

Chapter 3

POST AND POSTAL SERVICES

Dealing with incoming post التعامل مع الرسائل الواردة

- 1- Sorting mails
- 2- Stamp the date
- 3- Check envelopes for enclosures
- 4- Record remittances (money received)
- 5- Distribute post



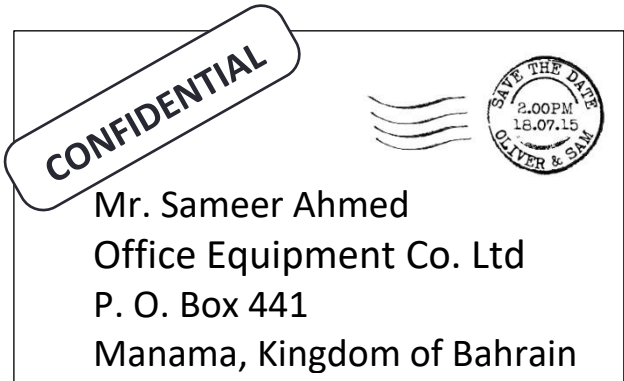
Sorting mails – إجراءات تقسيم الرسائل

Category of mail	Action required
General	<u>Open</u> following the <u>company rules</u>
Private, Personal	Deliver <u>unopened</u> to the person
Registered mail	<u>Sign, open, record</u> remittance.
Urgent	<u>Open, deliver immediately</u>
Mail not for the company	<u>Repost unopened.</u>

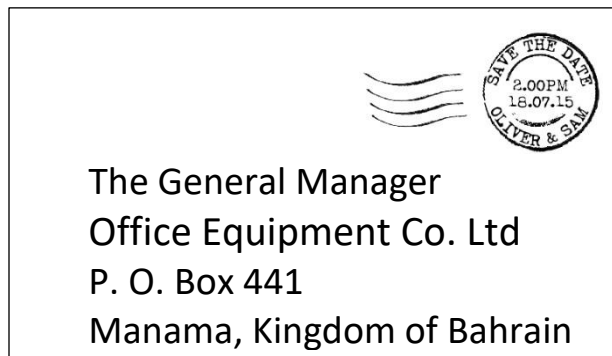
Example: You work as a mail clerk for the “Office Equipment Co. Ltd.” Today you received four letters, how will you deal with each one of them?



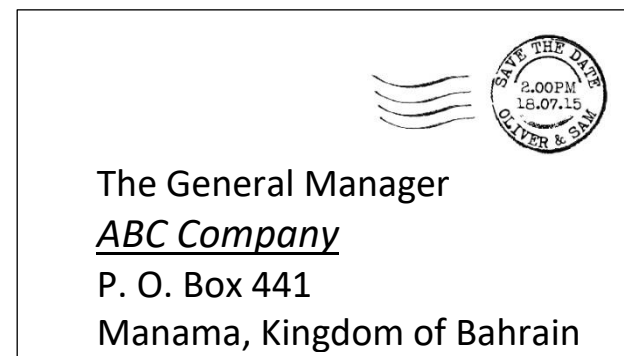
Action Taken: Open and deliver immediately



Action Taken: Deliver unopened to the person



Action Taken: Open following the company rules



Action Taken: Repost unopened

Remittance book (Money)

دفتر التحويلات

➤ **Example1:** Register the following payments using today's date and your signature:

1. Cheque received from Jawad Group for BD 400 and their Acc no.123
2. Cash received from MOE for BD222 Their Acc no. is V342
3. Cash received from Zamel Group for €2000 Their Acc no. is 1654

Remittance Book					
Date التاريخ	Sender المرسل	Type of remittance طريقة الدفع	Amount المبلغ		Signature التوقيع
2/4/2018	Jawad Group	Cheque	BD400	–	Mahmood
2/4/2018	MOE	Cash	BD222	–	Mahmood
		Total	BD622		
2/4/2018	Zamel Group	Cash	€2000	–	Mahmood

Note: Sorting by Currency الترتيب حسب العملات

Remittance book (Money)

دفتر التحويلات

➤ **Example2:** Register the following payments using today's date and Ali's signature:

1. A cheque from Sami Stores for BD50. Account #J123
2. Money received from Ajmal for \$2100. Account #AJ 765
3. A cheque from LAMMON Co. for BD100. A/C #999
4. ABC Company sent a draft for 230\$. Account #114

Remittance Book

Date التاريخ	Remittance Name الدافع	Method of payment طريقة الدفع	ACC الحساب	Amount المبلغ		Currency العملة	Sign التوقيع
2/4/2018	Sami Stores	Cheque	J123	50	–	BD	Ali
2/4/2018	LAMMON Co.	Cheque	999	100	–	BD	Ali
2/4/2018			Total	150	–	BD	Ali
2/4/2018	Ajmal	Cash/Money	AJ 765	2100	–	\$	Ali
2/4/2018	ABC Company	Draft	114	230	–	\$	Ali
2/4/2018			Total	2330	–	\$	Ali

Register of **Incoming** mails

سجل الرسائل الواردة (المستلمة)

➤ **Example1:** Enter the incoming mail in the book below:

1. On 25/11/2011, a letter was received from Kanoo Motors to the account department regarding payment. It was issued on 26/11/2011. An invoice attached.
2. On 19/10/2011, a letter received from Shams Company to the HR department. It was dated on 10/10/2011 and it is about "New Order". A form was attached. The reference of it is SCI351.

Register of Incoming mails							
S. No.	Date تاريخ الاستلام	Name of Sender المرسل	Ref. مرجع	Date of letter تاريخ الرسالة	Subject الموضوع	Delivery to الى	Remark المرفقات
1	19/10/2011	Shams Company	SCI351	10/10/2011	New Order	HR Department	Form
2	25/11/2011	Kanoo Motors	-	26/11/2011	Payment	Account Department	-

Note: Sorting by Date الترتيب حسب تاريخ الاستلام

Register of **Incoming** mails

سجل الرسائل الواردة (المستلمة)

➤ **Example2:** Enter the incoming mail in the book below:

1. A letter from Kuwait Group regarding late payments. This letter is dated on 5 May 2011, Ref. is KG/67. Huda delivered it to the Accounts Dept. A cheque no. 45455 is included.
2. A letter to be sent today to Gulf Air regarding payments. Ref. GF/112. لا توضع في هذا الجدول لأنه جدول استلام.
3. A letter from Almas Trading with draft of BD900 for the last installment of their company. Ref. is AI/5RS. This letter is dated on 3 May 2011 and to be delivered to the Manager of Finance.

Register of Incoming mails							
S. No.	Date	Name of Sender	Ref.	Date of letter	Subject	Delivery to	Remark
	تاريخ الاستلام	المرسل	مرجع	تاريخ الرسالة	الموضوع	الى	المرفقات
1	اكتب تاريخ اليوم	Kuwait Group	KG/67	5 May 2011	Late Payments	Accounts Dept	Cheque
2	-	-	-	-	-	-	-
3	اكتب تاريخ اليوم	Almas Trading	AI/5RS	3 May 2011	last installment	Manager of Finance	Draft

Register of **Outgoing** mails

سجل الرسائل المرسلّة

➤ **Example1:** Enter the mail to be sent today in the book below:

1. A letter is to be sent to Manhal Co. It is about a new contract with the company. Its reference is MA965.
2. A letter should be sent to Zain. It is about new telephone lines in the company. The reference of the letter is Z008. List of departments attached.

Register of Outgoing Mail					
S. No.	Date تاريخ الارسال	Ref. مرجع	Send to إلى	Subject الموضوع	Remark المرفقات
1	اكتب تاريخ اليوم	MA965	Manhal Co.	New contract	-
2	اكتب تاريخ اليوم	Z008	Zain	New telephone lines	List of department

Note: Sorting by Date التاريخ حسب تاريخ الارسال في حال اختلاف التاريخ

Example: Record the following business letter twice in Register of Mail

Al Hilal & SONS LTD
P.O. Box 221 – Manama – Kingdom of Bahrain
Telephone 17888883 – Fax: 17888884

REF. TP 245/JS248

Date 25 May 2018

Mr. Hamad Abdulla
Sales Manager
PO Box 254
Manama
Kingdom of Bahrain

Dear Mr. Hamad

Textile Sample for winter season

Thank you for your letter of 9 May and the textile samples which you are kindly enclosed

Yours Sincerely,

Ahmed Janahi
Chief Buyer, Fabric Department

Register of Outgoing Mail					
S. No.	Date	Ref.	Send to	Subject	Remark
15	25 May 2018	TP 245/JS248	Mr. Hamad Abdulla	Textile Samples for the winter	-

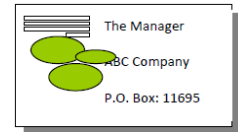
Register of Incoming mails							
S. No.	Date	Name of Sender	Ref.	Date of letter	Subject	Delivery to	Remark
89	اكتب تاريخ اليوم	Ahmed Janahi	TP 245/JS248	25 May 2018	Textile Samples for the winter	Hamad Abdulla	-

Circulation list نشرة

It is a list that must be seen by more than one person or a number of employee.

Suspicious postal packets الحزم البريدية المشبوهة

- Unusual shape or size.
- Wires attached.
- Oil, grease or powder marks.
- Weighing heavier.
- Smell of almonds.
- A pin hole.
- No return address.
- Too much postage.



How to deal with the suspicious packets كيف تتعامل مع الحزم البريدية المشبوهة

1. Inform the nearest supervisor
2. Do not handle, shake or smell it
3. Leave the office as soon as possible
4. Keep the entrance clear

Dealing with outgoing mail التعامل مع البريد المرسل

1. Ensure all letters are Signed, enclosures attached, address matches
2. Choose appropriate size for envelope
3. Separate post requiring special attention
4. Weigh envelopes individually to put the correct value of stamp
5. Record in "register of outgoing mail" then send them to post office.

Example: Find the appropriate document/way to be used in each of the following situation.

No	Situation	Document/ Way
1.	Mona Received a letter marked “Confidential”	Deliver unopened
2.	Jassim got a report that should be seen by number of employee	Circulation list
3.	Ali Wrote a note to Makki to inform all account department of training	Memo / E-mail
4.	Alaa received a cheque from ABC Company	Remittance book

End of Chapter 3