

Section 2: Handling mail

This section will help you to evidence Learning Outcome 2: **Understand how to handle mail.**

Learning objective	Place in Assessment
2.1 Explain the purpose of correctly receiving, checking and sorting incoming and outgoing mail or packages	Question 1 Page 3
2.2 Identify different internal and external mail services available to organisations	Question 2 Page 3
2.3 Describe the methods of calculating postage charges for mail or packages	Question 3 Page 4

1. Explain the purpose of correctly receiving, checking and sorting mail and packages (both incoming and outgoing). [2.1]

Flow of mail in any business is important for its success. It can be used for many reasons and purposes. This includes transfer of materials, equipment and invoices from suppliers, transferring information or services, important correspondence, samples, orders for goods and services, invoices or payment cheques from clients and suppliers, important legal documents or requests for products and services etc.

Poor mail handling can harm the business in many ways like business loss if information required is not sent on time, loss of business and income if order for products and services are delayed in being delivered, loss of opportunities and penalties if legal documents are not sent by deadlines, annoyance of suppliers if they have to chase invoices and more.

Sorting of mail needs accuracy and diligence and one or more members of staff are employed for receiving, checking and sorting of letters and packages, depending on the size of the business.

Incoming mail is required to be opened (unless marked confidential), contents removed, date stamped, attach enclosures if any and then put them in their relevant pigeon holes or trays belonging to different departments.

Inter departmental mail also requires equal importance. It has to be sorted as per their addressee and subject matter. Internal mail is generally collected by different department staff or has to be put in their tray.

Outgoing mail is also treated in the similar way which is sort them according to in what time frame they need to be sent, which postal service should be used and then franked or sent accordingly.

2. Complete the table below with the following information:

- At least two examples of internal mail services that are available to organisations
- At least two examples of external mail services that are available to organisations [2.2.]

Internal mail services	External mail services
Internal mail service: This service is used to handle mail between	Royal Mail: It contributes to majority of mail and parcel delivery. Everyone from

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