

CLASS: JSS 2

WEEK: 5

TOPIC: OFFICE CORRESPONDENCE

Office correspondence: these are documents coming into or going out of an office. The post office plays an important role in the movement of mails from one person to another, one business organization to another and dispatch of letters and parcels to parts of the country and overseas.

Types of Office correspondence

1. Mail Inwards Register/Book
 2. Outgoing mail register
 3. Postage book
 4. Dispatch book
 5. Address list/directories, etc.
- 1. Mail Inwards Register/Book:** This a record of mails and documents that arrive an organization through the post office, and special deliveries like courier, dispatch riders, etc.

| Date received | Time received | Name of sender | Addressed to | Name of receiver | Signature |
|---------------|---------------|----------------|--------------|------------------|-----------|
| | | | | | |

Uses of Mail Inwards Register/Book

- a. To record all mails that are received in an organization
 - b. It enables the organization to easily trace documents that are sent into the organization when there is need to take action on such documents
- 2. Outgoing Register or Outward Book:** This book contains the records of all the particulars of mails that leave the office. It shows the date, the addresses and time and signature.

| Date dispatched | Address of addressee | Time dispatched | Signature |
|-----------------|----------------------|-----------------|-----------|
| | | | |

Uses of Outgoing Register or Outward Book

- a. It is used to record all the letters that are for postage

- b. It enables an organization to know the time that mail(s) actually left the organization for its destination.
- 3. Dispatch Book:** This is kept by organizations and government offices to keep records of letters that are delivered by hand from one office to another so that the receiver signs for it.

| Date | To whom | Reference | Description of package | Name and signature of receiver |
|------|---------|-----------|------------------------|--------------------------------|
| | | | | |

Uses of Dispatch Book

- a. It serves as a proof of delivered mail, as the receivers sign this book when they receive mails or parcels.
- b. It is an evidence of letter delivered by hand as the dispatcher will write his/her name in the dispatch book before delivery.
- 4. Postage Book:** This book is used to record the amount of money spent on posted letters, the amount spent on postage stamps and number of dispatched daily.

In the postage book, the value of stamps available at the beginning of the period is shown in the first column. The name and the town of the person to whom the letter is addressed is entered in the details column, while the postal charge is entered in the third column. At the end of each day each day or week, the postal clerk balances the book and carries the balance down to start of the next period.

| Stamp Purchased (Dr) | Details | Unit used (Cr) | Remarks |
|----------------------------|---|--|------------|
| # : K 3500.00 900.00 | Sept 5, 2023 Balance B/F Cash Ms Mary Oweri Mr John Kano Ms Joy Lagos Mr Joe Aba Dr Gift Cross River Barr. Bestman PH | # : K - - 800.00 700.00 400.00 300.00 200.00 500.00 600.00 | Registered |
| | Balance C/F Sept 6, 2023 | 3,500.00 900.00 | |
| 4,400.00 | | 4,400.00 | |

| | | | |
|--------|-------------|--|--|
| 900.00 | Balance B/F | | |
|--------|-------------|--|--|

Uses of Postage Book:

- a. To record amount of money spent on stamps and postage
- b. The records help the clerk to balance his account book daily, weekly and periodically.
- 5. Address list/directories:** This book contains an alphabetically arranged list of people's or organization's names with their addresses. The book usually contains more information on how to get across to them.

Uses of Address list/directories

1. It enables enquirers or clients to know the address of organization.
2. Telephone numbers of business organizations can be confirmed from directories.

Methods of Mail Delivery

1. Delivery by post: This refers to mail received in the post office. They are sorted out and put in the private mail bag or box of individuals or organizations who would have paid a rental fees for it
2. Delivery by hand: This refers to mail which is delivered by hand. Sometimes it is due to the short distance between the sender and the addressee. Memos, invitations, notices, circulars, etc., can be delivered within an organization or to another organization by hand.

Procedures for handling incoming mails.

These are steps involved in handling an incoming mail

1. Receiving or collecting the mail either through post or by hand
2. Sorting the mails
3. Opening the mails
4. Removing the content and checking what is inside (enclosed)
5. Recording the things that are inside the mail
6. Date stamping the mail
7. Registrations of the mail in the inward correspondence register.

When the mail is marked confidential, private or personal, it should be sent directly to the person whose name is written on it.

Procedures involved in handling an outgoing mail are as follows:

1. The information in the mail should be direct and to the point
2. The mails must be neatly and correctly typed
3. The envelopes should be properly addressed and the right size of envelope should be used
4. Anything inside (enclosed) must be properly attached before sealing the envelope
5. The dispatched mails must be properly recorded
6. Any outgoing mail must be treated with care and speed. It is important to reply mails or letters without delay.

Correspondence Book: To avoid loss or misplacement of mails through handling, records of all mails are kept for easy reference. The book where such records are kept is referred to as correspondence book. Every correspondence book must have a column for date the mail was received or sent out. It should also contain the address of the writer, and what the mail is all about (subject matter).