

SAMPLE

OUTGOING MAIL PROCEDURES

- Designate a specific place for outgoing mail.
- Designate a specific person to prepare outgoing mail. Designate and train a backup person.
- If mail is processed through a mail room, all staff members should know when mail is picked up or taken to the post office so that emergency trips can be avoided.
- Maintain client confidentiality for outgoing mail. Do not place it on the receptionist's desk for postal pick-up with client names exposed.
- If a postage meter is used, a specific person should be responsible for maintaining postage on the meter.
- Record "return receipt" letters in a log for easy reference.