



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 21: DESCRIBE THE IMPORTANCE OF MAILROOM PROCESSES AND WHY IT IS NECESSARY TO CREATE EVIDENCE**

# DESCRIBE THE IMPORTANCE OF MAILROOM PROCESSES AND WHY IT IS NECESSARY TO CREATE EVIDENCE

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
- Stamp can be done manually – set daily, stamps says “received” and “date”
- Date-time recorder that stamps minute, hour & date (CV applications)



# 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

