

The Catholic University of Eastern Africa

TITLE	AUTHOR
Receiving registered Mail CUEA/DVC-ADM/I&I/09	ASSISTANT ADMINISTRATOR
	NO. OF APPENDICES:
	1 (ONE)
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
TITLE	DEPUTY VICE- CHANCELLOR/ADMINISTRATION
SIGNATURE	
DATE	23 February 2011
ISSUE DATE	23 March 2011
STAMP CONTROLLED / UNCONTROLLED	CONTROLLED
NOTE: <ol style="list-style-type: none"> Write amendments on the page provided (Clause 0.2) Controlled copies of this document will be in the Assistant Administrator and the Deputy Vice-Chancellors office 	

0. CONTENTS AND RECORD OF CHANGES

Revision		Date
00		18 – Jan 2011

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0.2 RECORD OF CHANGES

No.	Date	Details of Changes		Authorization
	(dd-mm-yy)	Page	Clause/sub clause	Title

0.3 Distribution / Circulation

This Standard Operating Procedure is available at relevant functions for authorized users.

1. Purpose: This procedure outlines receiving of registered mail to ensure efficient and quick delivery of mail to facilitate communication.

2. Scope: This procedure shall be used by the mail & reception staff.

3. Reference:

- 3.1 Registered mail register
- 3.3 Registered mail delivery book

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4. Terms and Definitions:

For the purpose of this procedure the following terms shall apply in addition to those already found in the CUEA Quality Management Manual

- 4.1 MR – Mail and Reception
- 4.2 OP – Operating Procedure
- 4.3 DVC – Deputy Vice-Chancellor

5. Responsibility: It is the responsibility of the mail and reception staff to ensure the procedure is followed.

6. Method:

6.1. The receptionist shall receive the letter/parcel.

6.2. The receptionist shall verify and check the letters/parcels if they have all the required correct details.

6.2.1. If the letter/parcel has all the required correct details, the receptionist shall register the parcel/letter in the letters register (**Appendix 7.2**) and forward to the mail office.

6.2.2. If the letter/parcel does not have all the required correct details, the receptionist shall return to sender with reasons.

6.3. The mail office shall receive the letter, register it in the registered/normal letter delivery book (**Appendix 7.3**) and distribute to the concerned department/persons being signed against.

7. Appendices

7.1 Appendix A: Procedure Map

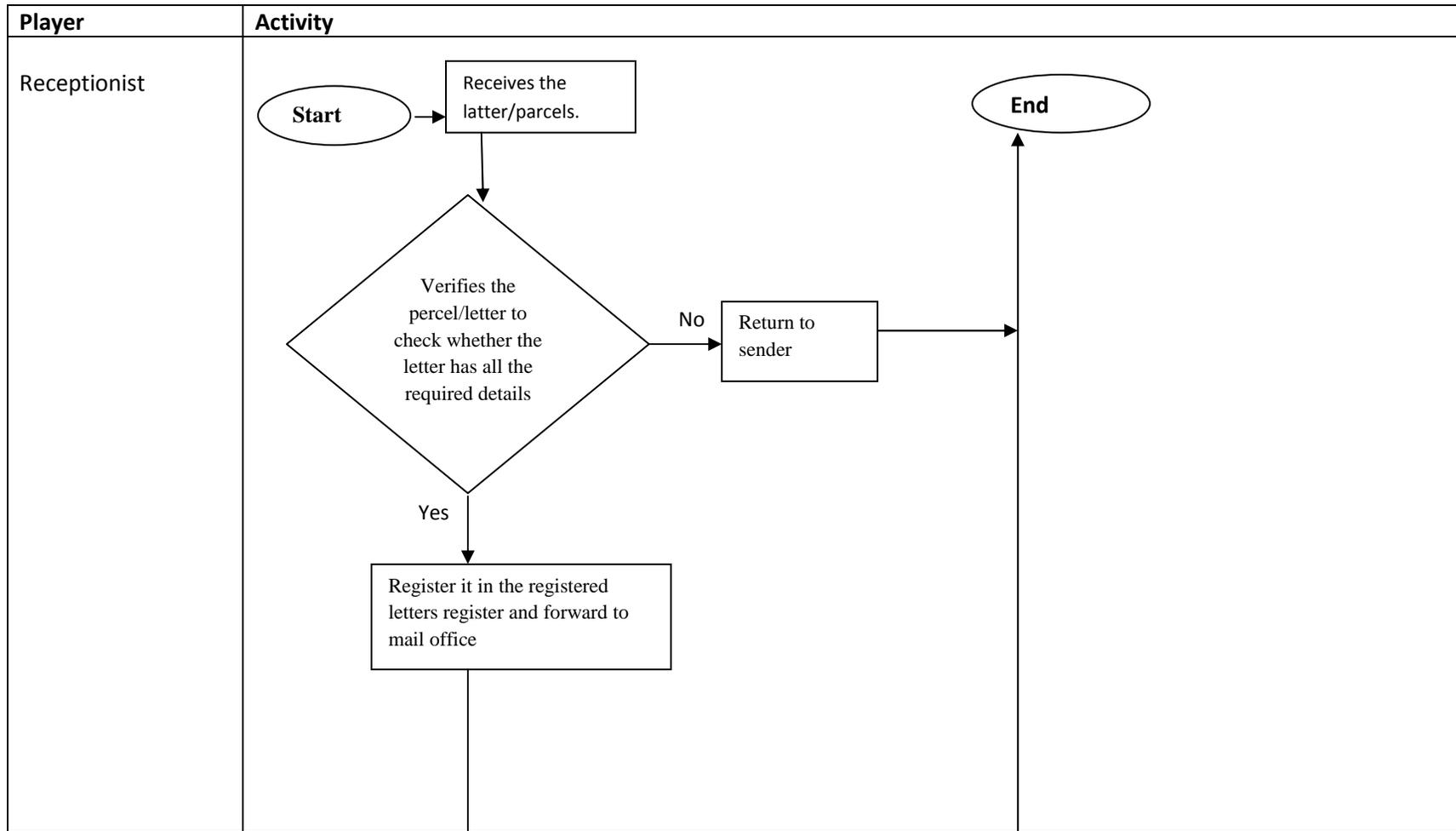
8. Associated Document

7.3. Registered mail delivery book

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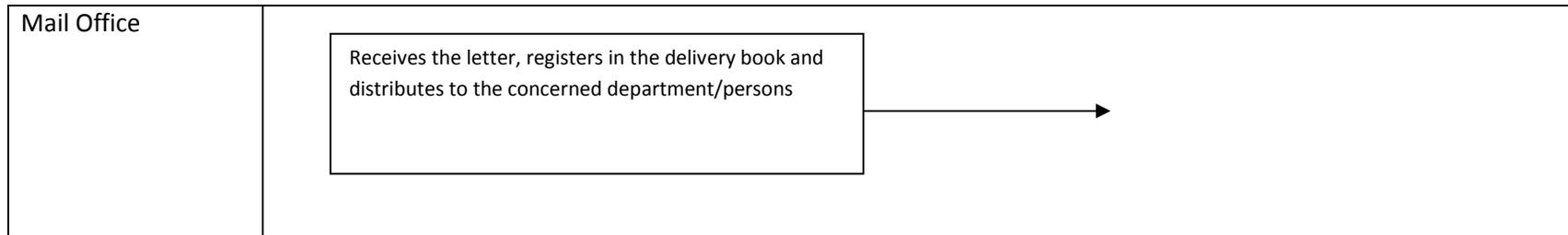
Appendix 7.1 : Procedure Map

Procedure for Receiving Registered Mail



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