



Government of Western Australia  
Department of Training  
and Workforce Development

**MURESK**  
INSTITUTE

# Muresk Institute

## Mail Management Procedures

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# 1 PROCESS STEPS – INCOMING MAIL

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The purpose of this manual is to provide information on the Mail Management System for the Muresk Institute; this includes procedures for all in-coming and out-going mail.

## 1.1 Delivery and Arrival of Mail Items

Letters, publications and parcels are delivered by a contractor at 2.00pm on Monday, Wednesday and Friday to the reception area of Muresk Institute.

On arrival at the reception area of Muresk Institute:

- Contractor will complete the Muresk Mail Register Book with name, date, time #of items and initials.
- All mail will be opened (exception see below) and processed by Reception staff on the day of arrival.

## 1.2 Mail items are date stamped and recorded

All mail items are date stamped with the date of arrival at Muresk Institute to provide proof of the delivery date. The details of the item are to be recorded on a spread sheet which is located on [S:\2367-Muresk\Corporate\\_Services\Mail\\_Register\Incoming Mail Register.xlsx](S:\2367-Muresk\Corporate_Services\Mail_Register\Incoming Mail Register.xlsx)

Details of items to include:

- Date Received;
- Addressed to;
- Sender;
- Contents of Mail;
- Attachments/Enclosures; and
- Opened By (initials).

STEPS:

1. The reception staff will record/register details of all cheques received by mail in a remittance book which is then passed on to the Corporate Services Manager for actioning.
2. Mail Items addressed to Muresk Institute staff are to be placed in Staff Pigeon Holes - Reception staff will place the opened mail items in the staff member's pigeon hole located in the Photocopy Room No 212 on the second floor Building 832 (Administration Building).

3. Mail Items to be collected.

Staff Members: Are responsible for collecting their mail from their allocated pigeon hole.

Residential Students: Mail will be collected by C Y O'Connor Operations Manager on Monday, Wednesday and Friday – CYOC will be responsible for advising students of their mail for collection.

Tenant Mail: Tenants are responsible for collection of their mail from Reception Area at Muresk Institute, if there are more than 5 pieces of mail, tenants will be advised that there is mail waiting for collection. Tenant mail is located in a plastic sleeve on the reception desk marked '**Tenant mail to go out.**'

EXCEPTIONS to this procedural requirement are:

- Mail addressed to the General Manager marked "Private and confidential" are not to be opened.
- Mail addressed "Private and Confidential" from Human Resources are not to be opened.

## 2 PROCESS STEPS – OUTGOING MAIL

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### 2.1 Outgoing Mail Items

Staff are responsible for placing all outgoing mail items in the Outgoing Mail Tray located in the Photocopy Room No 212 on the second floor Building 832 (Administration Building).

#### STEPS:

1. The mail items will be collected at 1.30pm on Monday, Wednesday and Friday to meet the deadline by contractor which is 2.00pm.
2. All mail items must be left open, for recording purposes, with the exception of:
  - Items marked “Private and Confidential”
  - Any items from staff members to Human Resources
3. Any personal mail will not be sent by Muresk Institute.
4. All mail items will be recorded in the Outgoing Mail Register which is located on <S:\2367-Muresk\Corporate Services\Mail Register\Outgoing Mail Register.xlsx>

The following details to be recorded:

- Date;
  - Addressed to;
  - Sender;
  - Contents of mail;
  - Attachments/Enclosures; and
  - Comments.
5. Reception staff are required to complete a “Mailing Statement”; this will record all items dispatched on that date and collected by contractor. White copy to be given to the contractor with the mail items and yellow copy to remain in the pad as a record of the transaction.

### 2.2 Registered Mail to Post Office

All staff members are required to advise Reception Area staff that there are mail items to be registered, the contractor will take these items to the Post office for lodgement using the Muresk Institute charge account and return with the receipt the following day.

Follow procedural STEPS in Item 2.1.