

Retrieve, Open and Handle Mail - Current process

CURRENT STEPS

Sally makes a special trip to the post office each day

Letters are opened

Letters are distributed (or put in piles)

Each person handles their own mail individually, whenever they can get to it

How is mail ultimately filed?

DISCUSSION

Sally does not go to the post office at the same time every day. Instead, she goes if she feels there is a good break in the busy day. This, combined with a lax A/R process, causes a delay in depositing company checks, which leads to poor cash flow.

Are letters opened as soon as they are received?
Is "junk" mail thrown away immediately? What determines "junk" mail?

Is mail distributed immediately?
Does everyone know where each type should go?

Jane, in A/P, enters all bills received immediately into her accounting system to be paid one week prior to the due date. This helps with cash flow management and keeps their company credit rating high.

Bob, in sales, however, lets his mail pile up in his "in-box". Since he has no method of dealing with it, a potential customer who had written a letter requesting some information was never contacted. Lost revenue.

Some people file alphabetically, some by vendor, some scan. During the discussion - all types of systems were uncovered.

It was also discovered that sensitive company information was not being secured (like company checks, I-9 forms, etc.), increasing the risk of theft and fraud.

POSSIBLE SOLUTIONS / IMPROVEMENTS

Sally will go to the post office every day at 9:00 a.m. and will get compensated an extra 15 minutes per day.

Joe, who runs into town each morning to gas the company vehicle, could pick up the mail.

Determine junk mail criteria.
Assign someone to decide if junk or not.

Create a list so everyone knows who handles what. Don't assume everyone knows.

Encourage everyone to take action immediately in one of 3 ways:

- Handle it now
- Schedule it for later
- Throw away if not important

Go paperless - get everyone desk scanner and train on how to file electronically

Assign one person to do all scanning

Determine which stays paper - which gets scanned.

Secure critical and sensitive information