

## Incoming and Outgoing Mail

### Incoming Mail

Incoming mail is to be collected every morning before work at the Fortitude Valley Post Office

Mail to be opened by the Receptionist upon arrival to the office

All mail needs to be date stamped and all mail with the exception of accounts, needs to be stamped with the "Distribution" stamp.

All project related incoming mail must be registered (OF-01) by entering date, job number, sender, recipient and description) and then distributed to the appropriate staff member (s).

### Outgoing Mail

Staff requiring mail to be sent externally must place the mail into the 'Outgoing Mail' tray on the Reception Desk.

Staff should indicate whether the mail is to be sent by regular postal service, courier service or express post.

Project related outgoing mail must be registered (OF-01) by entering date, job number, sender, recipient and description.

Couriering outgoing mail requires approval by the Project Manager or Division Manager. A purchase order must be raised and approved before a courier service can be booked. HOWEVER for time critical items, the Division Manager's or Project Manager's approval will suffice to send the item prior to purchase order process being completed.

It is the responsibility of the Receptionist to ensure any requested courier items have required approval (including a purchase order) and to arrange the appropriate courier service.

The Receptionist must ensure all outgoing mail is taken to the post box (located opposite the building, Gotha Street) by 4:00pm daily.