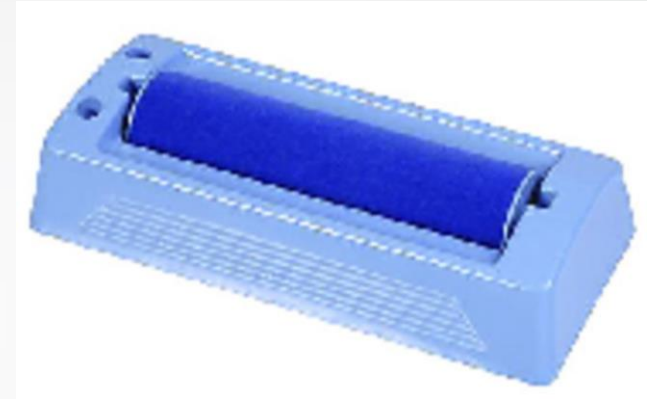


PROCEDURE FOR SENDING OUTGOING MAIL:

- Collect mail from all the departments
- Make copies of letters for filing
- Attach all enclosures
- Compare address on letter with address on envelope
- Fold letter & place inside envelope
- Place mail in postbag



- Use moistening roller to seal envelope
- Weigh the letter to determine postage
- Place envelope in franking machine or ensure postage is attached
- Write down details of letters in outgoing mail register
- Place mail in mailbag & lock it



ADDRESSING ENVELOPES

- Addresses are printed on labels & glued to envelope
- If written, write neatly & clearly
- Incorrectly addressed envelope – return to sender
- Use window envelopes



SA POST OFFICE SERVICES

- Ordinary mail
- Infomail
- Magmail
- International mail
- Fastmail
- Domestic bulk mail
- Parcelplus
- Speed service couriers



COURIER SERVICES E.G. SAPO, POSTNET

- **Door-to-door delivery:** overnight delivery @ 10:30am
- **Door-to-counter:** from sender's door to receiver's post box at a post office branch
- **Counter-to-counter:** from post office branch to another post office branch
- **Same day service:** collection/sending and deliver/receiving on same day (very expensive)

The logo for POSTNET, featuring the word "POSTNET" in white, bold, italicized capital letters on a red rectangular background.