
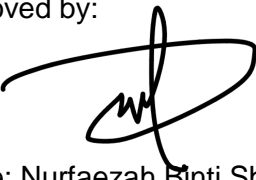


 UTS	INCOMING & OUTGOING MAIL/PARCEL	Doc. No:	UTS/HCAD/P29
		Revision No:	03
		Date:	14/10/24
		Page No:	1 / 8

Prepared by:  Name: Josphine Anak Tommy Position: Senior Executive, Human Capital & Administration Department	Approved by:  Name: Nurfaezah Binti Sharif Position: Manager, HCAD
---	---

AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	12/01/17	Establishment	00	Senior Manager, A&F
2	11/07/22	Revision from UCTS to UTS	01	Manager, A&F
3	14/06/24	Revision of the whole content	02	Manager, HCAD
4	14/10/24	Revision 7.0 Description no 2	03	Manager, HCAD
		Revision 8.0 Records based on ISO 9001:2015 Internal Audit finding		

 UTS	INCOMING & OUTGOING MAIL/PARCEL	Doc. No:	UTS/HCAD/P29
		Revision No:	03
		Date:	14/10/24
		Page No:	2 / 8

1.0 OBJECTIVE

This SOP describes the process of incoming mail and parcels to ensure better supervision and coordination of mail services effectively and smoothly. Further, to avoid loss of important documents/invoices, delivered mail to the wrong person, unclaimed or returned mail and reduced large parcels at the reception counter.

2.0 SCOPE

This scope of SOP applies to UTS Staff & Students to assist in the operation of incoming mail and parcels in UTS.

3.0 REFERENCES

Administrative Circular 1/2017

4.0 DEFINITIONS/ABBREVIATIONS

UTS	:	University of Technology Sarawak
SOP	:	Standard Operating Procedure
Admin Unit.	:	Administration Unit
HoD	:	Head of Department
Staff	:	Refers to Employees of UTS
Student	:	Refers to Students of UTS
Couriers	:	Refers to Courier Service Providers
SDSC	:	Student Development & Services Centre

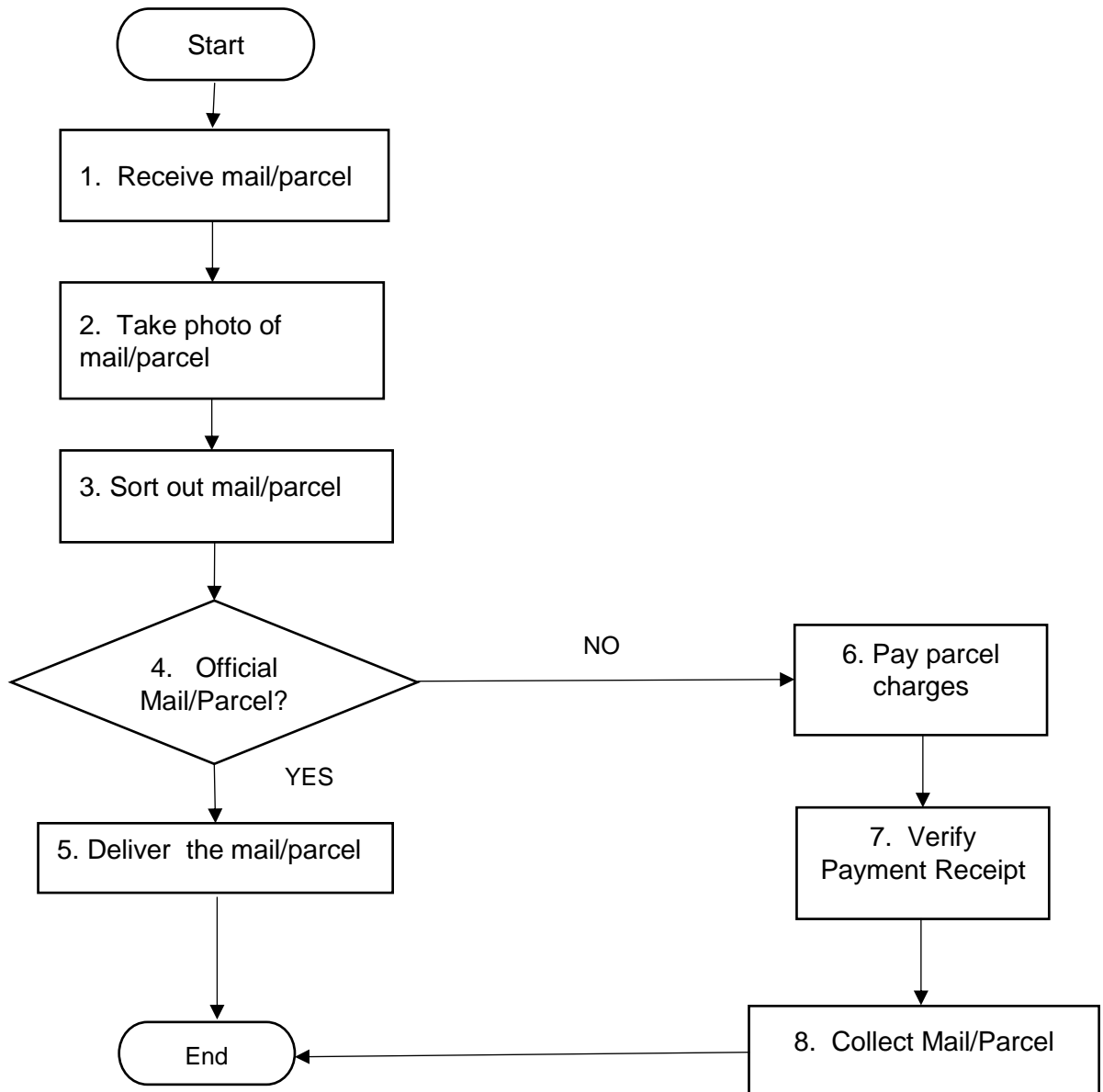
5.0 RESPONSIBILITY

- 5.1 Dean/HoD is responsible to ensure that this SOP is adhered to.
- 5.2 Staff is responsible to follow and adhere to this SOP.
- 5.3 Students are responsible to follow and adhere to this SOP.

 UTS	INCOMING & OUTGOING MAIL/PARCEL		Doc. No:	UTS/HCAD/P29
			Revision No:	03
			Date:	14/10/24
			Page No:	3 / 8

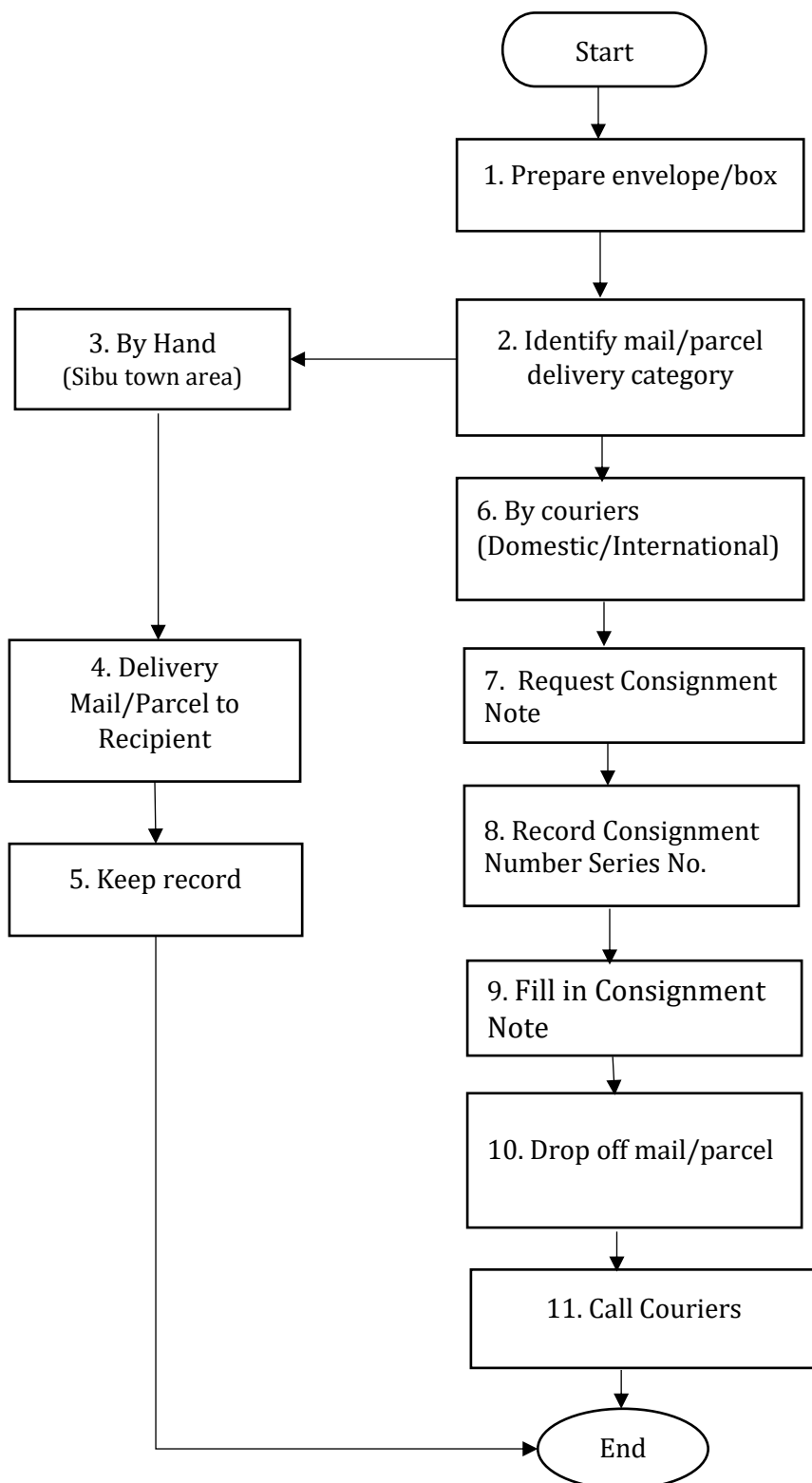
6.0 PROCEDURE

6.1 Refer to the process flow chart of **incoming mail/parcel**.



 UTS	INCOMING & OUTGOING MAIL/PARCEL		Doc. No:	UTS/HCAD/P29
			Revision No:	03
			Date:	14/10/24
			Page No:	4 / 8

6.2 Refer to the process flow chart of **outgoing mail/parcel**



 UTS	INCOMING & OUTGOING MAIL/PARCEL	Doc. No:	UTS/HCAD/P29
		Revision No:	03
		Date:	14/10/24
		Page No:	5 / 8

7.0 DESCRIPTION

7.1 Incoming mail/parcel

No	Description	Person in Charge	Document
1	Receive Mail/Parcel 1.1 Admin staff to receive mail/parcel delivered by couriers	Admin Staff Courier Service Provider	
2	Take photo of mail/parcel 2.1 Admin staff to take a photo of the consignment notes of mail/parcel that has been received. 2.2 This is applicable to measure the process of responding to customer enquiry/feedback, urgency and completeness of documentation	Admin Staff	Google Drive https://drive.google.com/drive/folders/1Of9e_Mjr8g2K3q8MONujRHOoNcGMwo_U
3	Sort out mail/parcel in pigeon hall/storage box 3.1 Admin staff to sort out the mail/parcel received at the counter soon as it arrives into the respective department's pigeon holes. Admin staff to inform SDSC to collect student parcels/mail. 3.2 For unknown Mail/Parcel, Admin Staff to open it without consent in order to identify the recipient.	Admin Staff	
4	Official Mail/Parcel? 4.1) If yes, proceed to step No. 5. 4.2) If no, proceed to step No. 6.	Admin Staff School Admin/ Department	Administrative Circular 1/2017
5	Deliver the mail/parcel 5.1 General worker to deliver the mail/parcel to SDSC 5.2 If general worker is not available, Admin Staff to inform/notify by email the respective School/Department to collect within 2 days from the date received	Admin Staff School Admin/Department	

 UTS	INCOMING & OUTGOING MAIL/PARCEL	Doc. No:	UTS/HCAD/P29
		Revision No:	03
		Date:	14/10/24
		Page No:	6 / 8

6	<p>Pay parcel charges</p> <p>6.1 Staff/student to pay parcel charges accordingly</p> <p>6.2 Charges as per below:</p> <table><tr><th>No</th><th>Particular</th><th>Total Per Item (RM)</th></tr><tr><td>1</td><td>Staff</td><td>RM 5.00</td></tr><tr><td>2</td><td>Student</td><td>RM 2.00</td></tr></table> <p>6.3 Staff to pay parcel charges at Finance Department and collect payment receipt.</p> <p>6.4 Student to pay parcel charges at SDSC.</p>	No	Particular	Total Per Item (RM)	1	Staff	RM 5.00	2	Student	RM 2.00	Staff/Student SDSC	
No	Particular	Total Per Item (RM)										
1	Staff	RM 5.00										
2	Student	RM 2.00										
7	<p>Verify Payment Receipt</p> <p>7.1 Admin staff to verify or acknowledge payment receipt from staff upon collection.</p> <p>7.2 SDSC staff to verify or acknowledge payment from student.</p>	Admin Staff										
8	<p>Collect Mail/Parcel</p> <p>8.1 Staff/student to collect mail/parcel at designated places.</p> <p>8.2 If personal Parcel/Mail, within 2 weeks which are not claimed will be disposed of</p>	Admin Staff School/Department										

7.2 Outgoing mail/parcel

No	Description	Person in Charge	Document
1	Prepare Envelope/Box 1.1 Requester to prepare envelope/box properly and seal it in order to avoid loss of important document or parcel 1.2 This process applies to Official Duties only	Requester From School/Department	
2	Identify Mail/Parcel Delivery Category 2.1 Requester to identify mail/parcel delivery category.	Requester From School/Department	

 UTS	INCOMING & OUTGOING MAIL/PARCEL	Doc. No:	UTS/HCAD/P29
		Revision No:	03
		Date:	14/10/24
		Page No:	7 / 8

	<p>2.2 Divided into 2 methods of delivery which is By Hand (applicable only to town area), Courier Service either domestic or international</p>		
3.	<p>By Hand (Sibu town area)</p> <p>3.1 For Sibu town area mail/parcel, it will be delivered by hand (driver).</p> <p>3.2 Requester to submit a list of recipients to Admin Staff (consist of recipient name, contact no, company address, acknowledge recipient) for drivers reference together with the mail/parcel.</p>	School/ Department	
4	<p>Deliver Mail/Parcel to the recipient</p> <p>4.1 Driver to deliver the Mail/Parcel to the recipient</p> <p>4.2 Upon successful delivery, the driver to ensure a representative recipient to acknowledge receipt of mail/parcel.</p>	Admin Officer/ Driver	
5	<p>Keep record</p> <p>5.1 Admin Staff to keep the delivery record and revert to the requester on the status of delivery.</p>	Admin Officer/ Driver	
6	<p>By couriers (Domestic/International)</p> <p>6.1 For domestic/international mail/parcel it will be delivered by appointed couriers.</p> <p>6.2 Domestic delivery is referred to within Peninsular, Sabah and Sarawak <i>e.g. PosLaju, GDEX</i></p> <p>6.3 International delivery refers to outside Malaysia, <i>e.g. Brunei, Indonesia, Cambodia</i></p>		
7	<p>Request Consignment Note</p> <p>7.1 Requester to request consignment note from Admin Staff to deliver Mail/Parcel.</p>	Requester	Consignment No. Log

 UTS	INCOMING & OUTGOING MAIL/PARCEL	Doc. No:	UTS/HCAD/P29
		Revision No:	03
		Date:	14/10/24
		Page No:	8 / 8

	<p>7.2 If the document is thick, it is advisable to use plastic mail or box that have been provided. (Small, Medium, Large, Extra Large)</p> <p>7.2 Any charges will be deducted from the respective School/Department</p>		
8	Record Consignment Notes 8.1 Admin to record Consignment Notes for easy tracking Mail/Parcel to avoid an unforeseen situation	Admin Staff	Consignment No. Log
9	Fill In Consignment Number 9.1 Requester to fill in consignment note accordingly and ensure that the address is correct otherwise the mail/parcel will be returned by couriers.	Requester	
10	Drop off Mail/Parcel 10.1 Requester to drop off mail/parcel at reception counter (Admin Block, ground floor) for collection by couriers.	Requester	
11	Call Couriers 11.1 Admin Staff to call Courier to collect Mail/Parcel. Pick Up time for Mail/parcel collection is normally 0900 and 1500 every day except Public Holiday and Weekend	Admin Staff	

8.0 RECORDS

No	Title/Records	Location/Responsibility	Retention Period
1	Copy Of Consignment Notes	Admin Unit	1 Year
2	Consignment No. Log	Admin Unit	1 Year
3	Google Drive	https://drive.google.com/drive/folders/1Of9e_Mjr8g2K3g8MONujRHOOncGMwo_U	1 Year