

**Unit 224:**  
**Principles of providing administrative services**

# Handling mail

---



# Introduction

- Mail can be
  - Internal – within the organisation. Where internal mail is between branches of an organisation at different locations, there may be a delivery service run by the organisation.
  - External – outside the organisation. Post Office services, couriers or messengers will need to be used.

# Collecting the mail

- Mail should be collected at frequent intervals from each department's 'outgoing mail' tray.
- A final collection time should be stated to ensure it reaches the Post Office in time.



# Outgoing mail

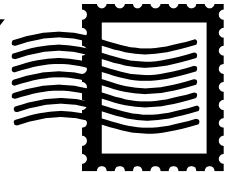
- The letter/document must be folded to fit the envelope with as few creases as possible.
- Place the letter inside and seal the envelope.
- Weigh the envelope to calculate postage.
- Affix the correct stamps (or frank with the correct amount) and place into one of three categories:
- INLAND – anywhere in the United Kingdom
- OVERSEAS
- SPECIAL OR SIGNED FOR.

# Post Office guidelines for addressing envelopes

- Address envelopes parallel with longest edge.
- One-third of the way across and half-way down.
- Give each item of the address a line of its own.
- The postal town should be in capitals.
- The postcode should be the last item.
- Instructions to the post office – top left corner.
- Stamps/franking or the words 'By hand' – top right corner.
- Instructions to the incoming mail department – above the address.

# Example envelope

• SIGNED FOR DELIVERY



For Attention of Mr P Ross  
Purchasing Department  
Ross & Co Ltd  
14 High Street  
WORTHING  
Sussex  
BN22 4BH



# Factors that inform the postal service to be used

- the size of the letter
- the weight
- how urgently it needs to arrive at its destination
- whether the destination is inland or overseas.



# Postal services for non-urgent mail

- Letter and Large Letter post
  - First class
  - Second class.
- Parcel post
  - First class/second class
  - Small/medium/large.





# Postal services for important or urgent mail

- signed for
- special delivery
- couriers and messengers.



# Franking machines – advantages

- Replace postage stamps by imprinting the amount of postage.
- Franked post is cheaper than stamped.
- Prevents pilferage.
- Correct date and amount of postage required/service required must be set before envelope or label (for parcels) is franked.
- Franked mail has to be put into special bags and taken to or collected by the Post Office.
- Franked mail is processed more quickly than stamped mail as it bypasses the stage where the stamp is cancelled.

# Weighing scales

- Many organisations use electronic scales containing a microchip programmed with current postal rates.
- Some print out the amount spent each day on postage.
- A keypad is pressed to indicate the service required and the destination and the scales weigh the item to calculate the postage amount.

# Incoming mail

- Needs to be sorted and distributed as quickly as possible.
- The day's business may be dependent upon it.
- First class and special post is opened first, followed by second class.
- Mail should be date stamped to show the date of receipt.
- Any enclosures firmly attached.

# Circulation slips

- When the same item of mail is destined for multiple recipients, eg a catalogue.
- A list of possible recipients is attached to the mail.
- It is then passed to the first recipient on the list who then ticks off their name and forwards it to the second, and so forth.
- The circulation slip should indicate where to forward the mail once the last recipient has seen it.

# Example circulation slip

<b>CIRCULATION SLIP</b>	
Title: A-Z Office Supplies Catalogue	
Date received:	
<b>Name/Department</b>	<b>Initials and Date</b>
Beverley Cooper	
Janice Little	
Alan Parker	
Richard Stanforth	
<i>Please return to Robert Green</i>	