Methodological tool:

Handling outgoing mail

Number of methodological Tool	**EUPANEXT_LO_003_M_001**
Work Area Code and Title	**WA1 Office Procedures**
Unit Code and Title	**2.1 Handle the Mail**
Learning Outcome Number and Title	**LO003: Demonstrate ability to collect, arrange and dispatch outgoing mail accurately.**
Objective of the methodological tool	After the completion of this exercise, learners will be able to: 1. Collect, sort and prioritise outgoing mail and identify outgoing mail which is urgent 2. Identify the best methods for dispatching mail 3. Agree a cost for dispatching mail items 4. Arrange services for collecting outgoing mail 5. Record postage cost and record outgoing mail
Individual or group exercise	☒Individual ☒ Group
Type of methodological tool	☐ Written exercise ☐ Video analysis ☒ Simulation ☐ Multiple choice ☐ Group exercise with cards ☐ Exercise using ICT ☐ Role play ☒ Group discussion ☐ Case study ☐ Creative Group Work
Description of the exercise/Procedure	1. Participants work in groups of 2-3; they receive 10 numbered letters in unsealed envelopes, to be dispatched. They have to sort them in groups (they have to figure out on their own what some letters have in common (invitations, invoices, etc.)). Group discussion follows. 2. The second task is for participants to decide which method of posting they should use (there are different options based on each county). Group discussion follows. Key issues to be discussed include parameters that should affect participant decision on the method of posting (budget, urgency, importance). Discussion should also cover which mail is

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	suitable to be sent as e-mail and which has to be sent via post. 3. Furthermore, participants have to develop a system/tool for recording outgoing mail. After the group agrees on a common system of recording, each group will have to record the mail using the tool.
Exercise is accompanied by	**1. Outgoing mail documents** Ten (10) "outgoing" documents per group (created by the trainer or photocopies of actual letters). To ensure diversity and ability to sort, these are some suggestions for types of documents to be used: 1. Invoice for services to a local company 2. Invitation for a manager of an associate company to attend our company event 3. Thank you letter to a non-governmental organization for a donation they have made 4. Invoice for services (to a company abroad) 5. Proposal/tender for services (to be sent to a local customer) 6. Receipt of payment (local customer) 7. Order of hotel facilities used 8. Invitation for a company to tender for services 9. Proposal/tender for services (to be sent to a foreign customer) 10. Signed contract for services (returning it back to business partner) Each of the documents should be in an unsealed envelope with the recipient details on the envelope. **2. Mail recording system** • Trainer may use a template for "Outgoing mail Log" or a similar one • Trainer may suggest an Excel sheet or a Word document and provide participants with an example
Exercise solution	**Sorting Solution** The sorting solution is not important. It is not necessary for the trainer to tell participants how many groups should be created to sort the mail to. This should be left up to the participants, therefore solution may vary. **Mail Recording sheet (in excel or other software):**

	It should contain (at least) these columns: • Incremental no. of mail • internal dispatching date • priority • sender (from whom - who signs the document) • recipient • address of recipient • post code (if special service was used – enables to track the mail) • type (content) or subject • type of mail service required (regular mail, express mail, courier) • costs/budget • external dispatching date
Other comments to the trainer	Special attention should be paid on the way participants fill in the recording tool (information should be exact and complete and to the right level of detail).
Approximate Time needed for the completion of this exercise	