




# The Catholic University of Eastern Africa

TITLE	AUTHOR
FRANKING MAILS CUEA/DVC-ADM/I&I/008	ASSISTANT ADMINISTRATOR
	NO. OF APPENDICES:
	1 (ONE) A
<b>AUTHORIZATION</b> This Standard Operating Procedure is issued under the authority of:	
TITTLE	DEPUTY VICE- CHANCELLOR/ADMINISTRATION
SIGNATURE	
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<b>NOTE:</b> <ol style="list-style-type: none"> <li>Write amendments on the page provided (Clause 0.2)</li> <li>Controlled copies of this document will be in the Assistant Administrator's Office and the Deputy Vice-Chancellor/Administration's office</li> </ol>	

## 0. CONTENTS AND RECORD OF CHANGES

Revision		Date	
00		18 – Jan2011	

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## 0.1 Table of Contents

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## 0.2 RECORD OF CHANGES

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	(dd-mm-yy)	Page	Clause/subclause	Title

## 0.3 Distribution / Circulation

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

**1. Purpose:** This process outlines franking of mail to facilitate efficient and quick delivery of mail.


**2. Scope:** This procedure shall be used by the mail office staff.

### 3. Reference:

- 3.1. Inland postage rates list.
- 3.2. International postage rates list
- 3.3. Franking Letter form

### 4. Terms and Definitions:

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**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 – Operational Procedure
- 4.3 DVC – Deputy Vice Chancellor
- 4.4 HOD – Head of Department

**5. Responsibility:** It is the responsibility of the mail office staff to ensure the procedure is followed.

**6. Method:**

**6.1. The user shall fill in the franking letter form (Appendix 7.2) for approval by the HOD.**

**6.2. The Head of Department checks the letter whether it is official or not.**

6.2.1 If it is official, the HOD shall approve the form forward to the mail office.

6.2.2. If the letter is not official, then the HOD shall not approve the letter and forwards it back to the user.

**6.3. Upon receipt of the approved form, mail officer shall check the completeness of the package.**

6.3.1. If the package not complete, the mail officer shall forward the letter back to the user with reasons.


6.3.2. If the package is complete, the mail officer record the letter in the franked letter register, weigh the letter for postal charges and indicate the charges on each letter and forward to the receptionist using (Appendix 7.2) list.

**6.5.** The receptionist upon receipt of the letter, she/he shall frank the letters in accordance to the costs indicated on them and put all the franked letters in the letter bag ready for the driver to pick them for posting.

**7. Appendices**

7.1. Appendix A: Procedure map

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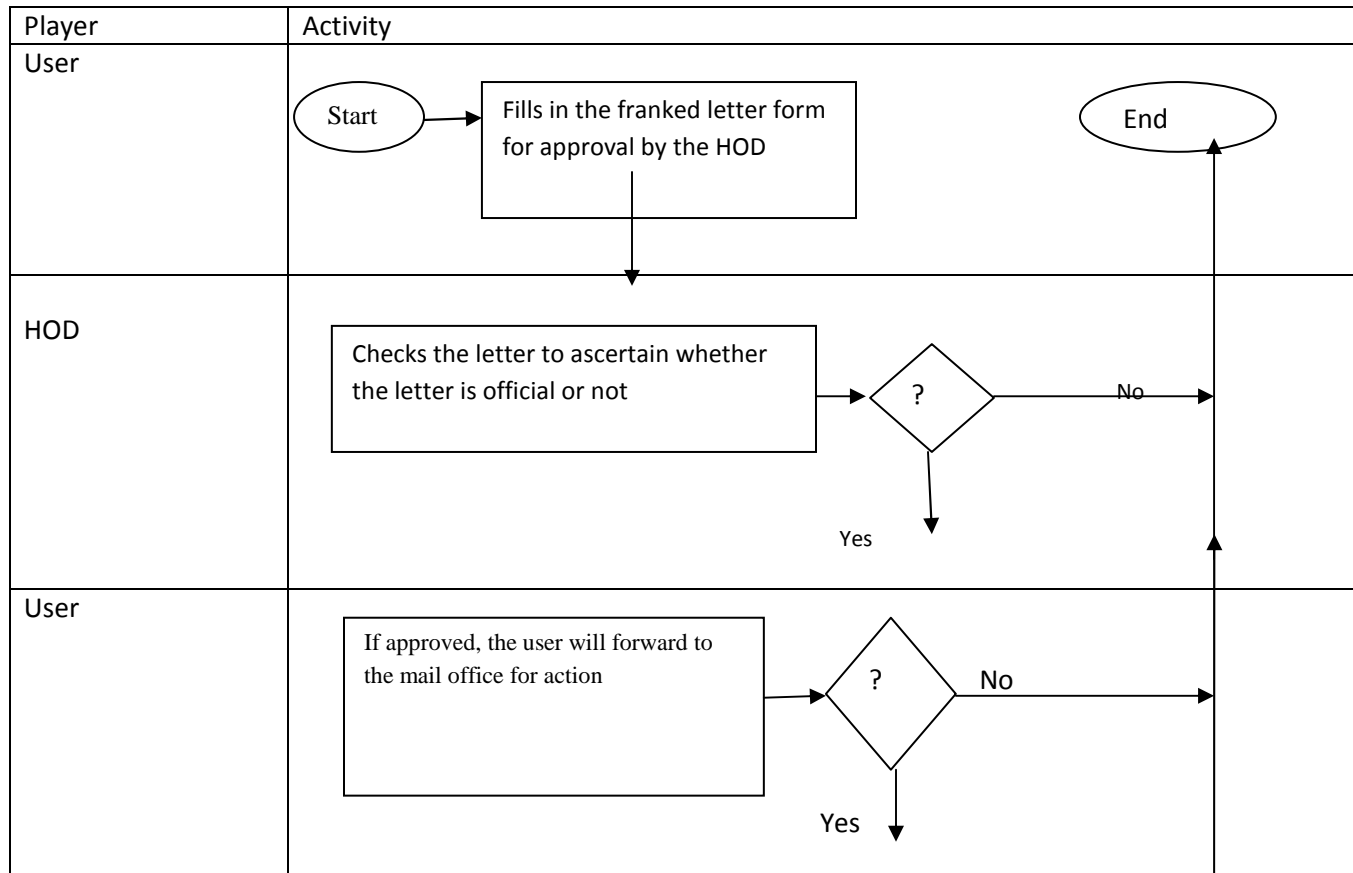
## 8. Associate Documents

- 8.1 Inland postage rates list
- 8.2. International postage rates list.


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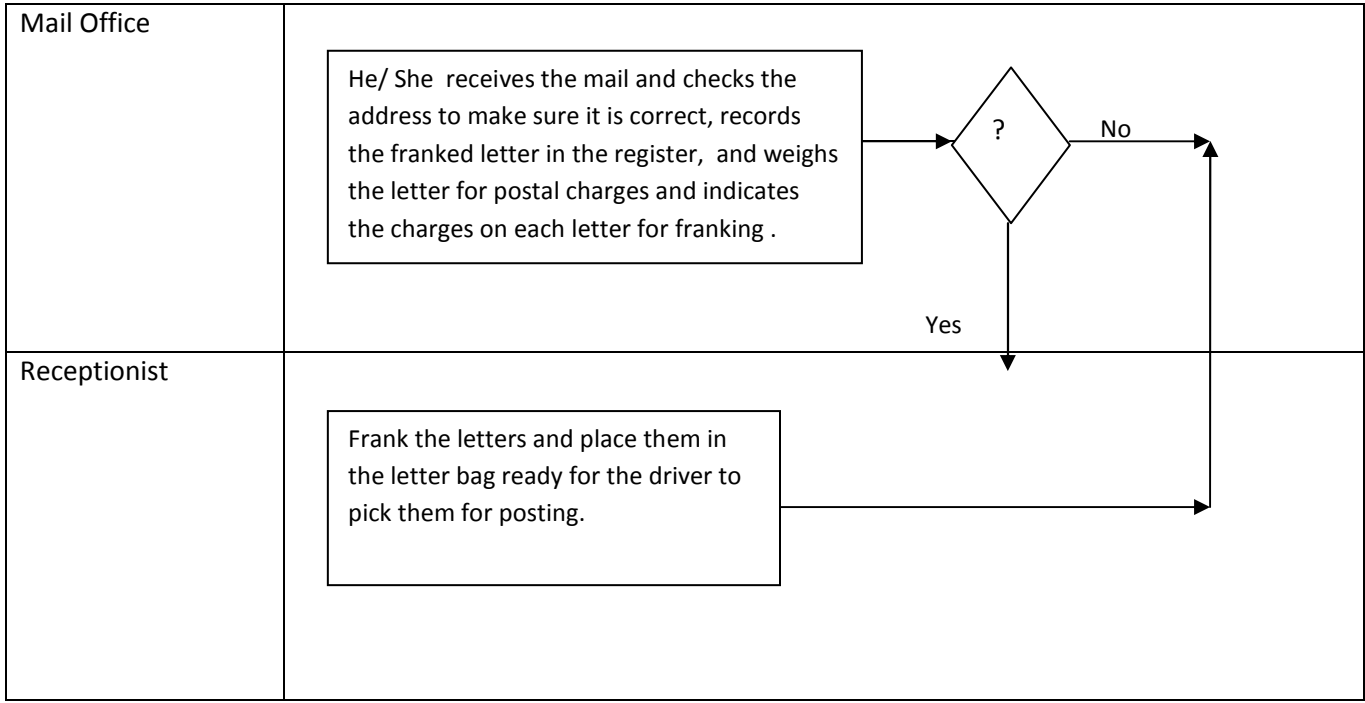
## Appendix 7.1. Franking of Mail

### Procedure for Franking Mail



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