



# Section 1

# Information and Technology

## **Chapter 1**

Mail and e-mail

## **Chapter 2**

Workplace information management

## **Chapter 3**

Business equipment and the Internet

# Chapter 1

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## Mail and e-mail



# Objectives

*You will learn how to:*

## **BSBCMN212A/04 Organise and send electronic mail (e-mail)**

- Use e-mail etiquette, distribution lists, mailboxes, address book, zip files, mailing lists
- Check mail message/s for accuracy and identify and prepare any attachments in accordance with organisational and service provider requirements
- Dispatch mail to meet designated timelines
- Record/store outgoing mail in accordance with organisational requirements
- Use security measures when dispatching and receiving e-mail (passwords, spam, hackers, viruses, privacy and backup)

## **BSBCMN212A/01 Receive, process and distribute incoming mail**

- Check and register incoming mail in accordance with organisational policies and procedures
- Identify titles and locations of company personnel and departments
- Identify and distribute urgent and confidential mail
- Sort and dispatch mail to the nominated person/location
- Record and/or report damaged, suspicious or missing items in accordance with organisational policies and procedures

## **BSBCMN212A/02 Receive, process, register and dispatch outgoing mail**

- Collect, check and sort outgoing mail to ensure all items are correctly prepared for dispatch
- Fold, address and package mail correctly
- Send mail using Australia Post methods
- Record and process outgoing mail for dispatch
- Dispatch mail to meet designated timelines

## **BSBCMN212A/03 Organise urgent and same-day deliveries**

- Prepare items for urgent delivery in accordance with organisational requirements and the carrier's specifications
- Evaluate delivery options and select the best option for delivery
- Organise and follow up lodgement or pick-up of emergency deliveries

## **BSBCMN212A/02 Sort and dispatch documents for bulk mailing**

- Identify articles that cannot be sent through the post

# Introduction

Business organisations, small or large, cannot operate without information. Information is constantly flowing backwards and forwards in many different ways. Recent technological developments mean that now many business documents can be transferred electronically directly from one desk to another, from one office to another (or a number of desks and offices) and from one state or country to another.

Electronic messaging using computers, such as e-mail (electronic mail), facsimile machines and mobile phones linked to computers, are widely used in offices and private homes. Many service accounts such as telephone and electricity bills can be paid by telephone using electronic cards, and accounts can be paid through the Internet instantaneously.

Despite such developments, we are a long way from experiencing a paperless office, and Australia Post still provides a very important service to businesses as well as private individuals. In fact, Australia Post has kept up with technological development and improved its service to individuals and businesses in many ways. People without a fax or a computer can now send documents electronically through Australia Post. But official letters, original documents, parcels, packages, advertising material and other items still need to be sent by the traditional and much slower method of Australia Post or courier services. All forms of incoming and outgoing mail are outlined in this chapter.

## E-mail

Competency  
BSBCMN212A/04:  
Organise and send  
electronic mail  
(e-mail)

Electronic mail (**e-mail**) is the term used to describe the tool that allows users to exchange messages or computer files over a **computer network**. This can be a local area network (**LAN**), where all the users are in the same building and using the same computer system, or a wide area network (**WAN**) of unrelated computer systems that span the world, for example the **Internet**. When you send or receive an e-mail message it usually only takes seconds to find its way into the mailbox of the recipient, whether this is across the room or across the world. Anyone who has a personal computer and an attached **modem** can use e-mail. E-mail has many benefits and uses, such as the following.

### Benefits and uses of e-mail

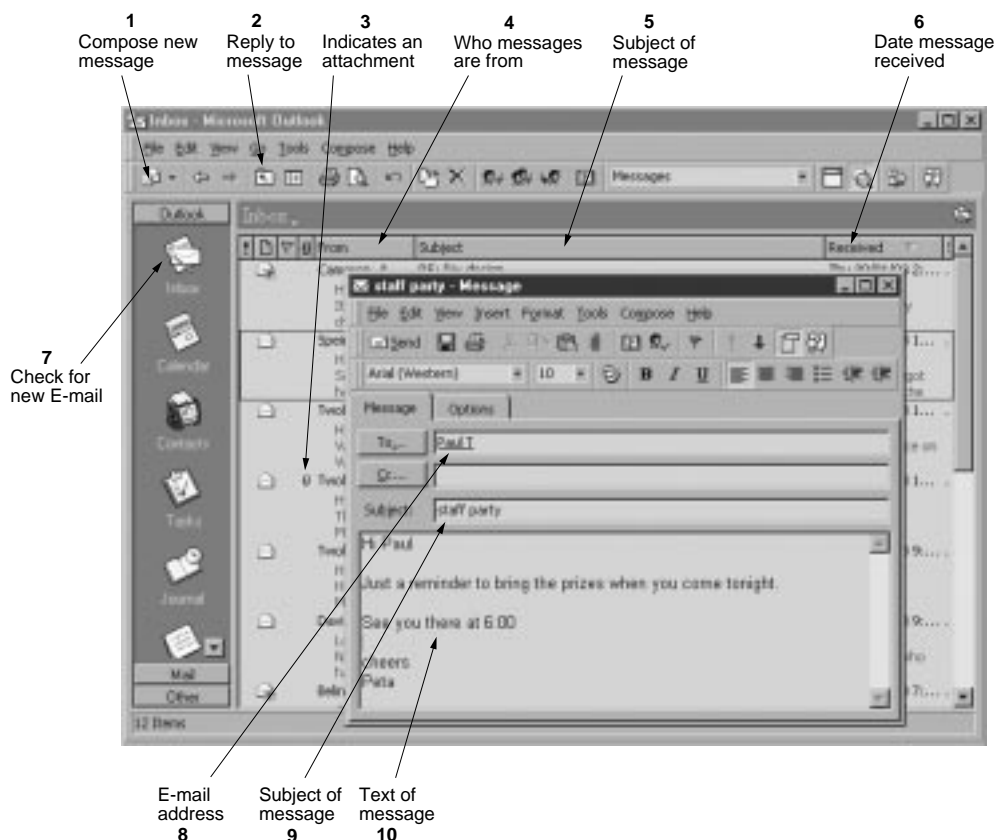
- People in organisations send e-mail notes, letters, memos, reports and financial details for inclusion in reports, with the immediate response of a telephone conversation.
- All employees, including managers, send notes and letters to one another, and to people in other organisations, and other countries, without having to dictate to a secretary. This saves time for both managers and secretaries.
- It is now common to correspond with clients via e-mail—answering product enquiries, sending quotes and generally keeping in touch. This again is as quick as a telephone conversation, but documents can also be printed out and hard copies stored in customer files for future reference and for legal requirements. (One recent example of this is where my son was offered and accepted a position with an organisation in the United States, and all documentation (including offer and acceptance) was completed by e-mail.)
- You can now send e-mail with attached documents, as well as audio, video, graphic and photographic material.

- You can keep in touch with family and friends as well as business contacts all over the world, and feel confident that they have received your message almost instantly.
- You can contact people at any time of day or night without interrupting whatever they are doing and they can reply at their leisure. This is particularly important when contacting overseas countries. I once rang a friend in the United Kingdom and it turned out to be 3.00 am. He wasn't very happy.
- Wherever you or your contacts are in the world you can use the same e-mail address.
- You can schedule meetings simply by contacting all attendees simultaneously.
- International tourists and backpackers can now use e-mail to contact relatives at home in other countries, instead of telephoning or sending a card or letter, as e-mail is being made readily available through hotels, motels, libraries and Internet cafes.

## How to use e-mail

In order to use e-mail, you need software called a 'mail client'. Popular e-mail clients for PCs are Qualcomm Eudora and Pegasus Mail, and for Macintosh, Qualcomm Eudora and Claris EMailer. You can also use the mail client that comes with your web browser. When you use e-mail at work or at college, the mail client will have already been chosen and all you need to do is use it.

There are many books that will instruct you on how to use e-mail, but I have found that they are often complicated, or that the information is part of a much larger and very expensive book on how to use the Internet. You may also have been given instructions on how to use e-mail in your computer studies. This book is not designed to teach you computer studies, but sending and receiving mail (whether electronic or by Australia Post), and using the Internet, are integral to office work and will be even more so in the future. I have therefore tried to simplify the instructions on how to use e-mail and included them in this chapter.



**Figure 1.1** View of how to use e-mail



The most commonly used e-mail program is Outlook Express, which is part of Microsoft Office and comes free with Windows linked to Internet Explorer. We are therefore going to use Outlook Express in our examples in this book. There are many other e-mail programs listed at [http://dir.yahoo.com/Computers\\_and\\_Internet/Software/Internet/Email](http://dir.yahoo.com/Computers_and_Internet/Software/Internet/Email).

## Organising e-mail

Outlook Express is easily accessed from Microsoft Windows. To start using your e-mail, double-click on the Windows icon, click on the Outlook button on the quick-launch bar, or choose Start, then Programs, then Outlook Express.

## Modems

To use e-mail or the Internet, you need a modem that forms a connection, either by telephone or cable-television lines, between your computer and a computer network that provides Internet access. Your modem may be external (a separate box connected to your central processing unit (CPU)) or, as is common in new computers, built into the CPU. Modems require software that will enable you to set it up with dial-up numbers for your Internet service provider (ISP) and start online sessions. This may have been already done if you are working from college or school. But if you are working from your own PC, your connection box will look similar to Figure 1.2.

The speed at which a modem can transmit data is measured as a baud rate, or bits per second (bps). The greater the baud rate, the faster your modem will function. Note that if you only have one telephone line at home, you cannot use the Internet or e-mail at the same time as someone is making a telephone call, unless you have a broadband Internet connection.

## Setting up an e-mail account

When you have obtained an account with your choice of ISP, they will ask you to provide the following information:

- your e-mail account address
- your e-mail password (remember to choose your password carefully, don't pass it on to people you are not very familiar with and never give it out over the Internet)
- the names of the servers for incoming mail and outgoing mail
- the local phone number for access to your server (as shown in Figure 1.2).



**Figure 1.2** Setting up an e-mail account



Once your e-mail account address is established, every time you access Outlook Express a window similar to the one shown in Figure 1.2 will appear on your screen. Your user name and account address may appear automatically, but you will need to enter your password each time. Your modem will then dial your server telephone number for access to the Internet. If this is at a busy time of day the line may be tried up to 10 times, or at a quiet time, you may get access straight away. Once you have access you are ready to send your first e-mail.

## E-mail addresses

You will need an address to send and receive e-mail. There is no officially published listing of e-mail addresses as there is with telephone numbers. Each separate network connected to the Internet uses its own e-mail addresses issued by the ISP you choose. Your e-mail program uses **Post Office Protocol (POP)** or **Internet Mail Access Protocol (IMAP)** to transfer the message from the mail server to your computer. Your POP account is usually the same as your e-mail address. It is therefore essential that you know your own e-mail address and the e-mail address of the person or business to whom you are sending a letter or a message.

## Domain names

A domain name is the Internet address of the computer network you use to gain access to the Internet. All computers connected to the Internet have an Internet address, which enables other computers to locate them in order to pass on information. Below are some examples of the more common parts of domain names:

- .com commercial organisations
- .edu educational institutions (universities, colleges, schools etc.)
- .gov non-military organisations
- .org non-profit organisations
- .au at the end of the address is the two-letter ISO (International Standards Organisation) country code. For example **.au**—Australia, **.fr**—France, **.uk**—United Kingdom.

## Your userid

When you want to use e-mail, you will need access to an ISP such as Telstra BigPond. You will choose a **userid** as part of the registration process. Your userid will be limited to a maximum number of characters depending on your ISP, and must be unique. If someone else has already registered the same one, you will have to choose another one. When you have given the computer network your account details and a password, the account name is your userid. Your e-mail address is your **userid**, plus the **domain name** of the company to which you connect to gain access to the Internet (your ISP), separated by the '@' symbol.

## Example

If I am using Telstra's BigPond service, my account details will be:

**hors@bigpond.com.au**

(hors(me)@(at)bigpond(ISP).com(my ISP domain name).au(in Australia))



Now complete Work task 1.1 listed at the end of this chapter and outlined in your workbook.

## Sending electronic mail (e-mail)

You have set up your account and you have worked out and established your e-mail address. You are now ready to send your first e-mail message. This can be achieved in Outlook Express using the following steps.

1. If you are working on your PC at home, switch on your modem, then double-click the Outlook Express icon on your screen to bring up a window similar to that shown in Figure 1.1. In front of this will be your dial-up connection box similar to Figure 1.2. Your account details should be shown in the *User Name* field automatically, and you must now enter your password and click *Connect*. The modem will dial your ISP provider telephone number; you will hear a dial tone, then a series of screeching sounds and, if the line isn't busy, you will be connected. (If you are working at college, you will be working on a LAN system, and your trainer will explain how to connect to e-mail or the Internet.)
2. When connected, the dial-up connection box will either disappear or allow you to keep it in the background. The e-mail window will be ready for use. Click on the *New Mail* icon on the toolbar (number 1 in Figure 1.1) or press Ctrl + N. A New Message window, with your own address already in the *From* box may appear, depending on how your messages are presented.
3. Click the arrow on the *To* box (number 8 in Figure 1.1) and enter the e-mail address of the person, or business contact, to whom you are writing.
4. Enter the subject in the *Subject* box (number 9 in Figure 1.1). This is the same as a subject heading in a business letter, and immediately informs the recipient of the contents of the e-mail.
5. Then move the arrow to the large box (number 10 in Figure 1.1) just below the Subject box and type your message in the same way as a hard copy memo.
6. If you are taking some time to compose your e-mail message, you should do this 'offline' (this will be shown on the tool bar at the bottom of your screen) as this will save online time. If it is a long message, this will also give you more time to check your spelling and make sure the contents are correct. This is particularly important if you are writing to a business contact, as the same rules apply to sending e-mail as when you are sending a business letter. (Refer to Chapter 9, 'Guidelines to improve writing business documents' and 'Letter composition and letter structures'.)
7. When you are ready to send your message, click *Send* on the tool bar. Your message will be placed in the Outbox folder, waiting to be sent. If you are working online the mail should be sent almost immediately, but if you are working offline it will stay in the outbox until you change to online.

See Figure 1.3 in the example on page 9.

## Mailboxes

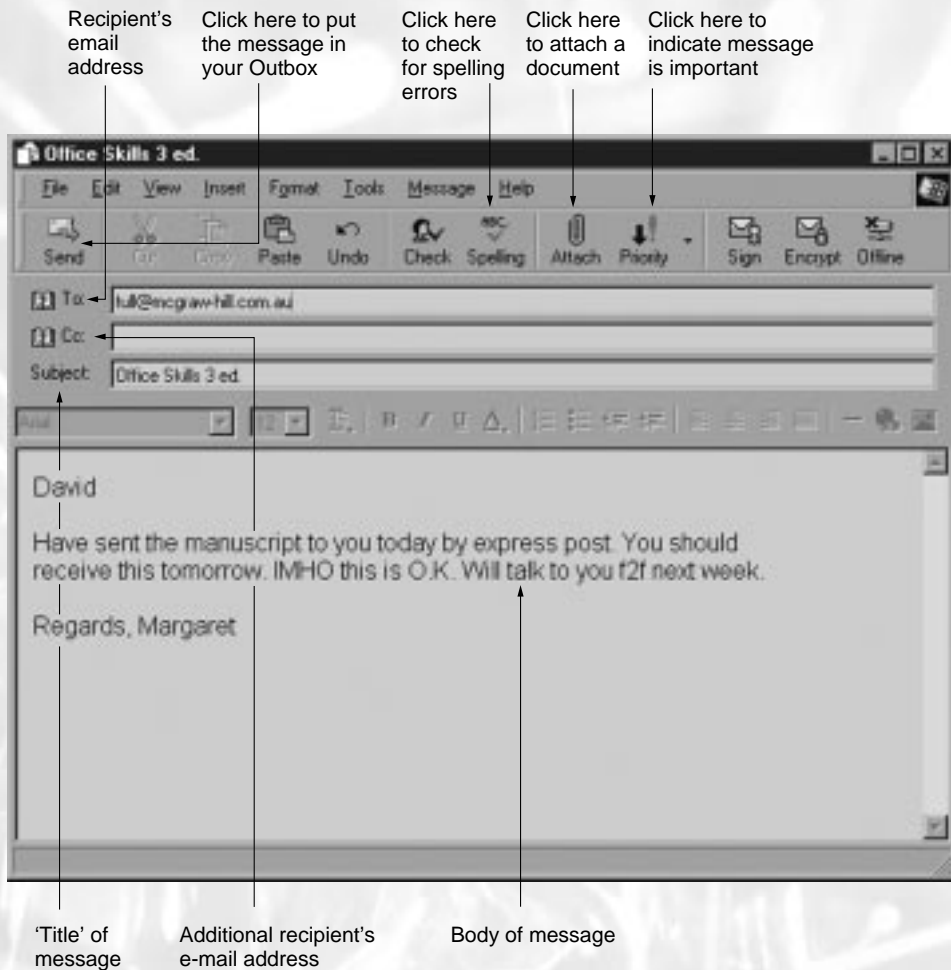
Standard mailboxes in all e-mail systems are (see Figure 1.4):

- **Inbox.** Stores all incoming mail.
- **Outbox.** Stores a message that is waiting to be sent.
- **Sent mail.** Stores a copy of any message that has been sent.
- **Deleted items.** Stores all items that have been previously deleted from other mailboxes.
- **Drafts.** Stores letters that are not yet ready to be sent.



## Example

Figure 1.3 below shows an example of a completed e-mail.

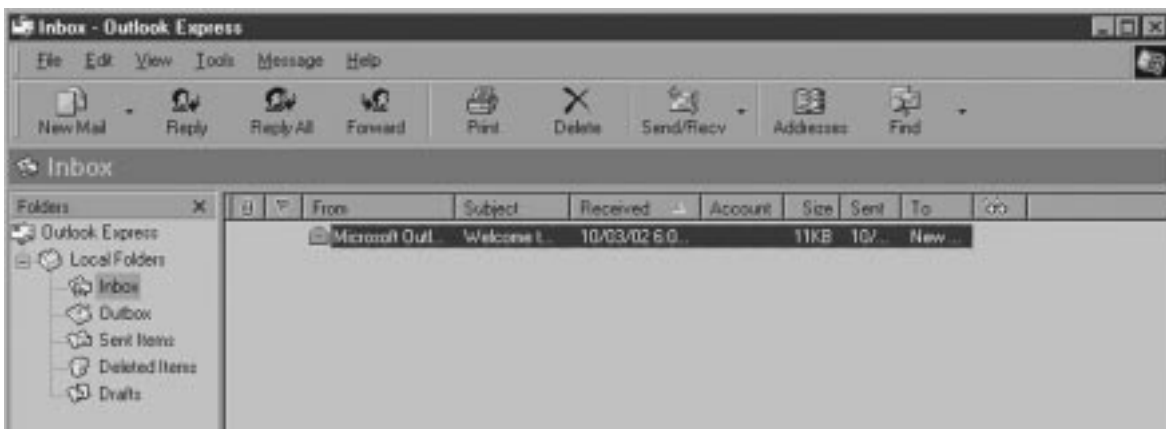


Source: Based on Cowart, Robert, 2001, *How to do everything with your PC*, Osborne/McGraw-Hill: California, US

**Figure 1.3** Example of a completed e-mail



Study this example and then complete Work task 1.2 listed at the end of this chapter and outlined in your workbook.



**Figure 1.4** Mailboxes

## 'Bounced' e-mail

If you make a typing error or some other mistake in an e-mail address, your message will be returned to you (this is known as bouncing). For example, if after sending an e-mail, an error message appears on the screen, such as:

*'Network is unreachable' or 'Could not deliver because ...'*

This indicates that there are problems at the recipient's end. You should check the address carefully and try sending it again.

## Check e-mail messages for accuracy

### E-mail etiquette (netiquette)

There are some generally understood rules for writing e-mail messages that you should follow so that your messages can be easily understood by the recipient. A message with misspelt words, badly written sentences and poorly composed content can give a bad impression of your company. Very few people can write perfect letters, or have perfect spelling. I still keep on my desk the Pitman Dictionary that I used when I was learning shorthand thirty years ago, which I refer to frequently. I also use the computer spellcheck and sentence error checks mentioned below when I am writing. Any published manuscript is always checked by an editor to find errors, and believe me, they always find many. It is important to remember the following using e-mail.

- Check for e-mail messages every day. Because e-mail is an instantaneous communication tool, senders expect immediate replies, or they may think that the message has not been received and send another one.
- For security reasons, do not send messages by e-mail that you do not want anybody else to read. Also if you use your company's e-mail account, your company owns your messages.
- E-mail letters are just the same as letters sent through the postal system, and typing, spelling and grammatical errors should be checked for and corrected. Most e-mail programs provide spellcheck lists. In Microsoft Outlook (not Express), Microsoft Word can be set as your e-mail editor, indicating any typing errors (underlined in red) or grammatical errors (underlined in green).
- **Thesaurus** and **Dictionary**. If you are having difficulty thinking of a word to use, or you wonder if a word you have used is the correct one, many computer systems have a thesaurus and dictionary. In Microsoft Office, you can highlight the word you want to look up, then click *Tools, Language and Thesaurus*. Figure 1.5 shows an example of Microsoft's Spellcheck.

### Example

When your computer underlines a word with a wavy red line, this means that the word is spelt incorrectly. When you check the word in a dictionary, or using a computer's spellchecker, there can still be ambiguity (if you are not sure about this word look it up in the dictionary) about the word you may choose. For example, there/their, here/hear, where/wear, flour/flower, tale/tail. Figure 1.5 shows an example of how to check a word using Microsoft's Spellchecker.



**Figure 1.5** Microsoft's Spellchecker



Now complete Work task 1.3 listed at the end of this chapter and outlined in your workbook.

- Always check that your message is correctly addressed or it will not reach its destination.
- If you are sending a business e-mail message, use only short, concise sentences and paragraphs.
- If you are quoting material written by someone else, be sure to source the material.
- Keep quotes as brief as possible, but long enough to make your point.
- Do not make rude or libellous remarks about another person, or you could end up in trouble. This applies particularly if you are sending e-mail on your computer at work as your organisation owns your e-mails. Therefore, your company could end up with a defamation lawsuit from someone who feels they don't like what is being said about them, particularly as this is in writing.
- **Flaming** is the use of personal abuse in e-mail and on the Internet, and this could degenerate into a flame war if you do not control it.
- Use both upper- and lower-case letters and punctuation as you would in a letter, as this makes your message easier to read. Do not use all upper case letters as this makes it seem as though you are shouting, and is also more difficult to read.

## Emoticons

All the above rules should be put in place when you are sending business e-mail messages. If you are sending a quick e-mail to your friends or relatives you can bend the rules quite a bit (refer to the example in Figure 1.3). For example there are short cuts using **emoticons**. People have used these worldwide over the years and they are now a quite common way of expressing emotions using shorthand to replace facial expressions and body language.

Some examples are shown below:

- :-\* kiss
- ☺ a happy face
- ☹ a sad face.

## Acronyms

Acronyms allow the use of capital letters instead of having to type full words or sentences. The following are just some of the many acronyms recognised:

- LOL (laughing out loud)
- ROTFL (rolling on the floor laughing)

- IMHO (in my humble opinion)
- WYSIWYG (what you see is what you get)
- FAQ (frequently asked questions)
- f2f (face to face).

## Recording, storing and dispatching e-mail

**Distribution lists** store names and addresses of frequently used contacts and are used, for example, when sending bulk e-mail. These include electronic address books, databases or spreadsheet records, or word processing tables and CSV data files.

### E-mail address book

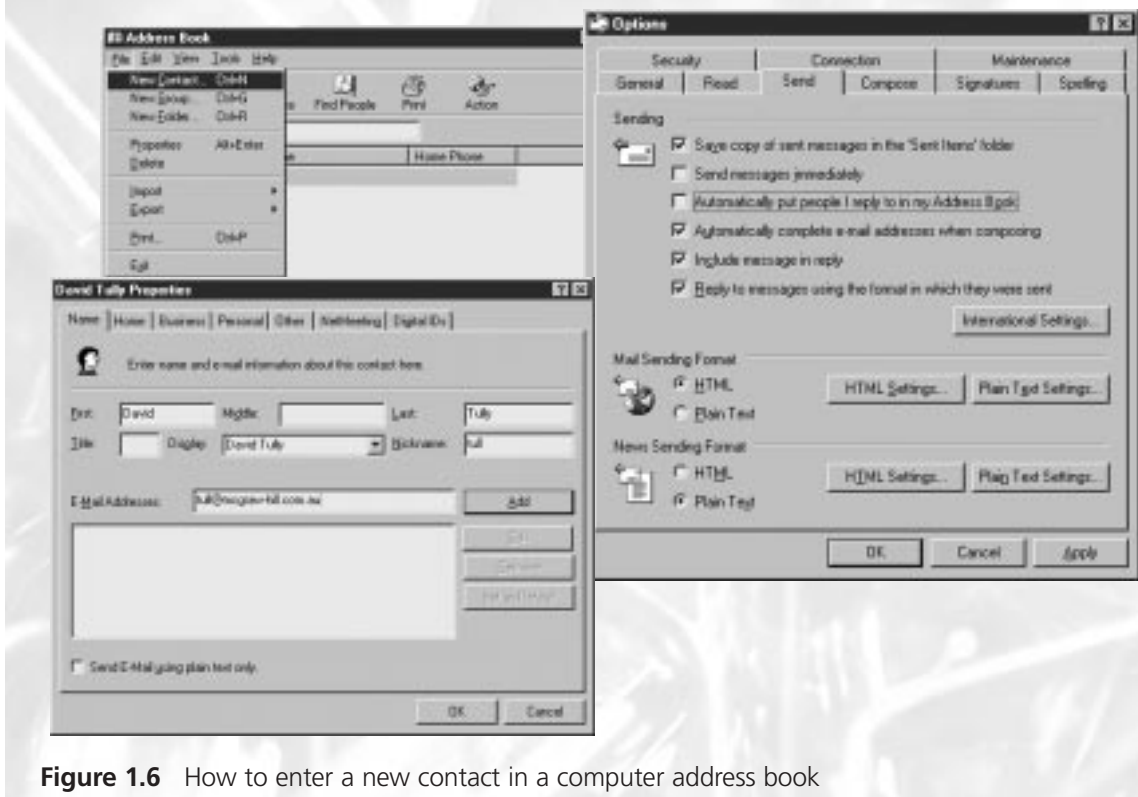
E-mail programs have an address book that allows you to store names and e-mail addresses for easy access when composing messages. In Outlook Express, click *Address Book* from the *Tools* menu, or click *Addresses* on the toolbar. When the Address Book window opens, choose *New Contact* from the *File* menu, as shown in Figure 1.6, or click *Ctrl + N* to add a new contact. You can enter as little or as much information as you like, and also add a nickname tag, then just press *Add*.

### Add names from incoming mail

You can also add names to your address book from incoming messages. Right-click the sender's name in the Inbox and select *Add Sender to Address Book* from the pop-up menu. The Address Book window will open showing the selected e-mail address already entered. Your system may enter the sender address directly to the Address Book.

## Example

Figure 1.6 below shows how I have entered an address that I regularly use into my address book:



**Figure 1.6** How to enter a new contact in a computer address book



Now complete Work task 1.4 listed at the end of this chapter and outlined in your workbook.

## Maintenance of your address book

As in a paper address book, eventually there are names and addresses that you no longer wish to use. To avoid your address book becoming untidy and cluttered, from time to time you should clean it up by deleting addresses you do not regularly use. You can do this by highlighting the address and pressing *Delete* on the toolbar.

## Nicknames

When entering addresses in your Address Book, you can also add a nickname tag that is easier to use and remember. Just click *Address Book* from the *Tools* menu and the Nickname dialog will appear allowing you to enter the new nickname.

## Include original message in reply e-mail

When sending a reply to a business e-mail, it is useful to include the sender's original message in your reply. By doing this, the sender has a quick reminder of the subject being discussed. Outlook can do this for you. Click *Options* from the *Tools* menu, click the *Send* tab and mark the box next to *Include Message in Reply*.

## Keep a copy of messages you have sent

It is a good idea to make a printout of important e-mails you send to business contacts, in the same way that you make a copy of a letter you have written. This then enables you to check information that has been sent out at an earlier date. Outlook Express will also make a copy and put it into your Sent Items. Organising your e-mail into folders and files is outlined in Chapter 2.

## Backing-up e-mail

It is a good idea to save your more important business e-mail documents in case you need to refer to these sometime in the future. This is outlined in more detail in Chapter 2. You can also backup your address book by saving it to a file or folder. The document name will end with .wab.

## Sending bulk e-mail

You may have to send information to a large number of people. For example, a change to your price list or sales promotion information may have to be sent to all your customers. The names and addresses of your customers that are stored in your Inbox can be exported to Microsoft Excel into a CSV file and imported back into Outlook. All the names and e-mail addresses will now appear in a new contact folder. Create a new e-mail then click the *BCC* button. This will add all the customers from the new contact folder to your e-mail.

## Finding a lost e-mail message

If you can't find a stored e-mail message or file, Outlook Express has a Find function that lets you search for a word or phrase in a message or subject. Click *Edit* on the toolbar and choose *Find* from the menu.

## Example

One of the most useful commands in Windows is the one that searches through your whole computer looking for a file, or a section of a document. An example of this is shown in the Find dialogue box in Figure 1.7 below. When you click *Find*, the results will be displayed in a list at the bottom of the dialog box. From that list, you can double-click a document to open it, right-click it to see a menu of choices, or drag it from the dialog box into a folder.

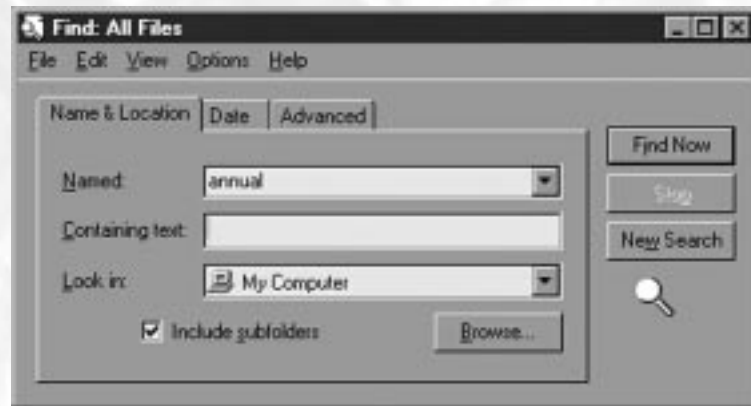


Figure 1.7 The Find dialog box



Now complete Work task 1.5 listed at the end of this chapter and outlined in your workbook.

## Attaching files to e-mail

You can check whether an e-mail message has an attached file because of the paper clip icon that appears to the left of the message. Small files can be sent quite easily but there could be difficulties with very large files. In fact some e-mail service providers can refuse to send or receive messages that are larger than a predetermined size. Even if you zip a large file, you may have trouble sending it, or the receiver may not be able to download it.

## Zip files

Zip files are 'archives' used for storing and distributing files attached to e-mail or on the Internet, and can contain one or more files. Usually the files archived in a Zip file are compressed to save space. Compression removes redundant data from the file. You compress the file when sending your e-mail and the person receiving the file has to uncompress it. Zip files are often used to:

- **Distribute files on the Internet.** Only one Zip file transfer operation (download) is required to obtain all related files and file transfer is quicker because the archived files are compressed.
- **Send a group of related files to an associate.** When you distribute the collection of files as an archive you benefit from the file grouping and compression as well.
- **Save disk space.** If you have large files that are important but seldom used, such as large data files, simply compress these files into an archive and then unzip (or 'extract') them only when needed.



Information about WinZip may be found on the Internet at <http://www.winzip.com>.



## Security measures when dispatching and receiving e-mail

- Always backup messages and other documents you wish to keep, either by saving to a file on the computer or by printing out a hard copy.
- Be very careful if you receive a suspicious e-mail message, or one that is unfamiliar to you, as it could contain a virus.
- **Passwords:**
  - Refer to Chapter 3 for more details on passwords.
  - Change your log-on password regularly, since it is inevitable that people who work closely with you will learn it eventually.
  - Do not reveal your password to anyone else.
  - Do not choose anything too obvious for your password, such as your name, date of birth or driver's licence number.
  - Never write down your password.
  - Do not supply your password details via e-mail.
- Refer to methods for avoiding virus contamination in Chapter 3.
- You should be very cautious when you use your credit card to buy goods on the Internet. There is a possibility that hackers (or unscrupulous dealers) could access your credit card number and build up a huge deficit, which you will have to pay.

## Concerns about the use of e-mail and the Internet

At present there are serious concerns about the use of e-mail and the Internet of which you need to be aware. Some of these are listed below.

### Spam (junk mail)

There is no control over the useless, inaccurate and inappropriate material being sent around the world. Spam is the electronic version of the junk mail you receive through your letterbox by 'snail mail'. People using e-mail and the Internet are sick of having to waste time sorting out the huge amount of advertising and junk mail polluting their screens, before gaining access to the desired web site.

At the present time there is no law to prevent junk mail being sent to you. There is an organisation in the United States called the Spam Recycling Center, which is fighting for their government to introduce an effective anti-spam law, after this organisation had collected 3 million unsolicited commercial e-mail (UCE or spam) messages. They recommend the following methods to deal with unwanted junk mail:

- **Never reply to a spam.** Even telling spammers to remove you from their e-mail list tells the spammer your e-mail address is active and you may be spammed even more. They may sell your address to every other spammer on the Internet.
- **Don't post your address on your website.** The people who sell e-mail addresses for spamming as a business have software that 'harvests' e-mail addresses from the Internet.
- **Use a second e-mail address if you are in a newsgroup.** Newsgroups are where spammers gather most of their e-mail addresses.
- **Don't give your e-mail address without knowing how it will be used.** If a website is asking for your e-mail address, they want to use it for something. Make sure you know what. Look for their privacy statement and ask yourself 'are they going to share or sell my address?'

- **Use a spam filter.** One of the most effective ways to deal with spam is to filter it. Most e-mail programs offer filtering features, which screen your incoming e-mails.
- **Never buy anything advertised in spam.** The reason people spam is to make money by selling products. If no one buys goods advertised in spam then spam would disappear.

## Hackers

Hackers are computer operators (often experts or 'buffs') who carry out computer crime, such as obtaining huge amounts of money from organisations through data programs, or even from your bank account (in my case it would be a very small amount). Computer hackers are also hired by organisations to solve computer problems, and also to help prevent and detect other computer hackers. Many computer hackers are people who do it for fun or mischief. There is also an organisation called 'Hacktivists' who object to globalisation and large international monopolies, and try to cause damage to these websites on the Internet, and in one case have caused the downfall of one large organisation. (Refer to the security measures mentioned throughout this chapter and in Chapter 3.)

## Computer viruses

A **virus** is a small program that can be transferred into a computer system and affects the operation of the computer. It passes itself from computer to computer in a similar way to biological viruses in animals. Viruses, logic bombs or time bombs are passed on via contaminated removable disks or through e-mails and networks. The number of known computer viruses has grown from six in 1988 to many thousands in 2002.

There are also **worms**, which are passed over the Internet. The difference between viruses and worms is that worms do not contain deliberate destructive instructions, but can cause havoc on your e-mail or the Internet. Similar to viruses are **trojans**, which infiltrate a computer system and deliberately cause damage, but cannot propagate themselves.

Viruses are constantly changing. Anti-virus software generally appears within a short period of time, but in the interim, time and effort has been wasted and possibly documents lost, which can cause problems for you and your organisation. (Precautionary methods for preventing virus contamination of your computer and e-mail are listed in Chapter 3.)

## Privacy

There is a lack of privacy of information on e-mail and the Internet. This is an important issue and concerns us all. There are many people and organisations that are using the information we feed into e-mail and the Internet in both illegal and legal ways. Your address, telephone number and e-mail address can be used to send you advertising material, electronically or to your home through the mail. Distributors of advertising material buy lists of names and addresses from agencies that obtain these from e-mail, the Internet and the postal system. This is not illegal, but there is a lot of information on e-mail and the Internet that is very unsuitable for children to see. There is no control over harassment of adults and even of children using e-mail and the Internet, and these activities are illegal.

In addition to using the above security measures, there are many software packages that are being produced to monitor unsuitable material on the Internet. Not all are successful. One that has been produced in America for use on Windows and Macintosh is called **Pretty Good Privacy (PGP)**. This can be obtained in Australia from PGP Corporation (<http://www.pgp.com>). You can download a free copy for personal use



directly from the PGP website, or you can buy it as a shrink-wrapped product. There is also now an Australian designed, managed and owned Anti-Virus and Content Filtering E-mail Management Service, Mailguard. You can read all about this on their web site <http://www.mailguard.com.au>.



## Example

Below are short extracts from two articles about spam, obtained from the Internet:

Addresses set up in 2000 get on average 41 spam e-mails a month. Overall, spam is increasing significantly ... by a factor of six every year. Spammers try to use sophisticated techniques to hide their tracks and encode addresses ... but there are some sites that will now decode the address and provide the host network for you.

'Controlling the Assault of Non-solicited Pornography and Marketing Act of 2000' is the latest in a series of proposals by federal lawmakers to address the growing problem of unsolicited commercial e-mail. However, anti-spam advocates have already begun questioning the effectiveness of this latest proposal.

Source: <http://www.spamrecycle.com/antispamthings.htm>.



After reading the above extracts and the section on privacy, complete Work task 1.6 listed at the end of this chapter and outlined in your workbook.

## Cookies

**Cookies** are software tags that identify customers and returning users. There are two kinds of cookies:

- **Session cookies.** These go away when you shut down your browser.
- **Persistent cookies.** These identify you every time you access a website, so you don't need to log on or enter your address each time. However, persistent cookies can be used by advertisers to gain personal information about you.

## Mailing lists

Internet e-mail lists (mailing lists) allow discussion between many users on mutually interesting topics. You type your thoughts, send the letter to the mailing list administration program (**Listserver**), which copies it and sends it to all the other people on the list. Your contribution is then read by everyone.

## Instant messenger services

When you are online and logged into a particular Instant Messenger (IM) service, if a friend or business is logged into the same service you can communicate in real time. There are many IM services including AOL, ICQ, Yahoo and MSN. There are scores of new users of IM signing up every month. Instead of sending an e-mail and waiting for a reply you can simply click your mouse and ask questions and receive answers instantaneously. This saves a lot of time.

You can join ICQ instant messenger service for free on <http://web.icq.com>.



## Glossary of basic e-mail terminology

**Address book.** Your e-mail address book is used to store the addresses of people you regularly correspond with through e-mail.

**'Bounced' e-mail.** An e-mail that has been returned if an error has been made.

**Computer virus.** A small program that can be transferred into a computer system and affect the operation of the computer. It can be passed on from computer to computer in the same way as viruses are passed on in animals.

**Domain name.** The Internet address (provided by your ISP) of the computer you use in order to gain access to the Internet.

**E-mail (electronic mail).** The tool that allows users to exchange messages or computer files over a computer network.

**E-mail address.** All users of e-mail need an address that consists of a userid plus a domain name separated by the '@' symbol.

**E-mail etiquette (netiquette).** Based on the rules and regulations you should follow when sending or receiving e-mail.

**Hackers.** Computer operators (often experts or 'buffs'). Some carry out computer crime, while others are often used by large organisations to solve difficult tasks or problems on a computer system.

**Internet Service Provider (ISP).** Before you can use e-mail, you will need access to an ISP that controls a WAN of systems.

**Local area network (LAN).** All computer users are in one geographical area using the same computer system linked by landlines.

**Listserver.** The mailing list administration program that copies your topic and sends it to other people on a mailing list.

**Mailboxes.** Store all incoming e-mail, e-mails waiting to be sent, e-mails that have been sent and deleted e-mails.

**Mail client.** Software needed to use e-mail.

**Mailing lists (e-mail lists).** Allow discussion between many users on mutually interesting topics.

**Nicknames.** Easy-to-remember tags used to save e-mail addresses.

**Post Office Protocol (POP).** Your e-mail program uses POP to transfer a message from the mail server to your computer.

**Trash mailbox.** When you delete a message, it is transferred to the trash mailbox.

**Trojans.** Similar to viruses and worms, but cannot propagate themselves.

**UserId.** Your ISP will issue you with an address that consists of a userid and a domain name.

**Wide area network (WAN).** Unrelated computer systems linked together across the globe (e.g. the Internet).

**World Wide Web.** This is composed of millions of linked web pages that can be viewed using web browsing software.

**Worms.** Similar to viruses, but do not contain deliberately destructive instructions. They can still cause havoc on your e-mail or the Internet.

## Fax post

From time to time you may be asked to send facsimile letters, or other documents. The fax machine may be kept nearby or in your reception area. Other members of staff may send their

own fax documents, but as part of your duties you may have to send fax mail. A description of a fax machine and how to send faxes is outlined in Chapter 3.

## Australia Post electronic mail

Australia Post's **FaxPost** service enables anyone without a personal fax machine to lodge documents over the counter at any Australia Post outlet. Just fill in a facsimile transmittal form, and once you have accepted the terms and conditions on the reverse side, a member of staff will send the fax. You can both send and receive fax documents in this way. The message is transmitted to a personal fax machine or to the fax centre nearest to the receiver within Australia or overseas.

**EDIPost** is a nationally distributed mail production service provided by Australia Post for business customers. It specialises in preparing and printing large-volume mailings such as invoices, statements, accounts, cheques and direct mail. The service is used by a variety of large organisations such as utilities, financial institutions, government departments, educational institutions and retail and service organisations. This electronic mailing system provides fast and convenient mail lodgement from the customer's computer to Australia Post's computer. It validates data, performs mail merging, applies selective criteria for controlling enveloping via Optical Mark Recognition (OMR), sorts mail to maximise postage discounts and finally controls, monitors and audits the printing process for guaranteed accurate results.

**Lettergram ComputerLink** is software for businesses that regularly send forms, letters and lettergrams. These can be delivered by post, or faxed within Australia or overseas.

## Workplace health and safety issues

Safety issues to be observed when using equipment such as computers and fax machines are covered in Chapter 10.

# Incoming and outgoing mail

## Equipment required for dealing with incoming and outgoing mail

There are various items of equipment and supplies you will need to deal with all incoming and outgoing mail. Some of these are listed below.

### General equipment

- A computer system for sending and receiving e-mail, compiling incoming and outgoing mail registers, distribution lists, address books etc. (or a paper-based system).
- General equipment such as staplers, pens, pencils, rulers, a supply of envelopes and packaging (internal, external and Australia Post) and a selection of folders.
- Electronic equipment in addition to a computer, such as a fax machine and a franking machine (depending on the size of your business). Refer to Chapter 3.

### Equipment for incoming mail

- A rubber stamp for date-stamping incoming mail (or alternative method).
- A set of pigeonholes (or alternative method) for distributing incoming mail.
- An incoming mail tray for depositing mail before sorting and distributing.

## Equipment for outgoing mail

- A tray for depositing outgoing mail before sorting and sending.
- Weigh scales to weigh outgoing packages.
- An Australia Post *Post Charges* book listing methods of postage and charges (illustrated in Figure 1.15).

## Incoming mail

Competency  
BSBCMN212A/01:  
Receive, process  
and distribute  
incoming mail

Collect, open, check and register incoming mail to ensure accuracy

### Methods of receiving/collecting mail

There are various ways of receiving or collecting mail. The method your business chooses depends on the size of the organisation and the requirements of the specific business. Large organisations have their own mail room with personnel and electronic equipment such as a franking machine, an addressing machine, a folding machine, an inserter, a parcel-tying machine and so on, to assist in the handling of large volumes of mail. Figure 1.8 shows some of the mailing options available from Australia Post.

This section describes the procedures that receptionists or clerks would use where handling mail is only one of their many duties. Some common methods of receiving mail in this case are listed in Table 1.1.

### Example

Below is an example of the different methods by which a large insurance company in the city would receive mail:

- Large amounts of standard letters from clients would be received in a locked bag at the main post office, and someone from the centralised mail department would collect the bag every morning.
- Internal and external correspondence would be received by e-mail.
- Bulky parcels and important documents could be delivered by courier service or Australia Post.
- Urgent documents could be received by facsimile machine or by Australia Post's Express Post.
- Certain important documents may be delivered by hand from one organisation to another in the city.



Using Table 1.1, complete Work task 1.7 listed at the end of this chapter and outlined in your workbook.



**Table 1.1** Methods of receiving mail

Method	Procedure	User	Advantages
Electronic mail	Through a computer connected to a modem (e-mail or Internet) or a facsimile machine.	<ul style="list-style-type: none"> <li>All businesses, small and large.</li> <li>Some private households.</li> </ul>	<ul style="list-style-type: none"> <li>Received almost instantly.</li> <li>Quick replies and decisions can be made.</li> </ul>
Australia Post's Express Post service	Document/s posted in gold posting box or lodged at post office counter.	<ul style="list-style-type: none"> <li>All businesses, small and large.</li> <li>All private households.</li> </ul>	<ul style="list-style-type: none"> <li>Reliable next-day delivery to major towns and cities.</li> <li>Low cost.</li> <li>Proof of delivery.</li> </ul>
Courier service	Courier van picks up item/s from sender and delivers to receiver within hours or next day (depending on distance).	<ul style="list-style-type: none"> <li>All businesses and private households.</li> </ul>	<ul style="list-style-type: none"> <li>Quick delivery of bulky items that cannot be sent electronically.</li> <li>Reasonable cost.</li> <li>Proof of delivery.</li> </ul>
Australia Post's Messenger Post service	Features radio-controlled motorcycles, cars and vans to send urgent documents within metropolitan district.	<ul style="list-style-type: none"> <li>All businesses within metropolitan area.</li> </ul>	<ul style="list-style-type: none"> <li>Fast delivery within metropolitan business district.</li> <li>Options available include one hour, three hours or same-day delivery.</li> </ul>
Street mail delivery	'Postie' delivers mail direct to business or private location.	<ul style="list-style-type: none"> <li>Small businesses and private households.</li> </ul>	<ul style="list-style-type: none"> <li>No time or effort wasted by addressee in picking up regular mail delivery.</li> </ul>
Post office counter	Collected by addressee at post office.	<ul style="list-style-type: none"> <li>Anyone who has no permanent address for a short period of time.</li> </ul>	<ul style="list-style-type: none"> <li>Convenient for short-term movement either intrastate or interstate.</li> </ul>
Private box or locked bag	Post office puts all incoming mail in a locked box or bag located in the post office or on the wall outside. Mail is sorted into locked boxes or bags once to several times a day.	<ul style="list-style-type: none"> <li>Small and large businesses.</li> <li>Private individuals.</li> <li>Public utilities or insurance companies where a large volume of routine mail is received.</li> </ul>	<ul style="list-style-type: none"> <li>Visits can be made at any time during the day to pick up urgent mail or large volumes of mail.</li> <li>Box may be cleared at the weekend, or at any time convenient to the business or individual.</li> </ul>
Roadside delivery (RSD)	Post office van delivers to a box at the roadside near the property.	<ul style="list-style-type: none"> <li>Small and large farms or businesses in country areas located outside a town or city.</li> </ul>	<ul style="list-style-type: none"> <li>Regular deliveries.</li> <li>Owner may not be able to visit the post office every day.</li> </ul>
Bus service in rural areas (e.g. 'Redline' in Tasmania)	As well as delivering passengers, the bus picks up small and large packets and even household goods.	<ul style="list-style-type: none"> <li>Small and large businesses in rural areas located some distance from a town or city where people cannot make regular trips into town.</li> </ul>	<ul style="list-style-type: none"> <li>The goods required are too large for post office delivery or outside area covered by post office delivery.</li> <li>Reasonable cost.</li> </ul>

Courtesy of Australia Post

Courtesy of Australia Post



**Figure 1.8** Methods used for receiving and sending mail via Australia Post

## Opening and registering mail

When you have received the mail, place it on a cleared part of your desk and sort it into the following order of priority:

1. electronic mail
2. courier delivery
3. express post
4. messenger post
5. letters marked 'urgent'
6. certified mail, and security post
7. registered post
8. cash-on-delivery (COD) mail
9. letters marked 'private and confidential'
10. airmail letters
11. routine mail
12. parcels and packages
13. magazines and journals
14. newspapers
15. advertising material.

## Opening mail

There are some items of mail that you will need to open and record in your register, while others will be distributed unopened. Letters marked 'private and confidential' should be placed unopened in the nominated pigeonholes or on the nominated person's desk. If opened by mistake, the envelope should be resealed with sticky-tape and marked 'opened in error' and initialled by you.

If your organisation requires you to open envelopes and record the contents and date in the incoming register, use a letter-opener that slits the envelope without damaging the contents.

If documents are damaged when opening the envelopes, mark on the document 'damaged when opening', the date and your initials.

When opening mail, check the contents carefully. Small enclosures may be left in the envelopes and can be lost or destroyed. (I remember as a young receptionist leaving a cheque in an envelope, and this was a lesson I learned very early in my career—a good worker learns from her/his mistakes.) Make sure you take all documents out of the envelopes and stamp the main document with the date and time received. Attach any enclosures (and the envelope, depending on your company's procedures) to this document.

### **Incoming and outgoing mail registers**

Some organisations require you to keep a register of all incoming and outgoing mail. This applies particularly to law and accounting firms, where the receipt or sending of a document may have to be recorded for legal requirements. Documents often go astray and a search through the register will confirm if, and when, the document was received or sent. Receipt and dispatch of valuable and important documents, and the method of postage, should also be recorded for future reference. Incoming and outgoing mail registers are illustrated in your workbook on Work sheets 1.8 and 1.11.

### **Identify and distribute urgent and confidential mail to the nominated person/location promptly**

Once you have organised all the mail you have collected or received into the fifteen categories of priority listed previously, you should take out all the documents that have been categorised as 'urgent' or 'private and confidential'. These should be delivered immediately to the person specified on the envelope, by you or someone else who has been delegated to do this task.

Therefore, one of the first tasks you must do when commencing a new position is to write down and memorise all the personnel in each department and their position in the department and in the organisation. You should also memorise the goods and services for which they are responsible, as this is vital not only for distributing mail but when answering the telephone and dealing with visitors in reception. Chapter 4 outlines the hierarchical structure of most organisations, and you should obtain the organisation chart of your company and the names of the key people and their position in the organisation.

### **Sort mail and dispatch promptly**

Your first step was to open the mail and record important incoming letters and documents in the incoming mail register. If you work for a medium-sized organisation, you should now organise the prioritised mail into departments and identify individual members of each department. If you work for a small business, you will identify each item of mail according to name and position in the company. You are now ready to distribute the mail according to the specific method outlined in your office procedures manual.

### **Methods of distribution**

Each organisation has its own method of distributing incoming mail. This depends on the type and size of the business. Large organisations have a centralised mail department where incoming and outgoing mail is processed, and delivered to and collected from all other departments, usually at specified times of the day.

If you work as a receptionist for a small- or medium-sized business, you may place the mail into pigeon holes labelled with individual names. Documents should be placed in pigeonholes in order of priority. In a very small business the person responsible for mail may place incoming mail in a prominent place on each individual desk.

## Inter-office mail

E-mail is sent internally by managers and other staff at any time of the day, but certain items of mail, such as magazines, financial documents and other documents, may have to be sent from one person to another in different departments. These are usually sent in **inter-office envelopes** (Figure 1.9). These envelopes are usually made of brown paper and have spaces for up to forty names. When a person receives an internal envelope, his or her name is crossed out and the envelope is re-used by writing another name in the space below. These envelopes are easily recognised as internal, and because they are used again and again, are being recycled.

**INTER-OFFICE ENVELOPE**  
This envelope allows multiple inter-office use. Please write the recipient's address consecutively in each box. Before reusing, make sure the envelope is empty and that the previous recipient/address has been crossed out.

TO:	TO:
1	21
2	22
3	23
4	24
5	25
6	26
7	27
8	28
9	29
10	30
11	31
12	32
13	33
14	34
15	35
16	36

**INTER-OFFICE ENVELOPE**  
This envelope allows multiple inter-office use. Please write the recipient's address consecutively in each box. Before reusing, make sure the envelope is empty and that the previous recipient/address has been crossed out.

TO:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12

Figure 1.9 Inter-office envelopes

## Circulation slips

A memo, trade journal or article that needs to be read by a number of people can be distributed by means of a **circulation slip**. The name of the person who is circulating the document and the date are at the top of the slip, and the names of the people who need to read the document are listed on the left (Figure 1.10). The first person reads the article, signs and dates the circulation slip, and passes it on to the next person to read. When all the people listed have read it, the article and list are returned to the sender.

**PLEASE CIRCULATE**

From:.....

Date: .....

Circulate:                      Date passed on:

Ardis, R.                      .....

Barker, A.                      .....

Brearley, G.                      .....

Chan, B.                      .....

Gerrard, M.                      .....

Leenstra, S.                      .....

Watson, M.                      .....

Return to:.....

Figure 1.10 Circulation slip

## Example

Listed below are articles of incoming mail you have received today. Next to each article is an example of the method you should use for distribution after you have recorded them in your incoming mail register:

- **An express packet.** Do not open, but take straight to the person named on the front of the packet and hand over personally, as this is obviously urgent.

- **An envelope marked private and confidential.** Do not open, but place on top of the pile of mail in the individual pigeonhole. If you have opened it, mark it 'opened in error' and apologise personally.
- **Ten standard envelopes with no special notation.** Distribute these in the individual pigeonholes with any urgent or specially marked envelopes placed on top.
- **A package delivered by courier.** Hand over personally to the named addressee as this is urgent.
- **A trade journal.** Attach a circulation slip with the names listed of people who would be interested in reading this journal. Place it at the bottom of the mail in the pigeon hole of the first person named on the list.



Now complete Work task 1.8 listed at the end of this chapter and outlined in your workbook.

## Identify damaged, suspicious or missing items promptly

Some examples of damaged incoming mail are listed below:

- badly packed goods resulting in damage to, or spillage of, contents
- letters or packages that have been damaged by contact with water or other liquids
- items missing from contents
- suspicious envelopes or parcels
- contents of packages prohibited by Australia Post but sent through the postal system
- goods that have been received, and have not been requested by anyone in your organisation
- incorrectly addressed articles that have been sent to you by mistake.

### Example

Below are examples of how you would deal with the above list of damaged articles of incoming mail:

- **Badly packed goods resulting in damage.** These should be reported to the person or organisation that originally sent the package. You should ask for replacement goods or, if this is not possible, for compensation.
- **Articles that have been damaged by contact with liquids.** Be careful when handling these articles as the liquid could be corrosive or poisonous. The damaged article should immediately be reported to your supervisor or your Occupational Health and Safety representative listed in your procedures manual, who will follow organisational procedures for suspicious items.
- **Items missing from the contents of a package.** The missing items should immediately be reported to the person who is receiving the goods. That person may report the missing items to the sender or may ask you to report them. The sender should immediately send replacement items.
- **Suspicious envelopes or parcels.** These should not be opened or dealt with by you in any way. At the present time with concern about terrorist activity, or in the case of a person with

a grudge, there is the remote possibility of receiving envelopes containing a virus or a paper bomb. The envelope you have received may be perfectly innocent, but you should immediately report this to your supervisor, or head of department, who will deal with it in the way outlined in the office procedures manual for emergency situations.

- **Contents of package are prohibited by Australia Post.** These should again be reported to your supervisor, or head of department, who should contact the sender.
- **Goods that have been received and have not been requested by anyone in your organisation.** First, check with all personnel in all departments, and make sure that the goods are definitely not for anyone in your company. Then trace the origin of the sender and return the goods, or ask them to collect them.
- **Incorrectly addressed articles that have been sent to you by mistake.** Trace the sender and report that the articles have been sent to you because of an incorrect address. Ask them if they would like the articles returned to them, or if you should send them on to the correct address.



Now complete Work task 1.9 listed at the end of this chapter and outlined in your Workbook.

## Outgoing mail

Competency  
BSBCMN212A/02:  
Receive, process,  
register and dispatch  
outgoing mail

Organising outgoing mail is an important task. If this is one of your responsibilities and you do not handle it correctly, valuable and irreplaceable original documents could go astray and be lost forever.

Outgoing mail is also an aspect of the public relations and corporate image of your organisation. Mail that is sent out badly presented and incorrectly addressed reflects on the efficiency of your business, and customers may feel that all your business practices are badly managed. Time and consideration should be given to the appearance of all documents before they leave your premises. Once correspondence has been checked and signed, an envelope should be used that matches the letter in style, colour, quality of paper and size.

### Australia Post services

Australia Post provides one of the world's most reliable and low-cost mail services in the world. It services almost eight million addresses and handles a record four billion mail articles each year. It provides up to forty different products and services. Some of these are listed in the next pages. There is not enough room in this book to list all Australia Post services and more information may be obtained on the Internet at <http://www.auspost.com.au> or just type 'Australia Post' into your Internet search engine.



### Types of mail

#### A standard article

The majority of mail you send will be envelopes of a length, width and thickness that are classified as 'standard articles'. Standard articles have a lower postage rate. Australia Post has



produced a 'standard article gauge' to enable you to check the size of an envelope. To be a standard article, the top right-hand corner of the envelope must fall within the green area, when the bottom left-hand corner is placed against the inside edge of the black band. The envelope must pass freely through the slot in the gauge and it must be oblong in shape, with its length at least 1.414 times its width. It must be no smaller than 88 mm × 138 mm, no larger than 122 mm × 237 mm, no thicker than 5 mm and no heavier than 500 g (see Figure 1.11).

## A non-standard article

A non-standard article is any envelope weighing up to 500 g that does not qualify as a standard article above. Large or thick envelopes, small packets and books are usually non-standard articles.

## Collect outgoing mail from each section

In large organisations, mail will be collected from each desk in each department and taken to the centralised mail room, where mail room staff will sort and dispatch articles to the post office. As a receptionist in a small business, mail will probably be brought to you, as you will not be able to leave the reception desk. If there is not a large volume of mail this will be placed in an **Out Mail** tray on your desk.

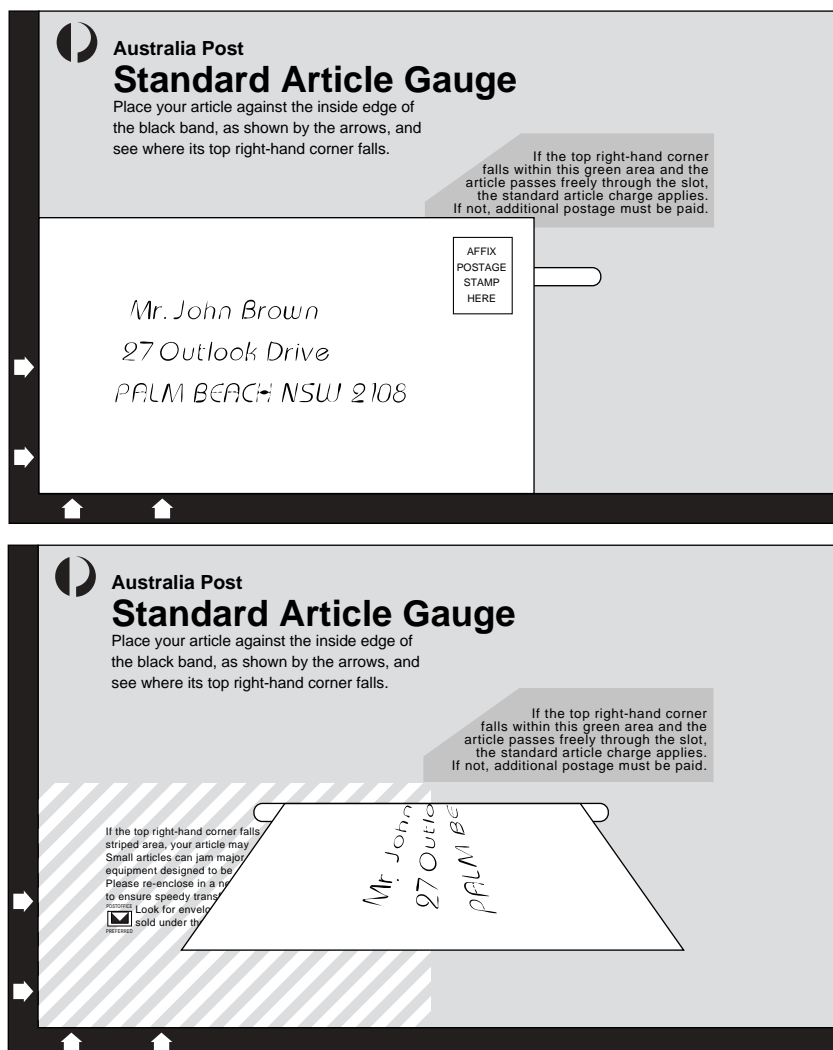


Figure 1.11 Australia Post 'Standard Article Gauges'

## Check and sort mail and correctly prepare for dispatch

You should make sure that all personnel in all departments know that mail should be on your desk by 4.00 pm so that you have enough time for preparing mail to take to the post office. There is always someone who will want you to do something urgently at the last minute, and unless you say 'No', this will happen every day. This will mean that you will be rushing at the last minute to get the mail done, which can cause mistakes. You should be firm about this and circulate a notice accordingly. Once you have received all the outgoing mail you should sort and prepare it in the ways outlined below.

In some firms, the documents will be given to you as receptionist, and you will put them in the correct envelopes or you will choose the correct method of sending particular items. You will check these in the following ways:

- Firstly, check that letters have been signed and the correct number of pages are present. Attach any enclosures to the letter by stapling across the left-hand top corner. (Stapling across the corner prevents the paper tearing, and prevents smaller enclosures from being lost.)
- Secondly, if an envelope is attached to the documents, and has already been addressed, check that it is correct in accordance with Australia Post practice, as shown in Figures 1.13 and 1.14. If you have to address the envelope do so in the correct way.
- Thirdly, fold the documents in the correct way to suit the envelope, as shown in Figure 1.12, and make sure the envelope you choose is big enough to take all the documents.

Once you have checked outgoing mail, it will be necessary to sort it into the most suitable and cost-effective methods and classifications of Australia Post. These are listed in the following sections.

### Correct folding of letters

Letters should be folded to fit the envelope with only two creases, so that the document is opened in the correct way. Fewer creases make the document neat, tidy and easy to read. Examples are given in Figure 1.12.

#### Example

Figure 1.12 shows examples of the correct way letters should be folded by hand to fit the common sizes of business envelopes.

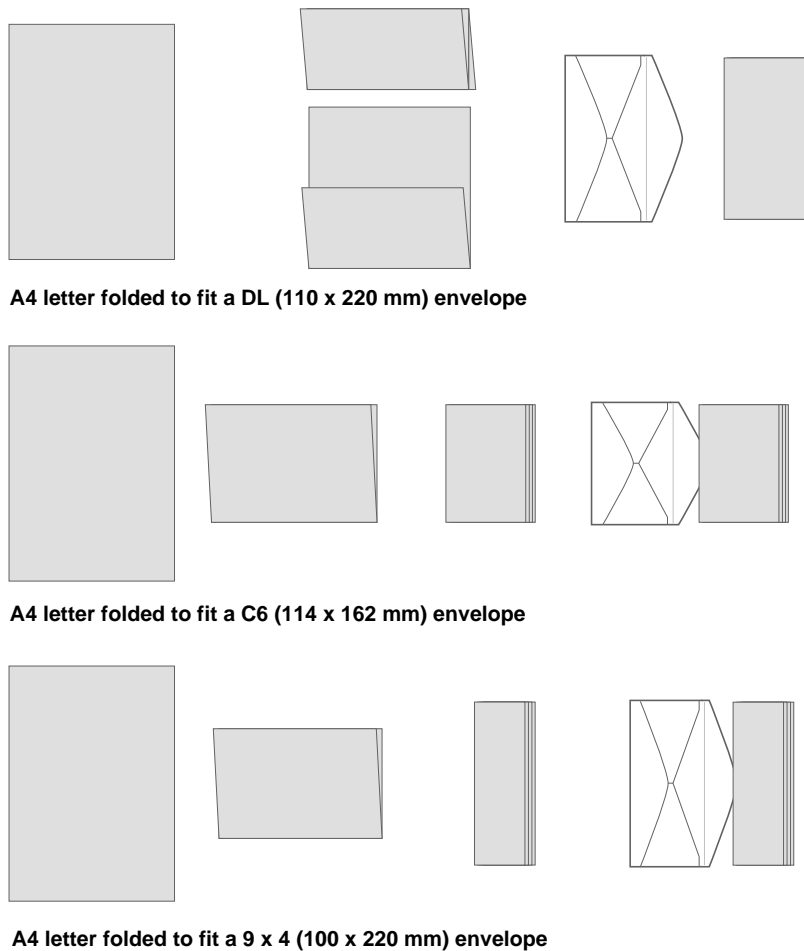
Also refer to Figures 1.13 and 1.14 for the correct methods of addressing envelopes to be sent by Australia Post.



Refer to the above example when completing Work task 1.10 listed at the end of this chapter and outlined in your workbook.

### Correct addressing of outgoing mail

You should make sure that mail is addressed correctly and dispatched efficiently in order that it reaches its destination in the shortest possible time and in good condition. The procedures for dealing with outgoing mail (which should be written down in your office procedures manual) are outlined in the following pages.



**A4 letter folded to fit a DL (110 x 220 mm) envelope**

**A4 letter folded to fit a C6 (114 x 162 mm) envelope**

**A4 letter folded to fit a 9 x 4 (100 x 220 mm) envelope**

**Figure 1.12** The correct way to fold letters by hand

### Correct addressing practices

An address should contain the following elements:

- The full name of the addressee.
- The number and name of the street or, where applicable, the private box number.
- The name of the post office of delivery (in capitals).
- The name of the state or territory (in capitals).
- The postcode (this is very important when the machine is *optically scanning the address*).

#### **Do not:**

- Use punctuation in the address.
- Underline the bottom line of the address (use capitals).

#### **Do:**

- Show flat numbers before the street number (e.g. Flat 6/306 Smith Street).
- Include reference numbers or name (e.g. Attention Mr ...) within the address zone.
- Show an overseas destination as the last line in capitals.
- Always include a return address.

### Electronic scanning

To make sure that letters are delivered as quickly and cost-effectively as possible, Australia Post has introduced advanced letter-sorting technology. Optical character readers (OCRs) sort up

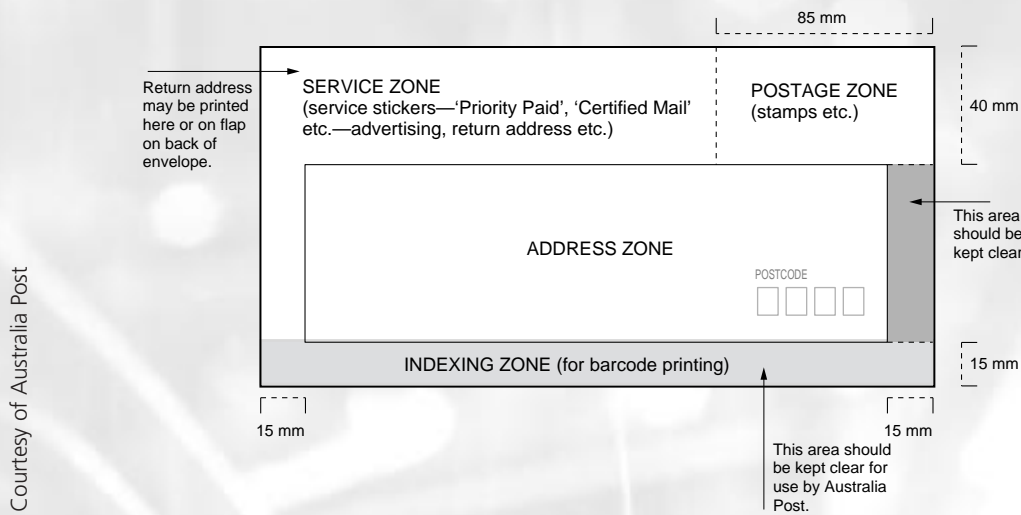
to 35 000 letters an hour by electronically scanning the address. The machines rarely make a mistake if the envelopes are addressed correctly. The guidelines given by Australia Post for either typing or writing addresses on envelopes are shown in Figures 1.13 and 1.14.

## Envelope zones

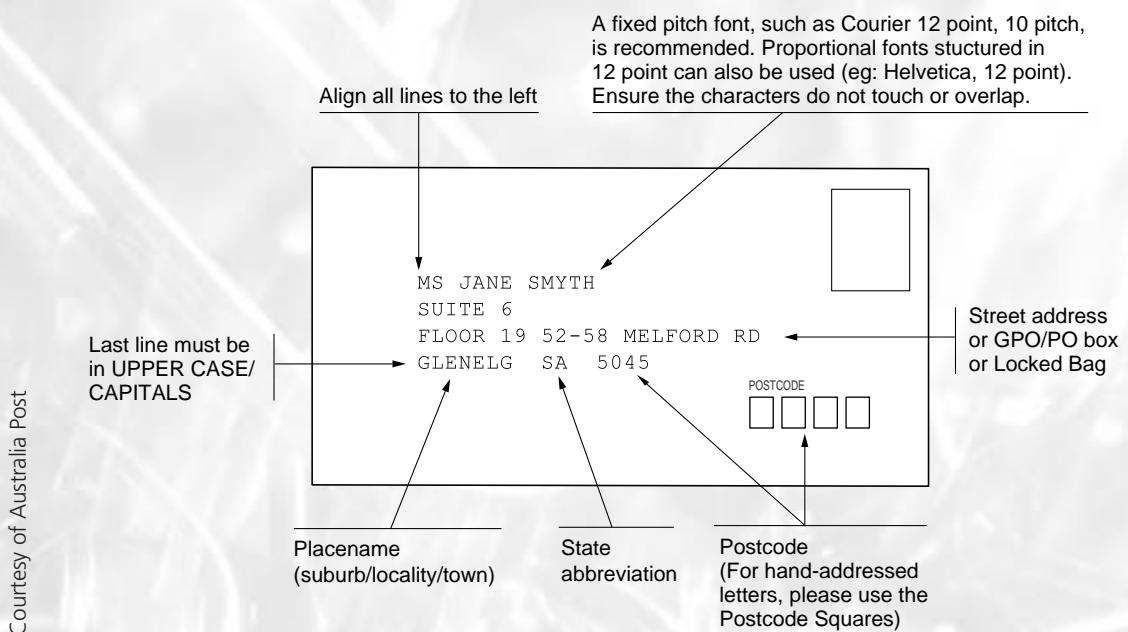
It is most important to observe envelope 'zones', as indicated in Figure 1.13. The correct methods for machine addressing, for handwriting addressing and for addressing window envelopes are shown in Figure 1.14.

### Example

Figure 1.13 and Figure 1.14 are examples given by Australia Post of the correct methods of addressing envelopes.



**Figure 1.13** The correct use of zones



**Figure 1.14** The correct methods for addressing envelopes to be sent by Australia Post (continued)

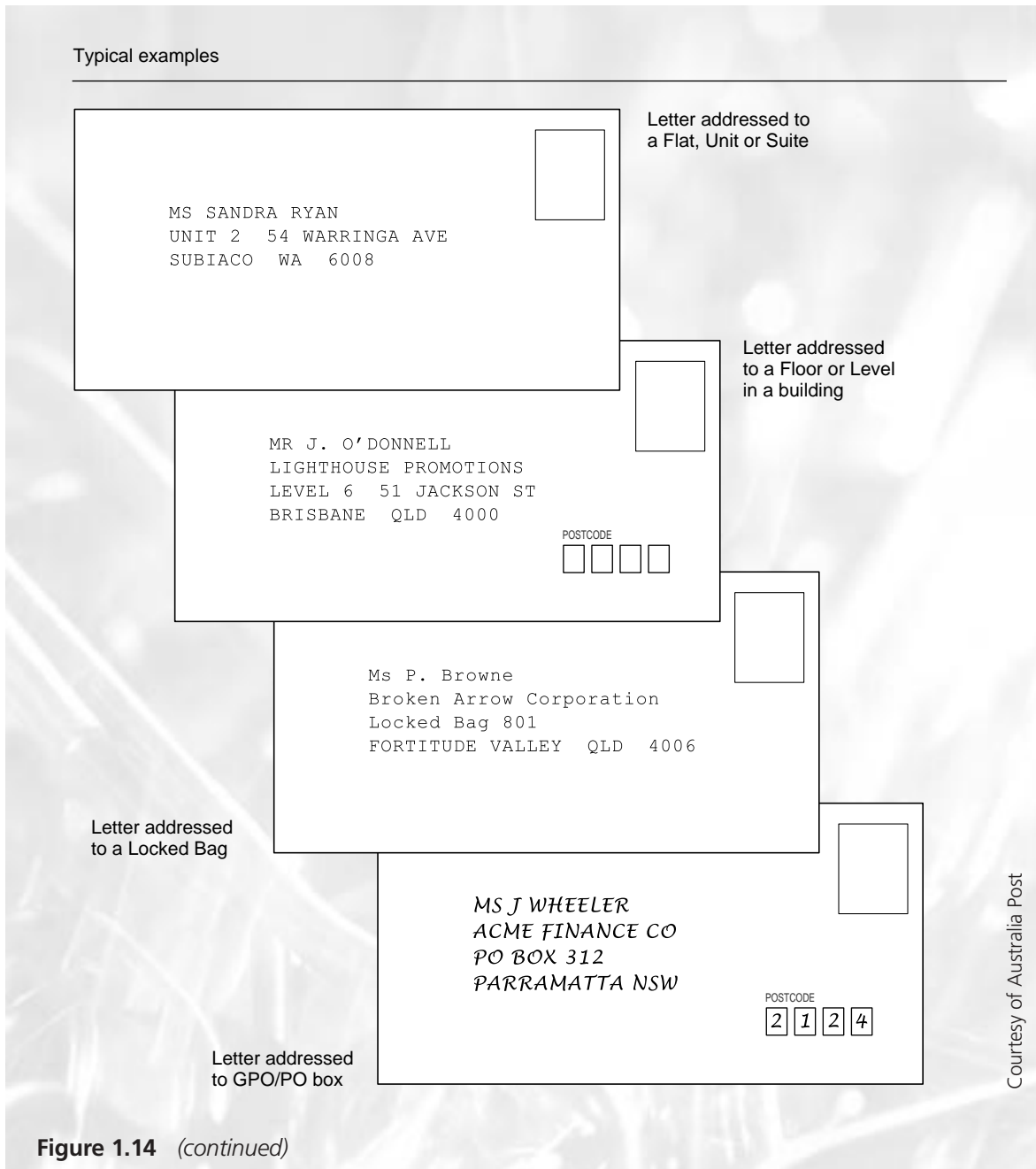


Figure 1.14 (continued)



Using Figures 1.13 and 1.14 as a guide, now complete Work task 1.10 listed at the end of this chapter and outlined in your workbook.

## Packaging and methods for sending mail by Australia Post

As a receptionist, it will be part of your duties to decide which is the best method for packaging and sending a particular article through Australia Post. There are many different methods of packaging and postage, as can be seen in Figure 1.8, some of which are described in the following section.

### Packets and parcels

Poor packaging can mean delay, damage and loss. In the past any article sent by post, from either home or business, would have to be placed in a box surrounded by scrunched up

newspaper. The box would be wrapped in brown paper and tied securely with string. This can be quite an art, and I remember being very impressed as a young member of staff watching someone else expertly folding the brown paper in the correct way, and knotting string in complicated ways that never came loose. This can take some time.

Thank goodness that nowadays we very rarely have to do this. Australia Post provides you with very cleverly designed packaging that securely and safely sends anything (unless prohibited) anywhere in Australia and all over the world. You will find that in practically every situation there is a POSTpak solution to fit the article you wish to send through the post.

- **Padded bags.** These are extremely strong and lightweight bags with bubble lining, which retains its protection under load. They come in five sizes to suit all kinds of flat or non-bulky objects that need some protection.
- **Tough bags.** These are available in four sizes, and are designed to suit anything flat, from small pamphlets and brochures, up to magazine-size documents.
- **Expandable tough bags.** Featuring side gussets that will accommodate thicker or large bulkier items, these are available in two sizes.
- **Mailing boxes.** These are ideal for packing articles that are bulky or require extra protection. POSTpak bubble wrap can surround the article for extra protection. Mailing boxes are available in a range of sizes.
- **Special purpose products.** Multi-purpose packaging products include mailing boxes for diskettes, photographs, CDs, videos, wine and storage purposes.
- **Mailing tubes and accessories.** These are ideal for sending technical drawings and posters. Accessories include packaging tape, bubble wrap and satchel liners.

Use Parcel Post for parcels that weigh up to 20 kg (but special conditions apply to bulky parcels). Choose a delivery standard: surface parcels or air parcels. Weigh the parcel and attach the correct postage (use the *Post Charges* book available free from your post office and illustrated in Figure 1.15).

POSTpak provides protection and eliminates wrapping, therefore improving efficiency. Prepaid POSTpak provides extra convenience and simplified charging, or you can use cash on delivery (COD) and have Australia Post collect payment from your customers on delivery of the parcel. Other options are acknowledgment of delivery, electronic lodgement and delivery service (ELADS) and insurance.

Other considerations involved in sending packages and parcels are:

- **Savings.** Contact your local postal manager about discount prices and pick-ups for regular customers.
- **Local parcel delivery.** Lodgement is made at the counter of the post office from which delivery will be carried out. For parcels weighing up to and including 500 g, there must be a minimum of 10 parcels. For parcels over 500 g, there is no minimum quantity requirement.
- **Packaging of packets and parcels.** Special care should be taken when packaging items that are unsuitable for POSTpak. Breakable articles need special protection from the pressure of travel, and from each other. The most effective cushioning materials are plastic air-bubble sheets, shredded paper, woodwool, tissue paper, cottonwool, felt pads and corrugated cardboard.

## International post

There are several ways in which to send international post through Australia Post.

- **EMS International Courier.** Use the special satchels (free from your post office) or your own envelopes with internal express post stickers. Lodge the articles across the counter at your post office.



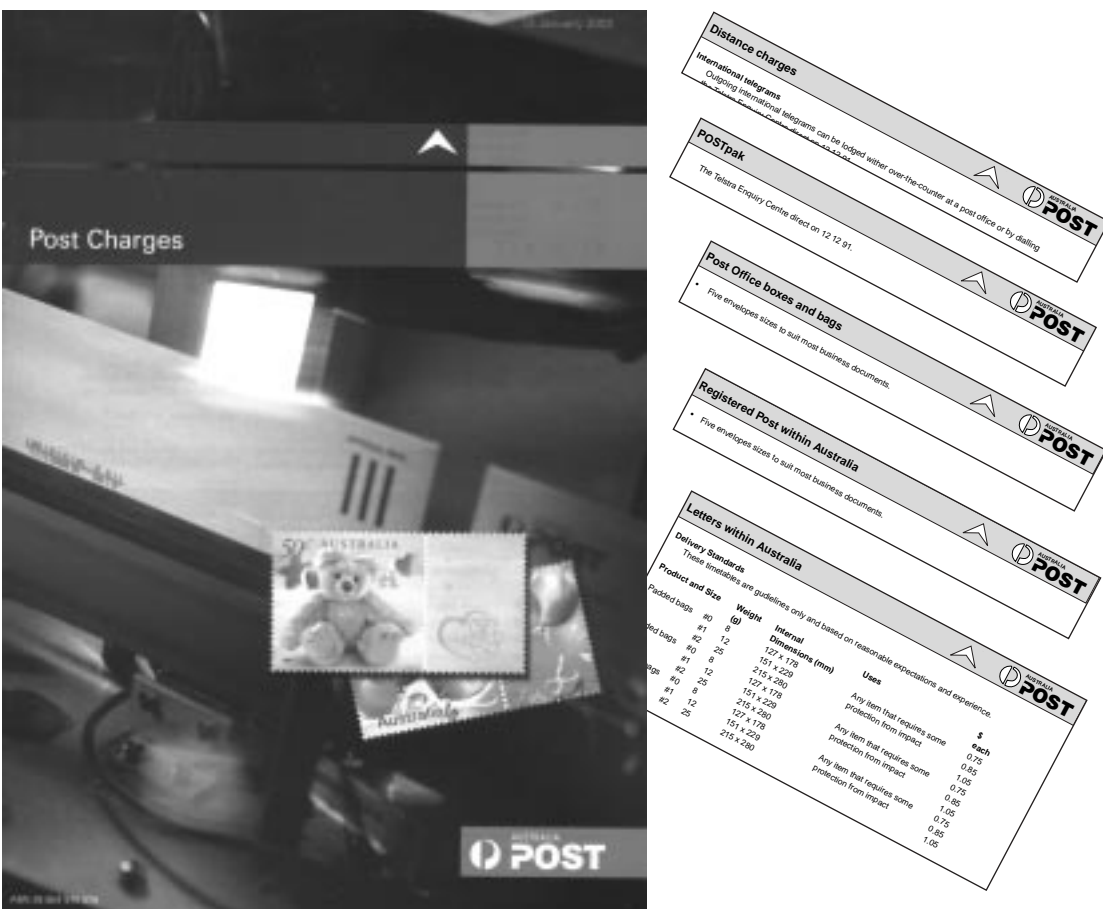
- **Express Post International.** This service provides a worldwide delivery with one-rate prepaid envelopes. Discount prices apply for bulk purchases, and there is a guaranteed air dispatch the next business day (though some exceptions apply). Post it in the gold street postboxes or lodge at postal outlets before the advertised clearance closing time.
- **Airmail.** Use airmail envelopes or a standard envelope with an airmail sticker (free from the post office). Gauge the weight, calculate the postage and attach this, then lodge the envelopes at any street postbox or post office.
- **Economy Air.** Use standard envelopes with an economy air sticker. Gauge the weight and calculate the correct postage.

## International parcels

Use international parcel post for anything not prohibited for carriage by post (check with the post office if you are in doubt about what can be included in a parcel). Choose the delivery standard: airmail (attach the special sticker available from the post office), economy air (attach the special sticker available from the post office) or surface mail. Prepare the correct customs documentation to ensure prompt handling at the country of destination.

For **uninsured articles up to and including 500 g**, where the declared value is less than \$500, attach a C1 form. Where the declared value is more than \$500, attach a Customs Declaration—uninsured articles form C231. Write ‘small packet’ on the cover. For **uninsured articles over 500 g**, attach a Customs Declaration—uninsured articles form C231.

For **all insured articles**, attach a Customs Declaration—insured articles form C233, and write ‘Insured value \$A ...’ in pen above the address. All the required forms are available at your local post office. Lodge them over the counter at the post office, or ring for a pick-up.



Courtesy of Australia Post

Figure 1.15 Australia Post *Post Charges* book

## Methods of sending mail by Australia Post

### Franking machines

Most large organisations, and some small businesses, use a **franking machine** supplied by Australia Post. A franking machine allows firms to imprint the amount of prepaid postage on envelopes instead of using stamps. The postmark of the office where the machine is reset, an approved company advertisement, and the date of postage are printed onto envelopes, or strips of adhesive paper to be used on larger envelopes and parcels.

The advantages of using a franking machine for organisations with large volumes of mail are:

- Large volumes of standard mail envelopes can be franked at great speed, which saves time instead of sticking stamps on envelopes.
- This system is more secure than buying and storing large amounts of stamps.
- A franking machine will show the amount of post used every day, every week and every month. This is a far more efficient way of recording amounts used in your Outwards Mail Register and petty-cash book, and for accounting purposes.
- Your mail is processed at the Post Office more quickly than by a manual system.

#### **When using your franking machine:**

- Make sure you have the machine regularly serviced.
- Don't forget to change the date.
- Don't forget to change a large postage amount back to the standard amount.
- Don't forget to check when the credit amount is getting low.

### Metering

Metering is new-technology franking. Postage meters are reset by modem, and offer businesses a wide range of features. Firms can still use the old franking machines at the present time.

### Bar codes

Australia Post has implemented a new customer bar coding system for letters. From October 1999, sophisticated new mail sorting equipment has been operating at mail centres around the country. This equipment enables Australia Post to simplify and accelerate the sorting of mail through the use of bar codes. Customers who elect to implement bar coding require software to develop and print barcodes on their mail. Since July 2002, letters need barcodes to be eligible for PreSort discounts.

### Stamp rolls

If your company does not have a franking machine, then you will need to stick stamps on envelopes. Australia Post sell rolls of self-adhesive stamps in packets of 100 and 200. Simply peel the stamps off the roll, then stick and post. This is better than the old system of licking stamps.

### Postage prepaid envelopes

These require no stamping, no weighing, no franking, no wrapping—simply pack and post. They may be lodged at any post office or street post box. Postage prepaid envelopes are cheaper if bought in packs of ten.

### Customised prepaid envelopes and business reply post

You can use personalised postage prepaid envelopes (printed with the business logo, company name and address). You will need to order a minimum of 500 envelopes and provide your post office with artwork for your logo, company name and address.

## Express Post envelopes and satchels

I am a great fan of Express Post. I have sent dozens of manuscripts to the publisher in Sydney from various locations in Victoria and Tasmania over five years, and I have never had any problems whatsoever. Documents sent between Melbourne and Sydney arrive the next day. From Tasmania they arrive in two days. Originally I used courier services, but found that Express Post was so much more convenient. There is no filling in of paper work, no waiting for the courier to call; I just hand the package over the counter at any post office by 5.00 pm, or post before 6.00 p.m. (earlier in some country areas) in the gold post box.

There are four postage-prepaid Express envelope sizes:

- **C5 envelope.** 229 mm × 162 mm—for letters or documents up to 20 mm thick and up to 500 g.
- **B4 envelope.** 353 mm × 250 mm—for letters and documents up to 20 mm thick.
- **B4 two-way envelope.** 353 mm × 250 mm—ideal for sending out important documents, such as contracts that need a signature, and getting them returned or sent on to another person quickly.
- **DL envelope.** 220 mm × 110 mm—a window-faced envelope for machine-addressed letters.

## Satchels

- **500 g satchel.** 353 mm × 220 mm—for items up to 500 g in weight.
- **3 kg satchel.** 405 mm × 310 mm—for items up to 3 kg in weight.

If it is to be delivered the next business day after posting (except in rural areas listed on the back of the envelope), an Express Post envelope, satchel or parcel must:

- be posted correctly by the time specified, on a business day
- have both the posting point and the destination within the next-business-day network
- have the No Dangerous Goods declaration signed.

## Extra precautions when sending documents

If you are sending important or valuable articles through the post, there are extra precautions you can take:

- **Security post.** This is used for special secure handling, proof of posting and delivery. You would use security post, for example, when sending original documents such as legal documents, contracts, assignments, passports and birth certificates.
- **Certified mail.** This provides a receipt as proof of posting and a signature on delivery. The service is more suitable for documents than articles of value. In the case of loss, up to \$50 compensation could be provided if the fault is that of Australia Post. **Insurance** is needed for loss compensation when sending articles over the value of \$50 (e.g. expensive presents or articles that are being returned to the owner).
- **Registered post.** Offers a unique identification number for every article, proof of posting when lodged at the post office counter, signature obtained on delivery and includes insurance cover of up to \$100.
  - **Delivery confirmation.** Complete a delivery confirmation card at the post office and lodge it with your Registered Post article. The recipient will sign the card when the article arrives. The card is postmarked and returned to you by post.
  - **Person-to-person.** A person-to-person label for your Registered Post article is available from your post office. The article will then only be delivered to the addressee, who must sign for the article. All Register Post items include insurance cover of up to

\$100. Additional insurance cover may be purchased for loss or damage to a limit of \$5000.

- **Options for greater convenience.** Packaging available from the post office includes POSTpak mailing boxes and tubes, bubble wrap, bonded bags and gusseted bags (illustrated in Figure 1.8 and listed in the section on ‘Packets and parcels’).

### Sort and dispatch documents for bulk mailing

If you work for a large company, sending documents in bulk can save considerable costs at the end of the financial year. All the methods for sending mail listed above have discounts for bulk mailing. Search for these on the Internet, or consult your post office. Other ways are listed below:

- Use bulk mail to save money on large mail lodgements (2500 letters).
- Choose regular or off-peak rates.
- Sort letters using a letter gauge into small, medium and large sizes.
- Sort the consignment into postcodes or areas using the Australia Post national sorting plan.
  - Bundle the consignment into lots of 50 or 100, label each bundle (labels are available for free from the post office) and secure each with three rubber bands or stack in special Australia Post trays.
  - Prepare a mailing statement using the standard Australia Post form (available from the post office).
  - Lodge the consignment across the counter at a post office.
- Print post and advertising—an economical way to send publications and periodicals anywhere in Australia (100 items minimum).



Now complete Work task 1.11 listed at the end of this chapter and outlined in your workbook.

### Articles that cannot be sent through the post

Because they may cause damage to human life, aircraft, equipment or other people’s parcels, some items cannot be sent through the post. These are listed below:

- **Explosives.** Ammunition, fireworks, blasting caps, igniters, fuses, flares, caps for toy firearms.
- **Poisons.** Including drugs and medicines except samples of poisons and drugs and medicines in prescription quantities.
- **Flammable liquids.** Gasoline, alcohol (alcoholic beverages may be sent in special containers), flammable solvents and cleaning compounds, flammable paint, flammable varnish removers and thinners.
- **Flammable solids.** Matches of all kinds, cellulose nitrate films and other cellulose nitrate products, zinc powder, metallic magnesium and substances that become dangerous when wet.
- **Radio-active material.**
- **Oxidising materials.** Organic peroxides such as hair or textile dyes, fibreglass repair kits, some bleaching powders, disinfectants, certain adhesives.
- **Compressed gas.** Flammable and non-flammable: aerosol products, butane, charged butane cigarette lighters, fire extinguishers containing compressed gases, carbon dioxide gases.
- **Corrosives.** Corrosive cleaning liquid, corrosive rust remover or preventative, corrosive paint or varnish removing liquid, nitric acid, battery fluid, mercury.

- **Other dangerous goods.** Strongly magnetised materials, pyrophoric liquids, instruments containing mercury, creosote, quick lime, oiled paper, toys containing batteries.
- **Other prohibited items.** Living creatures other than bees, leeches, silkworms and harmless entomological specimens packed correctly.
- **Offensive materials and items that menace or harass any person.**

## Urgent and same-day deliveries

Competency  
BSBCM212A/03:  
Organise urgent  
and same day  
deliveries

At some point in your daily routine there will be a member of staff who will come to your desk and say 'this document must be sent immediately and must arrive at its destination today. If they don't receive it today, we will lose the contract and I am in deep trouble', which means that you will be in deep trouble.

There are many ways in which you can send documents by urgent, same-day delivery. Depending on the time the document is handed to you for posting, this can be in one hour, three hours or the same day. Some of the methods for achieving this are listed below:

- **Electronic mail (e-mail or fax).** If the document is just a letter, with attachments, and it is for information only, it could be sent by electronic mail.
- **Messenger post (either Australia Post or private messenger).** People on radio-controlled motorcycles, in cars, vans, taxis and, in some metropolitan areas, on rollerblades deliver documents and packets in one hour, three hours or the same day.
- **Hand delivery.** If the document is extremely urgent and contains confidential or extremely expensive items, then someone (either yourself or a person who is totally reliable) could hand deliver the document. (I have done this many times for my bosses in many cities.)
- **Courier service.** Important documents and bulky items are delivered very reliably by courier van from your reception desk to the recipient's reception desk. The advantage of using courier service is that there is proof of delivery. When sending a package you fill in delivery documentation, of which you keep a copy. If there are any queries about non-receipt of the package by the person to whom it is addressed, then you can trace the path of delivery.
- **Bus service in rural areas.** You deliver the package to the departure depot and the package is collected by the recipient at the rural depot on the same day.

### Choosing the correct option for each item of mail

There are so many different methods and costs for sending out documents and packages that it can be difficult to try and choose the correct option. It is also important to remember that at the end of the financial year, the accountant will be examining the costs of postage.

It will be one of your duties to decide which method of postage is the correct one for each letter or package that is placed in the outgoing mail tray, while at the same time considering costs. This is important to the organisation as the methods you choose will have an influence on the efficiency and corporate image of your company in the following ways:

- If you send an urgent document by ordinary post your company may lose a contract.
- If you don't register an important document, or address it wrongly, and this is lost it could cause your company and you a great deal of embarrassment, cost the company money, and reflect on the efficiency of your organisation.



- If a customer urgently requires a quote and you send this by ordinary post instead of faxing it or sending it by e-mail, again your company could lose the business to a competitor. This would affect the company's profits.

The following is an example of how you should take into account other considerations when choosing the method you would use for a specific item.

## Example

You are the receptionist at the head office of Business Stationery Supplies Pty Ltd. Your manager has had a visit from a very important prospective new customer who has a large business in the metropolitan area, and there seems to be a possibility that if everything continues to go well, your company will receive a very large order. Your manager rushes in to see you an hour after the visitor has left as she has discovered that after visiting the wash room, he has left behind his very expensive watch. Not only this, but in the mass of information given to the prospective customer, one document was left behind that is vital in order for him to make a decision on the new order.

It is now up to you to decide which method is the most suitable to return these items to the prospective customer. There are a number of very efficient methods you could use to return the watch and documents within one hour, and they would be perfectly safe. But I would choose the following option because of the reasons outlined below:

As the visitor is a prospective new customer I would ask someone to take over the reception desk duties for a period of time, and I would personally return the watch and document, and hand them over to the prospective customer.

Why I have chosen this method is that it would be a good company public relations operation. It would show the prospective customer that you value his business. It reflects well on the efficiency of your company, and shows that you treat your customers with consideration. It may help you get the business. (Refer to Chapter 6.)



Now complete Work tasks 1.12 and 1.13 listed at the end of this chapter and outlined in your workbook.



### Case study 1.1 Methods of sending outgoing mail

You are the receptionist at the head office of our company Business Stationery Supplies Pty Ltd. Your manager has informed you that a new warehouse is being opened in the near future in the industrial area quite a distance from the metropolitan district. There is a meeting next week of all managers and CEOs to

plan the requirements of the new building. She has asked you (as you are responsible for the mail at the head office) to produce a short report to present at the meeting, recommending the following procedures for organising mail in the reception area of the new building.



This is a large warehouse dealing with orders from head office and branches. There will be people employed in the warehouse packing and delivering goods, an office receiving orders and sending invoices and other correspondence, and a maintenance office dealing with buildings and machinery.

Discuss with the other members of your group what other facilities would be required and how many people would be employed. For example, depending on the volume of outgoing mail, would you be able to take advantage of bulk mail discounts? Below are the issues you will take into account when writing your short report. (How to write a short report is outlined in Chapter 5.)

- How will incoming mail be collected or received?
- List all the equipment that would be required to deal with incoming and outgoing mail.
- State the reasons why you would choose a particular piece of equipment instead of a different one.
- List the different methods of outgoing mail that you would need to use and state against each item the advantages of using that particular method.
- How would you inform all staff of the articles that may not be sent through the post?
- Explain the advantages of using bulk mail (obtain information from the post office or search the Australia Post website).

## Environmental issues

Environmental issues are dealt with in more detail in Chapter 9, but the following are some ways in which you can help the environment by minimising paper wastage when dealing with mail:

- Carefully open large envelopes so that they may be reused by affixing a new label over the address.
- Use inter-office envelopes, which can be used again up to forty times.
- Reuse POSTpak envelopes and tubes by affixing a new label over the address.
- Shred unused paper to use for packaging.
- Cut unused paper into squares for use as scrap pads.

There are many other ways that you can help to improve environmental issues when dealing with mail. One or two suggestions are mentioned in the example below.

### Example

- If you are sending more than one letter or article to the same address, make sure you put them all in one envelope. You are then saving paper.
- Always switch off any electronic machine when you are not using it, and suggest to your manager that you install halogen lights, which save electricity. Also switch off lights when you are not using them, thus saving electricity.
- You may be able to think of many more ways of helping the environment (refer to Chapter 5).



Now complete Work task 1.14 listed at the end of this chapter and outlined in your workbook.

# Summary

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- To use e-mail, you need a modem and connection to an Internet Service Provider (ISP). You also require an e-mail account address and password. This includes a domain name and a userid.
- E-mail etiquette involves generally understood rules for writing e-mail, which include checking for messages every day and carefully checking spelling and grammar as you would when sending business letters.
- When sending quick e-mail messages to friends and colleagues, you can use short cuts that include emoticons and acronyms.
- You should use security measures when dispatching and receiving e-mail, such as using passwords, back-up measures, checking for viruses, avoiding spam and monitoring privacy.
- Many business documents can now be transferred electronically from one office to another, and from one country to another, through computers using e-mail and the Internet. However the bulk of mail will still be sent through Australia Post.
- There are various methods of receiving mail, including electronic mail, courier service, street mail delivery, pick-up from post-office counters, private boxes and locked bags.
- When you have received the mail, you should sort it into order of priority: express, urgent, private and confidential, and then standard mail items.
- Mail should then be distributed either into pigeonholes or using the method specified by your organisation, with urgent letters placed on top.
- If letters are opened by mistake, they should be resealed and marked 'opened in error', and if contents are damaged when opened, the envelopes should be marked 'damaged when opening'.
- Each organisation has its own method of distributing incoming mail. This depends on the type and size of the business. Large organisations often have a centralised mail room where incoming and outgoing mail is processed. In small businesses, incoming and outgoing mail is often the responsibility of the receptionist.
- Internal mail is distributed in internal mail envelopes, which can be reused up to forty times, and articles and journals are distributed by means of a circulation slip.
- Processing outgoing mail is a very important task, and is an aspect of the public relations and corporate image of your organisation. Mail that is sent out badly presented and incorrectly addressed reflects on the efficiency of your business.
- The methods of sending routine mail include prepaid envelopes, business reply post, stamp rolls, franking machines and computer mail.
- A standard article is measured by means of an Australia Post standard articles gauge.
- Extra precautions may be taken when sending articles through the mail by using security post, registered post, certified mail and insurance.
- Bulk mail can save costs through pre-sorting and stacking into postcodes or areas, using the Australia Post national sorting plan.
- Methods for minimising wastage of paper include reusing internal envelopes, reusing large envelopes and bags by placing a new label over the address, and shredding unused paper to use for packing.
- There are specific articles that may not be sent through Australia Post (e.g. explosives, poisons, compressed gas, and flammable liquids and solids).

## Review questions

1. List the benefits and uses of e-mail.
  2. Describe the equipment (and the process) that is required to connect your computer to the Internet.
  3. Describe how you set up an e-mail account.
  4. You need an address to send and receive e-mail. Explain (and name) the different sections of an e-mail address, and write down a fictitious e-mail address using those different sections.
  5. List the standard mailboxes in all e-mail systems.
  6. What is 'bounced' e-mail?
  7. Some generally understood rules for writing and sending e-mail messages are known as 'e-mail etiquette' (or netiquette). Write down a list of e-mail etiquette rules.
  8. What are 'emoticons' and 'acronyms'? Give examples.
  9. Describe how you would store e-mail addresses in your computer address book. Why is it a good idea to store addresses in your computer address book?
  10. Explain how you would find a lost e-mail message.
  11. List the security measures you should take when using e-mail.
  12. What are some of the serious concerns about the use of e-mail?
  13. What is a computer virus? Give some examples and explain what you would do to avoid contamination.
- 
14. List the methods of receiving incoming mail.
  15. How would you sort articles of mail into order of priority?
  16. State what you would do with envelopes marked 'private and confidential'.
  17. If you damaged a document when opening an envelope, what would you do?
  18. How would you circulate internal mail?
  19. Your manager has given you an article that should be read by all managers of all departments. How would you make sure that they all received this article?
- 
20. Why is the way you deal with outgoing mail important?
  21. List the methods for sending routine mail.
  22. What is a standard article and what is a non-standard article? How would you check these?
  23. What is the rule when you are folding letters to mail out?

**Competency**  
**BSBCMN221A/03:**  
Organise urgent  
and same-day  
deliveries

24. Describe briefly the options you can use for extra precautions when sending mail out.
  25. List articles that cannot be sent through the post.
- 

**Competency**  
**BSBCMN221A/02:**  
Sort and dispatch  
documents for bulk  
mailing

26. List the various methods for sending mail by urgent same-day delivery.
  27. Describe other considerations you should take into account when choosing a specific method of outgoing mail.
- 
28. The text lists some ways for using bulk mail for large quantities of articles being posted regularly. Find out more information about bulk mail discounts from the post office or on the Australia Post website.



## Work tasks to be completed: 'To do' list

You have studied the text, viewed the examples given and completed the review questions. You should now complete the following work tasks (details of which are outlined in your workbook). All the work tasks in your workbook indicate how they are to be completed as a self-assessment work task, or as a group-assessment work task.

Competency  
BSBCMN212A/04:  
Organise and  
send electronic mail  
(e-mail)

<b>Work task 1.1:</b> Using e-mail, e-mail address	4	<input type="checkbox"/>
<b>Work task 1.2:</b> Composing your first e-mail message	4	<input type="checkbox"/>
<b>Work task 1.3:</b> Checking for accuracy and e-mail etiquette	4	<input type="checkbox"/>
<b>Work task 1.4:</b> Address book, and recording/storing outgoing e-mail	5	<input type="checkbox"/>
<b>Work task 1.5:</b> Finding a lost document	5	<input type="checkbox"/>
<b>Work task 1.6:</b> Privacy, viruses and spam	5	<input type="checkbox"/>

Competency  
BSBCMN212A/01:  
Receive, process  
and distribute  
incoming mail

<b>Work task 1.7:</b> Receiving/collecting incoming mail	5	<input type="checkbox"/>
<b>Work task 1.8:</b> Processing incoming mail	6	<input type="checkbox"/>
<b>Work task 1.9:</b> Dealing with damaged mail	6	<input type="checkbox"/>

Competencies  
BSBCMN212A/02  
and 212A/03:  
Receive, process,  
register and dispatch  
mail and deliveries

<b>Work task 1.10:</b> Addressing outgoing mail	8	<input type="checkbox"/>
<b>Work task 1.11:</b> Checking outgoing mail, including bulk mail	11	<input type="checkbox"/>
<b>Work task 1.12:</b> Processing outgoing mail (envelopes, packets and parcels)	11	<input type="checkbox"/>
<b>Work task 1.13:</b> Choosing the correct method of postage	11	<input type="checkbox"/>
<b>Work task 1.14:</b> Environmental issues when dealing with mail	13	<input type="checkbox"/>
<b>Case study 1.1:</b> Methods of sending outgoing mail (main text)	38	<input type="checkbox"/>

When you have completed all the above work tasks in your workbook, hand your assessment sheet (with completed work tasks attached) to your trainer, who will officially assess your work. If he/she thinks you have completed your work competently, you will have passed competency units BSBCMN212A/01/02/03/04.

This will be recorded on your assessment sheet at the end of each chapter in your workbook. When completed, detach the sheets from your workbook and file them all together for future reference.



My name is Leanne.

I work for a group/accountancy business in Melbourne.

My position is: Receptionist/  
Administrative Assistant.

My duties include:

- dealing with customers at the reception desk and on the telephone
- negotiating with internal clients (staff within the organisation)
- processing incoming and outgoing mail, including e-mail and sending faxes
- typing correspondence and accounting documents
- filing documents
- organising appointments
- controlling office supplies
- being responsible for the petty cash, and paying cheques into the bank
- filing documents
- organising appointments
- controlling office supplies
- manual book-keeping to trial balance/electronic data entry and other financial documents.

### **Example of a normal day**

On my way to work at 8:30, I collect the mail from the private box at the post office. My first task is to sort and distribute the mail. Ongoing tasks are answering the telephone and dealing with any problems that occur; receiving visitors at the reception desk and taking them to the appropriate person; book-keeping and data entry; and typing any letters or e-mails and making copies for filing. I regularly take cheques to the bank for deposit. I end the day by sorting mail from the 'outgoing mail tray' and taking them to the post office on my way home at 5.00pm.

### **What aspects of your position do you like or dislike?**

I like meeting people and the variety of tasks at the reception desk mean the job is never boring. I enjoy the book-keeping and data entry. As this is my first position, I have learnt a lot about how business operates, as I have to know all staff in all departments and their positions. I have also learnt quite a bit about accounting terminology and the services provided. Some aspects of the job I don't like are that the job can be very busy and at times I become stressed.

### **Do you feel that you are good at your job? If so, why? And if not, why?**

I do feel that I am good at my job. I work hard and I feel that I am helpful and pleasant. I learn from my mistakes, and if I don't know how to do something I ask someone to help me.

I have good typing and computer skills and know the computer packages that are required in this type of business.

I enjoy meeting people at reception and on the telephone, and I feel that I have good communication skills.

A large part of my day is book-keeping to trial balance and data entry, which I feel I am good at as I have received training in this area and like to use it.

### **How do you see your future career path?**

I like working in an accountancy business, and with the experience I have gained in this position, I feel confident in applying for a position in an organisation where I could apply for a higher position. I would also like to do further studies so that I can reach a higher status within the company and earn a higher salary.



