



# Ethiopian TVET-System



## **customer contact works support LEVEL-II**

**Based on August 2012GC Occupational standard**

**Module Title: Handling Mail**

**TTLM Code: EIS CCS2 TTLM 0919V1**

**This module includes the following Learning Guides**

**LG18: Receive and distribute incoming mail**

LG Code: EIS CCS2 M06LO1 LG-18

**LG19:Collecting and dispatching outgoing mail**

LG Code: EIS CCS2 M06LO2 LG-19

**LG20:Organizing urgent and same day deliveries**

LG Code: EIS CCS2 M06LO3 LG-20



## Instruction Sheet

## LG18: Receive and distribute incoming mail

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- **Receiving and Distributing incoming Mail**
- **Collecting and Dispatching outgoing mail**
- **Organizing Urgent and same day deliveries**

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, **you will be able to –**

- **Checking and registering incoming mail**
- **Identifying and *distributing urgent and confidential mail***
- **Sorting and despatching mail**
- **Recording and/or reporting *damaged, suspicious or missing items***

### **Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 7.
3. Read the information written in the “Information Sheets1- 4”. Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
4. Accomplish each “Self-check.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You have to get the key answer only after you finished each self check).
6. If you earned a satisfactory evaluation proceed to next Information Sheet. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to pervious learning Activity.
7. Submit your accomplished Self-check. This will form part of your training portfolio.



## Information Sheet-1

## Checking and Registering Incoming mail

### 1.1. Introduction

As a customer Contact work support you may be required to process the incoming mail. Most of the mail received by a business/organization will relate to matters that are currently happening so it is important that the mail is processed promptly and distributed to the correct people.

Incoming mail should always be processed by following your company's policies and procedures. Before you process incoming mail ensure that you are familiar with the procedures that apply in your business/organization.

In order to process and distribute incoming mail appropriately you need to be aware of the following points:

- Receiving mail
- Checking and register incoming mail
- Identifying and distribute urgent and confidential mail
- Sorting and delivering mail to the right person and location
- Record, report and deal with damaged, suspicious or missing item

### 1.2. Definitions

#### Mails

Mails refers to the written communication that passes through the messenger service or the post office. Every business concern sends out and receives a large number of *letters, notices, circulars, telegrams, memoranda reports, statements, pamphlets, inquiries, etc.*

Mail service ensures continuous interaction between insiders as well as between the organisation and outsiders. It helps the firm in establishing and maintaining contact with customers, suppliers, and others concerned. Mails consist of three main types

- ❖ Incoming,
- ❖ Outgoing and
- ❖ Inter departmental.

#### Incoming mail

Incoming mail is all correspondence, facsimiles (faxes), magazines, circulars, advertising material and packages received.

*Incoming mail* may include:

- ❖ Confidential/personal
- ❖ Electronic (e.g. faxes, emails to central address)
- ❖ External
- ❖ Internal
- ❖ Journals/magazines
- ❖ Letters
- ❖ Paper-based
- ❖ Urgent



- ❖ Other forms of correspondence

### 1.3. Receiving mail

*Mail can arrive in a variety of ways including:*

1. Mail delivered by Ethiopia Post
2. Mail delivered by courier
3. Mail that is faxed
4. Mail that is sent by email
5. Mail that is hand delivered

### 1.4. Checking incoming mail

As it is very easy to accidentally damage a letter or a document when you are opening an envelope it is best to take your time and open each envelope with care. Once you have opened an envelope ensure that you remove all the contents. Often an envelope will include a covering letter and a number of attachments. You should check that all the attachments indicated in the covering letter have in fact been included. See the 'Handling specific types of incoming mail' section below to understand what to do if items are missing.

#### *Keeping items together*

Ensure items that arrive in the same envelope are kept together. You can usually attach items with a paper clip. For example, a cheque that arrives with a letter must be paper clipped to the letter otherwise someone could receive the letter and assume that the sender has forgotten to send the cheque.

#### *Date stamping*

After the mail has been opened you should ensure that, where appropriate, each item is date stamped. Date stamping the incoming mail helps identify when your legal firm received the mail. Original documents such as, birth certificates, qualifications, contracts and agreements should not be date stamped. If a note of the date is required for original documents then a colored sticky note can be date stamped and stuck to the front of the document. For example, if a contract has been sent to your business then a colored sticky note with a date stamp would be used. If you are unsure as to whether an item should be date stamped ask your supervisor.

Each organization will have different procedures for date stamping incoming mail. For example, some organizations expect all incoming mail, other than original documents, to be date stamped on the reverse top left hand corner. Ensure that you are clear on the date stamping procedure at your workplace.

*Checking mail* may include:

- ❖ Enclosures
- ❖ Mail marked confidential, urgent or personal
- ❖ Mail sent express post or registered
- ❖ Mail that has been damaged
- ❖ Mail that looks suspicious



### 1.4. Registering incoming mail

Many businesses/organization require all incoming mail to be entered in a register. Depending on the procedures at your workplace mail may be registered before it is date stamped. Check the Office Policy and Procedures Manual or ask your supervisor about the process in place at your workplace.

Mail can be registered either manually, in a mail book or diary, or electronically on a computer, again this will depend on the process in place at your company. Keeping a register of all mail items received helps ensure that mail can be tracked. The specific information recorded on the register will depend on the procedures followed by your workplace, but normally the register will indicate the date an item was received and to whom it was distributed. Be aware that some mail registers will also indicate the method of delivery and the time at which the mail was received.

The types of information recorded in the mail register vary from organization to organization. Sometimes a file number is assigned to each item of mail.

#### **Information in the mail register should include:**

- ❖ Who sent the correspondence
- ❖ The date the correspondence was received
- ❖ The addressee or who the correspondence was sent to
- ❖ Contents of the correspondence
- ❖ Subject of the correspondence
- ❖ Date of reply
- ❖ Condition of the correspondence (for example, was it damaged or without a return address')

#### **Incoming mail registration form 1**

<b>Date</b>	<b>Description</b>	<b>Receipient</b>	<b>Attachment</b>	<b>Condition</b>	<b>Action</b>
09/09/2019	Letter from Federal TVET	W/ro Ayantu Gemeda	Agreement	Good	Delivered
10/09/2019	Letter from customer(chaque enclosed)	Ato Jemal Seid	Cheque	Envelope turn	Bank cheque and iure report
11/09/2019	HR Magazine	W/rt Aster Mamo	None	Godd	Circulate

#### **Incoming Mail Register Form 2**

<b>Date Mail received</b>	<b>Sender</b>	<b>Comments</b>	<b>Attachments</b>	<b>Sent to</b>	<b>Opened by</b>
18/07/2019	Mr Gurmessa	Letter	Product specifications	Miss Fredos	Seble
28/09/2019	Miss Yenwork	Envelope torn	N/A	Ms Alebachew	Zenebech
/7/04	ABC Company	Contract	Contract	Mr Lemma	Zeneba

Once the mail has been registered it should be sorted and distributed to the appropriate personnel. Note that you may be required to sort the mail before it is registered, again this will depend on the procedures followed by your workplace.



<b>Self-Check -1</b>	<b>Written Test</b>
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**Directions I: Fill in the Blank Space. Use the Answer sheet provided in the next page:**

1. \_\_\_\_\_ is the written communication that passes through the messenger service or the post office.
2. \_\_\_\_\_ is all correspondence, facsimiles (faxes), magazines, circulars, advertising material and packages received.
3. Inncoming mail include \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_.

**Directions II: Give Short answer. Use the answer sheet provided in the next page:**

1. List the ways that mail can arrive in an organization/business.
2. list types of information recorded in mail registration
3. List the elements be consider when Checking mail

**Answer Sheet**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Fill in the Blank Space Questions**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_.

**Give Short answer Questions**

1. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Score = _____
Rating: _____

2. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_




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3.

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**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

Information Sheet-2	<b>Identifying and <i>distributing urgent and confidential mail</i></b>
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**2.1. Identifying urgent and confidential mail**

Many organizations have procedures to follow when sorting mail. You need to find out what the procedures are in your workplace. If in doubt, ask your supervisor. Certain types of mail may be separated from general mail before opening so they can be handled differently. These include confidential mail and urgent mail as shown below.

**2.1.1. Confidential mail**

Mail marked confidential, personal or private should not be opened, unless you are authorized to open it. If you open this mail by mistake, you should quickly re-seal the envelope with tape and write on it 'Opened by mistake and your initials. It is not possible to do this for faxes and emails. If an email message is marked confidential and the addressees' name is written in the message subject line, you can leave it unopened and forward it to the receiver or send a message to let them know the mail has arrived.

**2.1.2. Urgent mail**

Some mail is marked urgent. If it is also marked confidential or personal, you should treat it as confidential first and not open it. You can either deliver urgent mail immediately to the person it is addressed to or you can make sure it goes to the top of the pile when you are prioritizing mail for that person. Another form of urgent mail is Express Post. The sender pays extra postage for an item to be priority proc



essed for prompt delivery, usually the next working day. An organization may have specific procedures in place for sorting and distributing urgent mail.

***Circulation Slip form***

Circulation Slip			
<i>Priority</i>	<i>Name</i>	<i>Date Received</i>	<i>Date Passed on</i>
			Date Returned:

**2.2. Delivering Urgent and Confidential Mail**

Mail should always be forwarded to the recipient within the organization’s designated time lines so business is conducted effectively. Speak to your supervisor if you ever have any problems with the time lines. Sometimes the problems may be out of your control; for example, if the mail is delivered late. You can distribute mail in various ways. For example, you may place mail for people in a separate folder and deliver it to their in-tray. Some organizations may have an area where employees collect mail and you may be responsible for depositing mail in the correct pigeonholes.

Large organizations may have mail collection points for each department. Organizations with numerous offices in various locations may have an internal mail system, with specified collection points and pick-up and drop-off times. There may be a number of different internal distribution systems operating at the same time.





<b>Self-Check -2</b>	<b>Written Test</b>
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**Directions: say True/False. Use the Answer sheet provided in the next page:**

1. Many organizations have no procedures to follow when sorting mail.
2. Mail marked confidential, personal or private should not be opened
3. Mail should always be forwarded to the recipient within the organization's designated time lines

**Answer Sheet**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**True/False Questions**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Score = _____
Rating: _____

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**



### 3.1. Sorting Incoming Mail

Once the incoming mail has been opened, date stamped and registered it needs to be sorted and then distributed to the appropriate personnel.

The way in which incoming mail should be sorted will depend on the procedures in place at your workplace. Ensure that you are aware of the procedures that are in place.

Depending on the size of your company and the processes in place you would normally sort the mail by business section or by individual. Once the mail has been split in this manner you will be required to sort the mail based on its importance. Urgent mail is usually at the top of the bundle, followed by mail that has been sent by courier. Below this mail should be the private and confidential mail and finally any general correspondence.

Once the incoming mail has been sorted it needs to be distributed to the appropriate personnel.

*Sorting* mail may include:

- ❖ Adding a circulation slip
- ❖ Separating by order of importance for each individual
- ❖ Separating internal (organizational) mail and external mail
- ❖ Separating junk mail
- ❖ Separating urgent mail to be distributed first
- ❖ Sorting by departments
- ❖ Sorting by location
- ❖ Sorting by seniority of personnel
- ❖ Sorting invoices, cheques and accounts

### 3.2. Distributing incoming mail

Each company will have its own set of requirements with regards to the distribution of incoming mail. Often the mail will need to be distributed by a specific time each morning. In order to efficiently distribute the mail you will need to identify and understand the structure of your workplace and the titles and roles that each person has. This is especially important when you receive a mail item that does not specifically indicate for whom it is intended. When this happens, you will need to work out who the letter is for. This can be done by asking your supervisor, calling the sender or reading the letter and then directing it to the appropriate person or business section. Often a company will have a tree-structure or an employee list that will help you identify each of the individuals and sections in your company.

Most of the incoming mail arrives in the morning and so you may be required to sort and distribute the mail as your first task. However, you need to be aware that mail can arrive at other times of the day. Make sure that you understand how to deal appropriately with mail as it arrives, as much of this mail may be urgent.



<b>Self-Check -3</b>	<b>Written Test</b>
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**Directions: Give Short Answer. Use the Answer sheet provided in the next page:**

1. List the elements to be considered when sorting incoming mail

**Directions II: Say True/False. Use the answer sheet provided in the next page**

1. The way in which incoming mail should be sorted will depend on the procedures in place at your workplace.
2. In order to efficiently distribute the mail you will need to identify and understand the structure of your workplace and the titles and roles that each person has.
3. Mail should be sorted based on its importance.

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Give short answer Questions**

- 1.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Score = _____
Rating: _____

**True/False Questions**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



<b>Information Sheet-4</b>	<b>Recording and/or Reporting Damaged, Suspicious or Missing items</b>
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**4.1. Dealing with Damaged, Suspicious and Missing items correctly**

If you are responsible for receiving and distributing incoming mail, you need to know how to deal with, record and report damaged mail, suspicious mail or missing items. Some of the issues you may have to deal with when managing mail are shown below.

**4.1.1. Damaged mail**

Damaged mail should be sorted; date stamped and registered following the same process used for other incoming mail. The damage should be recorded in the register. Once the damaged item has been processed it should be delivered to the person to whom it has been sent with an explanation regarding the fact that it arrived in a damaged condition. The recipient can then decide what action, if any, needs to be taken.

**4.1.2. Suspicious mail**

Your company will have specific procedures in place for dealing with suspicious mail items. Ensure that you are aware of the procedures to follow. Do not attempt to open a suspicious item. If you are suspicious about a particular item then discuss it with your supervisor immediately. If your supervisor is unavailable then inform another senior member of staff.

**4.1.3. Missing items**

Often an envelope will contain a covering letter and one or more enclosures. The covering letter should indicate what enclosures, if any are meant to be included. Check that all the enclosures detailed in the covering letter are, in fact, included. If an item is missing you should register the letter and any enclosures that have been included and then inform the recipient of the letter that certain enclosures are missing. The recipient can then decide what action needs to be taken.

<b>Self-Check -4</b>	<b>Written Test</b>
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**Directions: Fill in the Blank Space. Use the Answer sheet provided in the nextpage:**

1. Damaged mail should be \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ following the same process used for other incoming mail.

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Name: \_\_\_\_\_

Date: \_\_\_\_\_



## Instruction Sheet

## LG19: Collecting and Dispatching Outgoing Mail

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- ❖ **Receiving and Distributing incoming Mail**
- ❖ **Collecting and Dispatching outgoing mail**
- ❖ **Organizing Urgent and same day deliveries**

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, **you will be able to –**

- ❖ **Collecting, checking and sorting outgoing mail**
- ❖ ***Recording and processing outgoing mail***
- ❖ **Dispatching mail to meet designated time lines**

### Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 20.
3. Read the information written in the “Information Sheets 1- 3”. Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
4. Accomplish “each Self-check.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You have to get the key answer only after you finished each Self-check).
6. If you earned a satisfactory evaluation proceed to “next information Sheet. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to previous Learning Activity.
7. Submit your accomplished Self-check. This will form part of your training portfolio.



## **Introduction**

If you have been given the responsibility of handling the outgoing mail from your office then you need to be aware of the following issues:

- ❖ **Collecting, checking and sorting outgoing mail**
- ❖ ***Recording and processing outgoing mail***
- ❖ **Dispatching mail to meet designated time lines**

### **1.1. Collecting and Sorting Outgoing Mail**

Each legal firm will have its own preferred method for collecting and sorting the outgoing mail. If these methods are not documented in the firm's Policies and Procedures manual then make sure you consult your supervisor.

Some firms will expect you to collect the mail that needs to be sent that day from various locations. This may include lawyers, offices and other offices, such as accounts or administration offices. Other legal firms will have a procedure that involves all personnel depositing their outgoing mail in a central location.

Whatever process is in place in your office make sure that both you and the other members of your firm are aware of it. You should also endeavor to adhere to this process at all times. For example, if you usually pick up mail from a central location at 3.00pm make sure that you do not pick it up early one day as a lawyer may have a mail item that needs to be sent that night.

Once you have collected the outgoing mail you need to sort it by the appropriate delivery method. For example, you may end up with the following groups of mail: DX mail, Ethiopia Post mail, courier mail and hand delivered mail. If you pick up mail from a central location it may be helpful to have a separate receptacle for the different types of mail. This should help reduce the time you spend sorting the sent to.

Ensure that you are clear as to the process followed at your office for completing the Outgoing Mail Register.

### **1.2. Checking Mail before Dispatch**

Before mail items leave an organization, they should be checked to ensure they are ready for dispatch. Preparation will vary depending on the carrier you are using and their requirements. You can use guides such as the Ethiopia Post  Post Charges  booklet to help you prepare mail items correctly.

After you have collected the outgoing mail, check that:

- ❖ envelopes have been addressed
- ❖ the name and address of addressee are legible
- ❖ the address includes the postcode
- ❖ a return address is included
- ❖ envelopes are securely closed
- ❖ nothing is protruding from an envelope.

### **1.3. Decide on the carrier**



There are many mail services that organizations can use to send their outgoing mail. These include Ethiopia Post, as well as other courier and mail companies. The service you choose may depend on a number of different things, including:

- ❖ an organization's preferred services
- ❖ price
- ❖ convenience
- ❖ the size and weight of the item you are sending
- ❖ nature of the contents; for example, fragile or confidential
- ❖ the urgency of the item for dispatch
- ❖ whether or not you require evidence the item has been received
- ❖ the geographical destination of the item
- ❖ the number of items to be dispatched.

Make sure you sort mail items correctly according to the appropriate carrier or mail service. You also need to know what each carrier requires regarding addressing, packaging and dispatch times.

#### **1.4. Other Postal Services**

There are a number of alternative postal services operating. For example, many legal firms and government agencies use a service called DX Mail to deliver and receive their mail. DX Mail has mailboxes (or document exchanges) located all over the country. DX Mail members receive a DX (Document Exchange) address and a mailbox where they deposit and collect mail. Mail can only be exchanged between organizations that are members of the DX Mail service.

There are also private companies that offer mailboxes to rent where you can collect mail, just as you do at the post office. You can find these services in your telephone directory.

Always check with your supervisor or in your organization's policies and procedures manual to find out whether your organization has preferred carriers or special situations where certain carriers are used.

When sorting the mail, Post items together and take care that no mail for DX, courier, hand delivery or other delivery service is included by mistake.

#### **1.5. Prepare and collate bulk mail-outs**

Some organizations conduct bulk mail-outs where large quantities of mail are sent out at the same time. For example, this may be to advertise a special offer or a sale, to promote a new product or service or to conduct a survey. In some organizations, multiple mail items are sent out every day.

Inserts in bulk mail-outs can include covering letters, brochures, flyers and order forms. Inserts may be described as contents. The number and types of inserts will affect the time it takes you to prepare the mail items and the amount it costs to send them.



<b>Self-Check -1</b>	<b>Written Test</b>
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**Directions: Give Short Answer. Use the Answer sheet provided in the next page:**

1. List things to be consider when selecting Mail service
2. List the elements to be checked before dispatching ougoing mails

**Note: Satisfactory rating - 3 points                      Unsatisfactory - below 3 points**  
**Answer Sheet**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**

1.  
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2.  
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 \_\_\_\_\_

Score = _____ Rating: _____
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## Information Sheet-2

## Recording and processing Outgoing Mail

### 2.1. Processing Outgoing Mail

Processing outgoing mail involves calculating and paying for postage and registering mail. The size of your organization will determine how postage is paid. In a small business, you may be responsible for buying a range of stamps at the post office and attaching them to the mail items yourself. Alternatively, you may purchase pre-paid envelopes.

Some businesses have an account at their local post office. If this is the case, you usually have to fill out a form listing the items for dispatch and calculating the cost of postage. The amount is then billed monthly to your business.

In some larger organizations, there is a franking machine or postage meter in the mailroom that prints the postage directly onto the envelope or onto adhesive strips that can be stuck on parcels.

#### 2.1.1. Postal charges

Whatever system you use, you must be familiar with the postal charges for different items. Charges will also differ between carriers. The correct postal charges for mail items can be found in the information booklets and directories produced by the carrier you use; for example, the Ethiopia Post Post Charges booklet or the DX Mail DX Directory. You can also find up-to-date charges on the relevant company's website.

Ethiopia Post issues a listing of the cost of non-standard postal items. Collect one from the post office to save delays in the delivery of items that have incorrect postage.

***The amount charged to post the item will vary according to:***

- ❖ Size
- ❖ Weight
- ❖ Destination
- ❖ Business discounts
- ❖ Required delivery time.

#### 2.1.2. Registered mail

You may need to send an item by registered mail. Generally, registered post is used for items of value and when you need to be sure the item has been delivered. These items may include:

- ❖ Cheques over \$5,000
- ❖ Security parcels.
- ❖ Legal documents



Occasionally you may be required to email to a group of people at the same time. Distribution lists are groups or lists of email addresses stored in one place. They make group emailing easy as you can send the same message to a group of people simultaneously with the click of a few buttons.

To make it easy to send emails, you should prepare and maintain distribution lists. These may be prepared using word processing tables or data files, database or spreadsheet records or electronic address books. Follow your organization's requirements.

## **2.2. Recording Outgoing Mail**

Most organizations record the items dispatched each day. This procedure makes it quick and easy to follow up mail that was not received or to determine exactly when an item was sent. Many organizations have a separate outgoing mail register where these records are kept. Mail records may be electronic and/or paper based. The following shows the different formats in which records can be kept.

### ***Electronic records***

- ❖ Specialist software
- ❖ Databases
- ❖ Spreadsheets

### ***Paper-based records***

- ❖ Mail books
- ❖ Forms
- ❖ Files

#### **2.2.1. Type of information to record**

You will need to record information in a register. The type of information you may be asked to record in the register includes the:

- ❖ Date of dispatch
- ❖ Sender's name
- ❖ Sender's department
- ❖ Addressee or organization
- ❖ Type of service used; for example, Express Post
- ❖ Reference number for example, Ethiopia Post prepaid Express Post envelopes contain a bar-coded reference number for the sender to keep
- ❖ Receipts attached where appropriate; for example, receipts issued for registered mail items to provide evidence the item has been sent.

#### ***Example of an Outgoing Mail Register***



Date mail sent	Sender	Matter Number	Content	Sent to	Method of delivery	Cost of delivery
18/09/2019	H. Gleitman	2000HG2355	Copy of Vendor Statement.	Smith and Tong Partners, 1200 Carlisle St Melbourne	DX	N/A
18/09/2019	H. Gleitman	2000HG2247	Progress Report	Mr Davenport 12 Rock Road Toorak	Flash Couriers	N/A



<b>Self-Check 2</b>	<b>Written Test</b>
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**Directions: True/False. Use the Answer sheet provided in the next page:**

1. Processing outgoing mail involves calculating and paying for postage and registering mail.
2. To make it easy to send emails, you should prepare and maintain distribution lists.

**Directions: Give Short Answer. Use the Answer sheet provided in the next page:**

1. List types of information to be record in registration

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**True/False Questions**

1. \_\_\_\_\_
2. \_\_\_\_\_

**Give Short Answer Question**

1.

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Score = _____
Rating: _____



**Information Sheet 3**

**Dispatching mail within time lines**

**3.1. Dispatching Mail on time**

Time lines and deadlines are extremely important when handling mail. To understand why, think of some of the reasons people send mail. For example, an organization may pay for goods and services through the mail. When accounts are left unpaid, supply may be stopped. Contracts for future projects may require documents to be signed and sent urgently to close a deal. Many official documents, such as those for the Australian Tax Office, must be lodged by a certain date to avoid fines.

It is important for mail items to reach their destination on time, in their original condition. Here are some tips for dispatching mail on time.

**Prepare mail on time**

Familiarize yourself with the length of time it takes to send different sorts of items.

**Choose a mail service**

Choose the appropriate mailing service to get the item to the addressee on time.

**Self-Check 3**

**Written Test**

**Directions: answer the question. Use the Answer sheet provided in the next page:**

- 1. List the ways to dispatching mail on time.

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**

\_\_\_\_\_  
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\_\_\_\_\_

Score = \_\_\_\_\_  
Rating: \_\_\_\_\_



## Instruction Sheet

## LG20: Organizing Urgent and same day deliveries

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- ❖ **Receiving and Distributing incoming Mail**
- ❖ **Collecting and Dispatching outgoing mail**
- ❖ **Organizing Urgent and same day deliveries**

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, **you will be able to –**

- ❖ **Evaluating delivery options and select best option**
- ❖ **Items for urgent delivery and carrier specifications**
- ❖ **Organizing lodgement or pick up of emergency deliveries and follow-up**

### Learning Instructions:

8. Read the specific objectives of this Learning Guide.
9. Follow the instructions described in number 3 to 7.
10. Read the information written in the “Information Sheets 1- 3”. Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
11. Accomplish “each Self-check.
12. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You have to get the key answer only after you finished each Self-check).
13. If you earned a satisfactory evaluation proceed to “next information Sheet. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to previous Learning Activity.
14. Submit your accomplished Self-check. This will form part of your training portfolio.



## Information Sheet-1

# Evaluating Delivery options and select Best Option

## Introduction

If it is part of your role to arrange for the urgent delivery of a particular item or to ensure it is delivered on the same day, you may need to determine the most appropriate way to do this. As always, consult your organization's policies and procedures for guidance and remember if you are still unsure, ask your manager or supervisor.

### 1.1. Evaluating Delivery Options

**Cost;** for example, a service may guarantee fast delivery but the cost may exceed your budget.

**Time constraints;** for example, how urgent is the item and would a courier be quicker than hand delivery or Express Post?

**Delivery location;** for example, Express Post mail is only guaranteed within a capital city so normal mail may still be as quick.

**Nature of contents;** for example, you need to check whether the item is bulky, fragile, confidential or a legal document as these may require different services.

**Quantity of delivery items;** for example, bulk mail sent through Australia Post may be easier and quicker than delivering it yourself.

### 1.2. Select the quickest delivery method

There are a number of delivery services that can be used for urgent and same day deliveries as shown below.

#### Express Post

Express Post is a service offered by Ethiopia Post that guarantees delivery to capital cities by the next business day. However, you should be aware that it generally takes two days if the recipient's address is beyond the metropolitan area. Prepaid envelopes in a range of sizes are available for flat documents as well as parcels. This service is an appropriate option for urgent deliveries.

#### DX mail

Using the DX Mail service is an efficient way of sending and receiving mail. However, organizations have to be members of DX Mail and pay an annual membership fee to receive and send mail in this way. If your organisation is a member, find out if any of your customers are fellow members because using this service may be appropriate for sending urgent mail.

#### Courier services

Items are usually sent by courier when they are urgent and when other mail services cannot deliver the item within the necessary time frame. Couriers may also be used when items are fragile or confidential and need to be delivered to a specific person.



*Some courier services include:*

- ❖ door-to-door service
- ❖ guaranteed one-hour service in your area for urgent documents
- ❖ same day service
- ❖ overnight express
- ❖ international services.

<b>Self-Check -1</b>	<b>Written Test</b>
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**Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:**

1. List the quickest delivery method
2. List the courier services

**Note: Satisfactory rating - 3 points                      Unsatisfactory - below 3 points**  
**Answer Sheet**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**

**1.**

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**2.**

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Score = _____
Rating: _____





## Information Sheet-2

## Items for Urgent Delivery and Carrier Specifications

### 2.1. Preparing items for urgent dispatch

- ❖ Print addresses and names as clearly as possible. Print in capital letters and check that all address details are correct.
- ❖ Do not use post-office box numbers. Couriers and transport companies cannot deliver items to post-office boxes, as there is no-one to sign for the item when it is delivered.
- ❖ Make sure all consignment notes, invoices and/or address labels are stuck securely to the document or parcel.
- ❖ Make sure the address is the same on the item, the invoice and the consignment note.

### 2.2. Recording the dispatched items

You must register or make a record of every document or parcel sent by a courier or transport company (similar to the ordinary outgoing mail). There may be a different mail register for urgent items sent with each separate carrier. Always ask the appropriate person if you are unsure how to register these items. Careful registration allows you to track the movements of documents and parcels easily and quickly.

Ethiopia Post's packaging hints brochure contains helpful information about packaging items to ensure your documents and parcels arrive on time and intact.

Occasionally, a document or parcel may go missing. Most carriers have a free tracing service (unless the item was sent more than six months earlier). You need to contact the service and make a request for an item to be traced.



<b>Self-Check 2</b>	<b>Written Test</b>
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**Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:**

1. Explain the ways to prepare items for urgent dispatch

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**

- 1.

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Score = _____
Rating: _____