



United States Department of the Interior

BUREAU OF INDIAN AFFAIRS  
WASHINGTON, D.C. 20245

2/18  
*Aiana Bird*

*FYI*

IN REPLY REFER TO:

MAR 17 1992

*Martha*

Memorandum

To: Central Office Directors  
Area Directors  
Executive Secretariat

From: Acting Deputy Commissioner of Indian Affairs

Subject: Discontinue Use of Correspondence Impact Sheet

Effective immediately, the "Correspondence Impact Sheet" will no longer be a requirement for every piece of correspondence sent forward for the signature of the Deputy Commissioner.

It is to the discretion of the program, however, to include a briefing paper in cases where the correspondence may have major impact on or effect policy change, relevancy to an upcoming meeting that the Deputy Commissioner may be involved in, etc.

*Levin Whitely*

UNITED STATES  
DEPARTMENT OF THE INTERIOR  
BUREAU OF INDIAN AFFAIRS

# CORRESPONDENCE HANDBOOK

Supplement 1 to 15 BIAM

BIAM REISSUE  
FEBRUARY 1984

CORRESPONDENCE HANDBOOK

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BUREAU CORRESPONDENCE HANDBOOK  
Letters and Memoranda

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## PART I

## Chapter 1 -- LETTERS AND MEMORANDA

1.1 General

A. Purpose. This Handbook gives the format and procedures for preparing letters and memoranda to be signed in the Bureau. It also contains guidelines for envelopes and mailing, telegrams and models of address.

(1) Use this handbook in addition to the following:

(a) The Department of Interior Correspondence Handbook (309 DM). This handbook contains the guidelines for preparing correspondence for Department signature, and is distributed separately by the Department. Contact the Department for extra copies.

(b) The Government Printing Office Style Manual. This manual contains standards for capitalization, spelling, compound words, punctuation, abbreviations and numerals.

(2) Use this Bureau Handbook instead of the U.S. Government Correspondence Manual, since the Government Manual has been included in the Bureau Handbook.

(3) This Handbook does not cover specialized documents such as reports, Federal Register or Bureau Manual material, articles or speeches. These are covered in other parts of the Bureau Manual.

F. Arrangement of This Chapter. The following sections tell how letters and memoranda should be prepared for Bureau signature. Generally, the rules are the same for both. Where they differ, the specific instructions for each form will be given. Illustrations 1 and 2 show the format of letters and memoranda. The circled numbers shown on the illustrations refer to the section in this Handbook that discusses that part of the format.

C. Modification By Area Offices. Central Office employees are required to follow the procedures given in this Handbook. Area Directors may modify these procedures, if necessary, to meet local conditions.

D. Distribution. This Handbook will be distributed to all Bureau employees who prepare correspondence. Parts I and II are primarily for the guidance of typists, stenographers and secretaries. Part III is primarily for drafters and reviewers.

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E. Correspondence Review by Secretaries. The secretary to the division or office head should review correspondence prepared in his/her division or office to insure that it was prepared correctly. Such items as grammar, spelling, punctuation, neatness, and conformity with correspondence instructions should be considered.

1.2 Types of Correspondence.

A. Letters. Letters are used for correspondence with addressees outside the Department. Tribal councils or committess are considered addressees outside the Department, therefore letters may be addressed directly to them or their members. When letters to tribal councils or committees are not addressed through an Area Director or Superintendent, send a copy to the Area Director or Superintendent concerned. Illustration 1 is a sample of the correct format for a letter prepared in the Bureau.

B. Memoranda. Memoranda are used for all correspondence within the Department of the Interior with the following exception: Correspondence to Area Directors or Superintendents authorizing the call of tribal constitutional elections and approving the results of those elections will be in letter form since that correspondence will eventually become a part of tribal records. A sample of the format of a memorandum is shown in Illustration 2. Use Optional Form 10 or Optional Form 37 for memoranda; these forms may be ordered following the same procedure used for ordering standard forms. Use Bureau stationery only for letters.

1.3 Stationery. Use Bureau stationery as follows:

<u>Type of Correspondence or Copy</u>	<u>First Page</u>	<u>Succeeding Pages</u>
<u>ORIGINAL</u>		
Routine correspondence .....	Letterhead .....	Plain bond
<u>CARBON COPIES</u>		
Courtesy, informational (if necessary) .....	Letterhead tissue*.....	Plain tissue
Reading file (if required) .....	White tissue .....	White tissue
Bureau surname .....	White tissue .....	White tissue
Chronological .....	White tissue .....	White tissue
Other .....	White tissue .....	White tissue

\*Use letterhead tissue, if available. If not, use plain tissue stamped or typed with agency identification.

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1.4. Number of Copies. Prepare the following copies for all correspondence:

A. Surname (This is the official file copy and should be retained by the originating office). When an identical reply is used for several inquiries, make only one surname (file) copy. Note on this copy that identical letters are being sent to other addresses.

B. Office chronological

C. Mailroom

In addition, the following copies are required as outlined below:

A. Courtesy Copy.

(1) Include in letter addressed to member of Congress or Supreme Court or to top White House Official (if letter prepared in Field Office, send additional copy to Central Office).

(2) Include additional copy for Washington office of a member of Congress when writing to him/her outside of Washington.

B. Informational Copy.

(1) Make for Area Director by Central Office when original sent to addressee (other than Director) in that area (include copy of incoming letter).

(2) Make for Congressional Liaison (CL) for all Congressional correspondence.

(3) Make for any Area or program offices referred to in letter itself.

(4) Make for Executive Secretariat (ES) for all correspondence controlled by Department.

(5) Make for Commissioner's Correspondence Staff (BCCO) for all letters signed by Assistant Secretary or signed, surnamed or reviewed by Acting Deputy Asst. Secretary (Operations) or controlled by BCCO.

C. Assistant Secretary Reading File Copy. Prepare for correspondence which may interest Assistant Secretary or Acting Deputy Assistant Secretary (Operations).

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D. Secretary's File and Secretary's Reading File Copies. Prepare for all correspondence signed by Assistant Secretary. One file copy and two reading file copies.

1.5 Margins and Spacing.A. Margins.

(1) Margins should be at least 1 inch on the sides and the bottom. On the second and succeeding pages, the top margin is  $1\frac{1}{2}$  inches. (See section 1.7C for placement of page numbers on second and succeeding pages).

(2) When a letter or memorandum is considerably less than one page in length, side margins wider than 1 inch may be used for a more balanced look.

B. Spacing.

(1) Double space drafts, leaving three spaces between paragraphs.

(2) Single space final material, with two spaces between paragraphs. When final material is less than eight lines, it should be double spaced.

1.6 Heading.A. Letters.

(1) "In Reply Refer to:" This phrase is pre-printed in the upper left of Bureau stationery. Underneath the phrase, type at least the name of the originating office. Any other control number used by the originating office should be added immediately after the office name. Underneath and aligned with this, type the BCCO number for any reply to controlled correspondence. (See the sample letter in Illustration 1).

(2) Date.

(a) If the date of signing is known, type it near the upper right hand corner, two lines below the first line of the letterhead.

(b) Omit the date on a letter that will be signed in another office or that may not be signed the day you type it. Stamp the date in the appropriate place on the original and all copies after the letter is signed.

(3) Address.

(a) Typing. Type the address at the left margin. Single space the address and arrange it in block style. To be visible in a window envelope, no line of the address should be longer than 4 inches.

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Where window envelopes are not used, the address should begin at least 4 lines below the bottom of the letterhead to allow for date stamping. If the letter is shorter than one page, type the address so the letter is centered on the page. When runover lines are required, indent two spaces from the left margin. Limit the address to five lines. Example:

Mr. John L. Doe  
 Chairman, Secretarial-Professional  
 Association of the United States  
 5906 Weaver Place S.E.  
 Barnesboro, PA 15714

(b) Mail Codes. If letters to other elements of the Bureau or to outside agencies are to be mailed in individual envelopes, include the mail code in the address. Also include the addressee's mail code or office symbol, when known, on letters sent to another Government agency. Example:

Director, Administrative Services Division (BRXX)  
 Federal Service Agency  
 Cleveland, OH 12365

(c) "Attention" Lines.

(i) General. Specific addresses should be used, rather than "Attention" lines, whenever possible. An "Attention" line can usually be avoided by including in the address the reference entered after the "Reply to Attention of:" caption on the incoming letter. If an "Attention" line must be used, type "Attention:" on the line below the first line of the address, flush with the left margin. Example:

Electrical Supply Division  
 Attention: J.F. Jones  
 Building 25  
 Federal Plaza  
 East Cranston, KY 20014

(ii) Congressional Correspondence. Occasionally, referral slips on Congressional correspondence include a notation to reply "Attention: Miss \_\_\_\_\_." Since the Congressman's office may send the Bureau's reply to the constituent, it is more appropriate to place the "Attention" line on the envelope rather than on the face of the letter. Example:

Honorable John N. Doe  
 Attention: Miss Jones  
 House of Representatives  
 Washington, D.C. 20515

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(d) Replies to Petitions or Resolutions. When replying to a petition or resolution, address the person who submitted it or the first person who signed, and mention the other signers. If practical, make a carbon copy for each signer of a multiple-signed petition or resolution. Make only one official file (surname) copy and indicate on it the distribution of copies as shown below.

(e) Replies to Multiple-Signed Letters. There are several ways of addressing replies to letters signed by two or more persons:

(i) Address First Signer Only. Address the reply to the first person who signed the letter and state in the first paragraph that the reply is intended for the others also. If practical, make a carbon copy for each of the signers. Prepare only one official file (surname) copy and indicate on it the distribution of copies as shown in sections 1.9D and 1.9G, below.

(ii) Address All Signers Jointly. If there are not more than 10 signers and they are of equal official status, address the reply to them jointly in the order of their signatures. Use the appropriate plural salutation as shown on Chapter 5 of this Part. Prepare an original for each recipient, but only one official file (surname) copy.

(iii) Address Each Signer Separately. Address an identical reply to each of the signers with a statement in the opening paragraph that the same reply is being made to the other signer(s). Prepare an original for each recipient, but only one official file (surname) copy. On the surname copy, type "Identical letter to:" below the signer's title or any other preceding notation, beginning at the left margin. On the next line, list the names and addresses of the recipients of the letter. If there is not enough space at the bottom of the page, type the list on a separate sheet and attach it to the surname copy.

(f) Other Points.

(i) ~~(1)~~ In sending telegrams or special delivery letters, use street addresses; for other correspondence and Mailgrams, use post office box numbers.

(ii) ~~(2)~~ "Stop" codes listed in the Departmental Telephone Directory are used only sending mail to other Federal agencies in the Washington area—never for Congressional mail. (B.I.A. Central Office mail to the Hill is sorted in our Mailroom and taken to Ramp B for regular daily trips to the Capitol Mailroom).

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(iii) ~~(3)~~ Agency title (including B.I.A.) must always appear in address (envelope, etc.). Although there is only one agency (B.I.A.) in Window Rock, Arizona, there are a number of agencies (Area Directors, etc.) in Sacramento, Phoenix, etc.

(iv) ~~(4)~~ "Ms." now is used in addressing women whose marital status is unknown.

(v) ~~(5)~~ "Aberdeen Area Director" is preferable to "Area Director, Aberdeen."

(6) Members of Congress are addressed differently when corresponding with their local (field) offices than when corresponding with Washington Offices (See Chapter 5). Use committee titles, if signed so.

B. Memoranda. The only two forms of stationery authorized by the Department Manual for memoranda are Optional Form 10, "U.S. Government Memorandum" and Optional Form 37, "U.S. Government 2-way Memo." No other stationery may be used. See Illustration 2 for a sample of a correctly typed memorandum.

(1) "Date" Line.

(a) If the date of signing is known, type it in the upper left hand corner, opposite the word "date."

(b) Omit the date on a memorandum that will be signed in another office or that may not be signed the day you type it. Stamp the date in the appropriate place after the letter is signed and date all copies.

(2) "Reply to Attention of" Line. Type the name or title of the originating official opposite this line.

(3) "Subject" Line.

(a) The subject of a memorandum is a brief, usually not more than ten words, statement of what the memorandum is about. Type this phrase in the upper left corner opposite the word "Subject". If more than one line is needed for the subject, begin succeeding lines flush with the first line. Capitalize only the first letter of the first word and all proper nouns. Example:

Subject: Designation of members of the Amalgamated Welfare and Recreation Board

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(b) When writing back to the same office or person on the same subject, type the sender's reference after the subject. Example:

Subject: Disposition of records (Your ltr, 9/11/79)

(c) If you write a second memorandum to the same person on the same subject before you receive a reply, include your reference after the subject. Example:

Subject: Disposition of records (Our ltr, 9/11/79)

(4) "To" Line. Type the name or title of the person(s) to receive the memorandum.

(5) "Through" Line. If the memo is to be sent through another office for concurrence, type "through" two lines below the "To" line, aligned with the preprinted word "To." Type the name or title of the individual or office through whom the memo is to be routed on the same line, aligned with the name of the person to receive the memorandum.

### 1.7 Text.

A. Salutation. Each letter must have a salutation. Type flush with the left margin, 2 lines below the last line of the address. If using a window envelope, begin the salutation at least six lines below the last line of the address. When an "Attention" line is used, the salutation is still directed to the addressee, not to the person named in the "Attention" line. Never use a first name in typing the salutation. See Illustration 1 for placement of salutation. Chapter 5 shows the proper salutation for certain addressees. Do not use salutations in memoranda.

B. Spacing. Begin the text 2 lines below the salutation on a letter or the "To" line on a memorandum. Begin each main paragraph flush with the left margin. Indent subparagraphs 5 spaces. Begin second and succeeding lines flush with the left margin. Single space the body of the letter; double space between paragraphs. Double space letters of one paragraph or less than 10 lines; triple space between paragraphs when the text is double spaced.

C. Succeeding Pages. Type the second and succeeding pages on plain bond paper. Starting with the second page, type the page number 7 lines from the top of the page, in the center of the line. Continue the text 2 lines below the page number.



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**D. Numbering and Lettering Paragraphs.**

(1) When it is necessary to break a paragraph into subparagraphs, the subparagraphs may be numbered and lettered. Indent the first line of each subparagraph or further subdivision. Begin second and succeeding lines at the left margin.

(2) Main paragraphs may also be numbered if the numbering would be helpful to later correspondence. Illustration 3 illustrates the way paragraphs and subparagraphs should be numbered.

(3) Do not begin a paragraph near the end of a page unless there is room for at least two lines on that page. Do not continue a paragraph on the following page unless at least two lines can be carried over to that page.

**E. Quotations.**

(1) Run a quotation of less than two lines into the text. Use double and single quotations as shown in the following sentence: The regulation states "...ambiguous references such as 'herein' 'above,' and 'below' shall not be used."

(2) A quotation of more than two lines is blocked 5 spaces from the left and right margins of the text. Double space between quoted paragraphs. Quotation marks are usually omitted. If you need them, use opening marks at the beginning of each paragraph, but use closing marks only at the end of the last paragraph.

(3) Indicate omissions from quoted material by three asterisks or periods, with one space between each. When the omission is a full paragraph or more, indicate it by a full line of asterisks, with five spaces between each.

**1.8 Signature.****A. Letters.**

(1) The complimentary close "Sincerely" is required on all letters. Type this 2 lines below the last line of the text, in the middle of the page.

(2) Type the signer's title 6 lines below the complimentary close, and flush with it. Do not type the signer's name.

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(a) The correct typing for the Assistant Secretary's title is: Assistant Secretary - Indian Affairs.

(b) The correct typing for the Commissioner's title is: Commissioner of Indian Affairs

(3) See 15 BIAM 1.3 for signatory authority of various Bureau officials.

B. Memoranda. Do not type anything in the signature area of a memorandum, since a complimentary close is not used and the signer's title is already given in the heading.

1.9 Disposition Blocks. Disposition Blocks are used to show concurrence or approval by higher organizational levels. Type disposition blocks flush with the left margin, on the fourth line below any preceding entry. Use the format below for disposition blocks:

Concur:

\_\_\_\_\_  
Director, Office of Administration

\_\_\_\_\_  
Date

Approved:

\_\_\_\_\_  
Commissioner

\_\_\_\_\_  
Date

1.10 Notations.

A. Accompanying Attachments or Enclosures.

(1) Use of Words "Attachment" and "Enclosure." Use the word "attachment" to refer to all material accompanying a memo. Use the word "enclosure" to refer to material accompanying a letter.

(2) Attachments or Enclosures Identified in Text. When enclosures or attachments accompanying a letter or memorandum are mentioned in the text, type the appropriate word and the number flush with the left margin, 3 lines below the signer's title (9 lines below the text).

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(2) Attachments or Enclosures Not Identified in Text. When attachments or enclosures are not identified in the text, type the appropriate word, flush with the left margin, 3 lines below the signer's title (9 lines below the text). List each attachment or enclosure on a separate line below the notation, flush with the left margin. List each attachment or enclosure by title or with a short descriptive phrase. If you need more than one line to identify an attachment or enclosure, indent succeeding lines two spaces. Example:

**Enclosures:**

Form Letters Handbook

XYZ Agency Pamphlet on the Processing of Plain Letters

Organization Chart

B. Material Sent Under Separate Cover. When material referred to in the text is sent under separate cover, type "separate cover" flush with the left margin, two lines below the signer's title or the enclosure notation or 8 lines below the text. List all material sent, whether or not referred to in text. Example:

**Separate cover:**

Form Letters Handbook

Plain Letters Pamphlet

Correspondence Manual - 10 copies

C. Postscripts. Although writing a postscript is discouraged, one may be added to avoid retyping. Type the postscript 2 lines below the signer's title or any other preceding notation or 8 lines below the text. Beginning at the left margin, type the letters "P.S." followed by the postscript. The signing official must sign or initial the postscript. When the signer adds a handwritten postscript, type it on all copies.

Send a copy of the letter with the material sent under separate cover.

D. Notation of Carbon Copies. A writer may wish to identify carbon copy recipients for the benefit of the addressee. Type "cc:" two lines below any preceding notations, flush with the left margin. Below and flush with the first recipient's name or designation, list the names or designations of the other recipients, each on a separate line. Do not show the Bureau's internal or administrative distribution on this list. Example:

cc: Senator Phil A. Buster

Senator Hans R. Idle

Mr. G. Ology

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E. Memorandum for Record (M/R). Occasionally, a secondary memorandum is prepared which contains supporting information for the outgoing correspondence. In such a case, type the notation "M/R:" on all file copies of the outgoing correspondence. Type the notation flush with the left margin, immediately below any preceding typing. Two spaces after the colon, type the subject of the memorandum for record. Example:

M/R: Explanation of Position on Correspondence

F. Identification of Preparing Office, Writer and Typist.

(1) First Writing.

(a) In the lower left corner, two lines below the notation showing the distribution of copies, type the information shown in the sample below:

Bureau initials (only  
on correspondence to  
be signed in the  
Department)

Mail code of originating  
office (only for Central  
Office use)

BIA:620: JDo:abc:2/2/79:x5328

Typist's Initials

Writer's Extension  
Date of Typing

(b) Do not use photocopies as file or informational copies going within the Department unless the information in (a) above is written or typed in the lower left corner.

(2) Rewrite.

(a) No Change in Meaning. If correspondence is rewritten without changing its meaning:

(i) Type previous surnames and dates on the new surname copy.

(ii) Reroute the new correspondence together with the previous original and surname copy to the person requesting the change and the remaining reviewers indicated.

## BUREAU CORRESPONDENCE HANDBOOK

## Letters and Memoranda

(b) Change in Meaning. If the rewrite changes the meaning, route the correspondence through all reviewers for surnaming, after review by the person requesting the change. Show original and rewrite information in the lower left corner of the new surname copy. Example

620:ABSmith:cag:7/25/79  
 Rewritten:600:CDBrown:kfa

Insert the word "rewrite" on the route slip. "X out" the original and surname copy in red, fold them lengthwise and clip them to the inside left of the folder, on top of any other papers.

G. Blind Copy Distribution Block. Show the distribution of all copies other than those listed on the original document. Type "bcc" below the identification entries, flush with the left margin. When space is not available below the text, the left margin may be used. Starting one space after the colon, list the recipients of copies, one below the other. Use several columns for this list if necessary. When there is not enough room for this information at the bottom of the page, it may be typed in the left margin rather than on a new page. For copies within an office, mail code numbers may be used instead of organizational designations. Mark a copy for each recipient. Example:

500: DEGreen:wm 1/4/80  
 bcc: AS Reading File  
 400  
 420  
 Surname - 500  
 Chrony - 500  
 Mailroom

H. Reply Reference.

(1) Type the name or symbol of the preparing office and any additional reference immediately below the printed words "In Reply Refer To:". If the reference is long, use additional lines, single spaced and blocked.

(2) The name or abbreviation of the preparing office is the minimum reply reference. File number references may be used in addition.

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## BUREAU CORRESPONDENCE HANDBOOK

## Letters and Memoranda

I. Correspondence Control Number. The Bureau correspondence staff (BCCO) assigns a number to each piece of controlled incoming mail. Type this number on outgoing correspondence as follows:

(1) Letters. On each letter prepared in reply to incoming controlled correspondence, type "BCCO" followed by the control number immediately below the reply reference.

(2) Memoranda. If a memorandum relates to Bureau controlled correspondence, type "BCCO" followed by the BCCO number on the "Subject" line of the memorandum.

J. Special Mailing Instructions. If the envelope is to be prepared in another office, add special mailing instructions (such as SPECIAL DELIVERY, CERTIFIED or REGISTERED). Type or stamp the instruction 2 lines below the last line of the "In Reply Refer To" notation, flush with the left margin. When more than one instruction is used, type them continuously on the same line, separated by a dash.

K. Security Classification. Only the Secretary may assign a security classification. If correspondence is classified, type the classification above the letterhead and also at the bottom of the page on the original and all copies. Address two envelopes, one slightly larger than the other, so that the smaller can be inserted into the larger. Stamp or type the security classification on the smaller envelope.

L. Administrative Marking. If access to a piece of correspondence should be limited for administrative reasons, stamp or type the appropriate marking (either "FOR GOVERNMENT USE ONLY" or "ADMINISTRATIVELY RESTRICTED") above the letterhead and at the bottom of each page of the original and all copies. Address two envelopes, one slightly larger than the other, so that the smaller can be inserted into the larger. Stamp or type the security classification on the smaller envelope.

1.11 Assembly for Signature. When correspondence is ready for review or signature, arrange it and the accompanying papers using one of the following methods:

A. Single Unit Assembly. Use this method when the correspondence is signed in the originating office.

(1) Arrange all material in a single unit.

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BUREAU CORRESPONDENCE HANDBOOK  
Letters and Memoranda

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(2) Attach signature and surnaming tabs on page preceding page to be signed or surnamed.

(3) Attach an attention tab to any explanatory material.

B. Folder Assembly. Arrange correspondence to be signed outside the originating office in a manila folder (or in the correspondence control folder, if one accompanied the correspondence). Arrange the correspondence as shown below and in Illustration 4.

(1) Left Side of Folder. On the left side of the folder, arrange the material in the following order:

(a) Incoming letter or memorandum, if any.

(b) Interim reply or acknowledgment, if any.

(c) Background or explanatory material. Exclude most internal background material from the folder to reduce the size of the review packet.

(d) Copy of attachments or enclosures, if applicable.

(2) Right Side of Folder. On the right side of the folder, arrange the material in the following order:

(a) Plastic cover, with flap placed under flap of brown envelope, to protect original outgoing correspondence.

(b) Original outgoing correspondence.

(c) Courtesy copy (only if required).

(d) Enclosures, if any, in the order in which listed on correspondence.

(i) Do not include bulky enclosures which do not require a policy review. Instead, insert a sheet stating that the enclosures have been omitted and giving a room and extension from which they may be obtained.

(ii) Bulky enclosures which require policy review and large envelopes should be marked "Enclosures," fastened together with a large binder clip, and placed on the bottom of assembled correspondence within the folder. Files transmitted as related correspondence may be attached behind the folder with a large binder clip or with rubber bands.

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Letters and Memoranda

(e) Addressed envelope, if necessary, or plain white envelope with flap folded over front of foregoing papers. Place envelope flush with left side, so that they project to the right.

(f) Informational copies going outside the Department with any enclosures. Addressed envelopes should be attached.

(g) Brown envelope with flap folded over front of all outgoing papers. The brown envelope separates all outgoing papers from file copies and serves as a guide to the surname copy.

(h) Informational copies going to other offices within the Department.

(i) Surname copy, with copy of any enclosures stapled to it.

Acting Dep. Asst. Secretary (Operations)

(j) Assistant Secretary's or Commissioner's Reading File copy, if applicable.

(k) Informational copies going to Bureau offices outside the originating office.

(l) Office chronological copy.

(m) Mailroom chronological copy.

If there is more than one letter or memorandum to be surnamed, clip surname tabs (Form DI-187) to the upper right corner of the pages preceding the surname copies of the additional letters or memoranda. The brown envelope serves as a finder for the first surname copy.

If a letter or memorandum is more than one page, clip a signature tab (Form DI-186) to the lower right corner of the page preceding the one to be signed. The same procedure applies when there is more than one letter or memorandum to be signed.

(3) Front of Folder. On the front of the folder, place a completed routing sheet listing all reviewers in the order in which they will review the correspondence. The writer will specify the routing. Enter the name of the originating office and any remarks on the routing sheet. The following routing sheets are used in the Washington Office:



BUREAU CORRESPONDENCE HANDBOOK  
Letters and Memoranda

(a) Controlled Correspondence Cover Sheet(Form 5-1504).

This form is attached by BCCO to priority correspondence which it controls. Full instructions for completing the form are on its reverse. A sample of this form is shown in Illustration 5.

(b) Central Office Route Slip(Form 5-1502). Use this form

to show routing for non-controlled correspondence. A sample of this form is shown in Illustration 6.

(c) Departmental Route Slip(Form DI-535). Use this form

for routing correspondence to recipients within the Department of the Interior

**1.12 Corrections.**

A. If a small correction can be made by erasing or with correction fluid, typed corrections are only required on the original. You may use a pen to correct the copies.

B. If corrections require retyping a page, retype the copies along with the original.

**1.13 Surnaming.** Concurrences are generally shown on Bureau correspondence by a surname and date in the right margin of the official file (surname) copy. A stamp may or may not be used to indicate the location for surnames.

**1.14 Disposing of Correspondence After Signature.**

A. Signing Office. After a piece of correspondence is signed, the appropriate employee in the signing office shall:

- (1) Stamp the date on the original and all copies;
- (2) Stamp the name of the signing official on all copies;
- (3) Stuff and seal the addressed envelopes;

(4) Place envelopes (and/or original memorandum) and copies in the "out" box for pickup and distribution by Mailroom employees.

B. Mailroom. Mailroom employees shall distribute correspondence as indicated.

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**BUREAU CORRESPONDENCE HANDBOOK**  
**Letters and Memoranda**

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C. Originating Office. After receiving signed and stamped correspondence, the originating office shall do the following, as appropriate:

- (1) Prepare surname copy for filing.
- (2) If the letter is the final reply, attach the incoming letter to the surname copy of the reply and file.
- (3) If the letter is an acknowledgment:
  - (a) Send the original incoming letter with a copy of the acknowledgment to the office which will be making a reply.
  - (b) Attach a photocopy of the incoming letter to the surname copy of the acknowledgment and file.

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**BUREAU CORRESPONDENCE HANDBOOK**  
**Informal Communications**

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**Chapter 2 --INFORMAL COMMUNICATIONS****2.1 Informal Replies.** When a simple acknowledgment or an informal

the letter with a letter or use any available "fast copy" process to make a copy of the letter after adding your comment. See Illustration 7 for an example.

**2.2 Inter-Office Transmittals.**

A. Optional Form 41, Routing and Transmittal Slip. Use OF-41 to make brief, informal comments concerning correspondence or other documents routed to one or more addresses. No record (file) copy of the routing slip should be made. If necessary, both sides of the slip may be used for remarks. See Illustration 8 for an example of this form, which is available through the GSA store.

B. Note Pads. The Central Office may use note pads for transmittals. These pads may be imprinted with letterheads, but not seals, emblems, insignia, or names, addresses or telephone numbers of individuals. This type of paper may not be used to transmit material outside the Bureau. Area and Agency offices may have pads of this type printed and bound for their use at their own expense.

C. Memorandum of Call. Use Standard Form 63 to inform office employees of a visitor or phone call. The form is self-explanatory.

## CHAPTER 3

## ENVELOPES AND MAILING

## 1. GENERAL

When you are ready to send correspondence to the addressee, you have to prepare either an envelope or an address label. The only exception is internal mail that does not need to be enveloped and that will be delivered by an agency messenger or consolidated in the mailroom for forwarding to agency field offices. If such mail contains sufficient address information after the "To:" caption, it can be sent without further addressing. If it does not, put the necessary address on a routing slip, and attach it to the correspondence. See chapter 2, paragraph 3, of this part for instructions on the use of the routing slip.

## 2. ENVELOPES AND MAILING LABELS

a. Postage- and fees-paid envelope and label. A mailing envelope has the notation "Postage and Fees Paid" and the agency name and number

centered at the left of the indicium. The return address, the words "Official Business," and the statement "Penalty for Private Use \$300" appear in the upper left corner of the address side (see figure 1 of this chapter). A mailing label bears the same notations as the envelope. Use labels on packages or oversize plain envelopes.

(1) Letter-size envelopes. Use window envelopes whenever possible. They eliminate one typing operation and the possibility of transcription errors. They also eliminate the time-consuming process of matching letters to envelopes. (See figure 2 of this chapter.) Use window envelopes also for Optional Form No. 10, United States Government Memorandum, or similar informal agency letterhead. (See figure 3 of this chapter.) If you can't use a window envelope, select a regular envelope. You should requisition envelopes that are listed in the GSA section of the Federal Supply Catalog issued by the Federal Supply Service, General Services Administration, and that conform to the standards specified in the U.S. Postal Regulations.

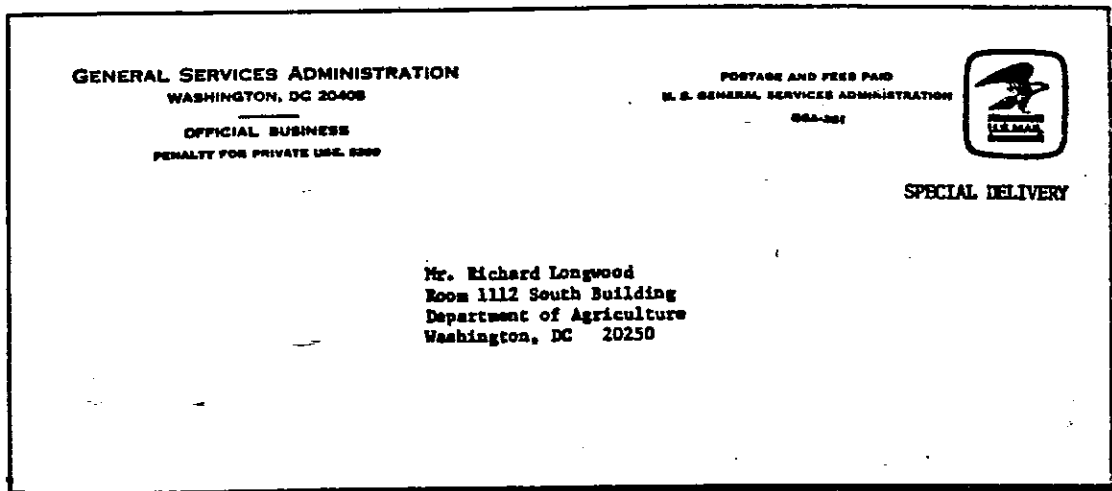


FIGURE 1.—Postage and Fees Paid-Envelope

Part I

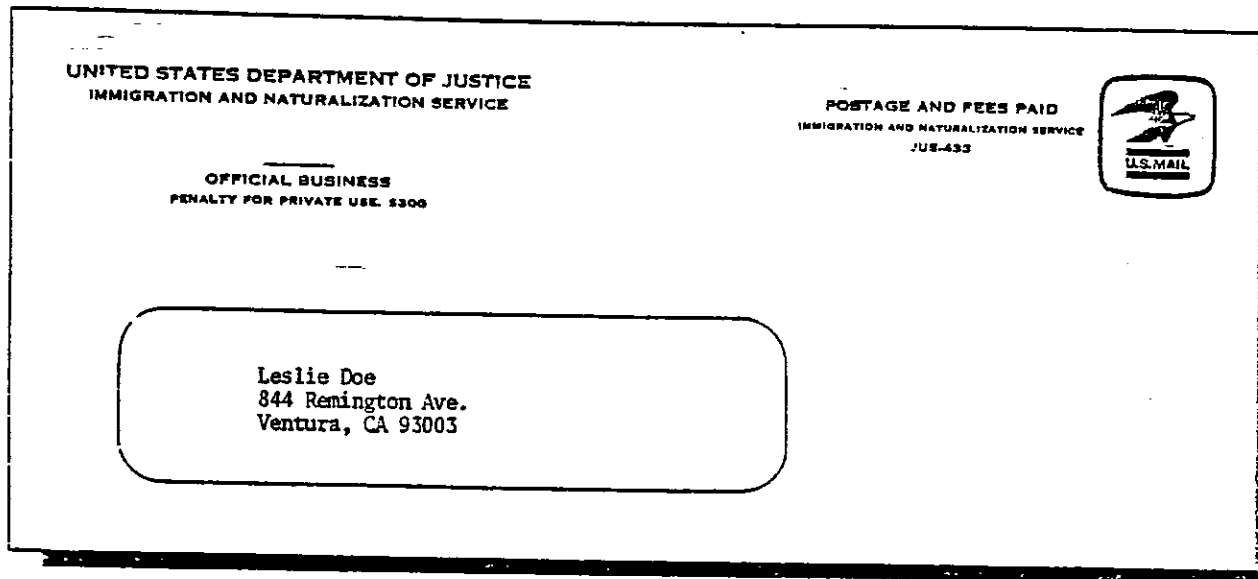
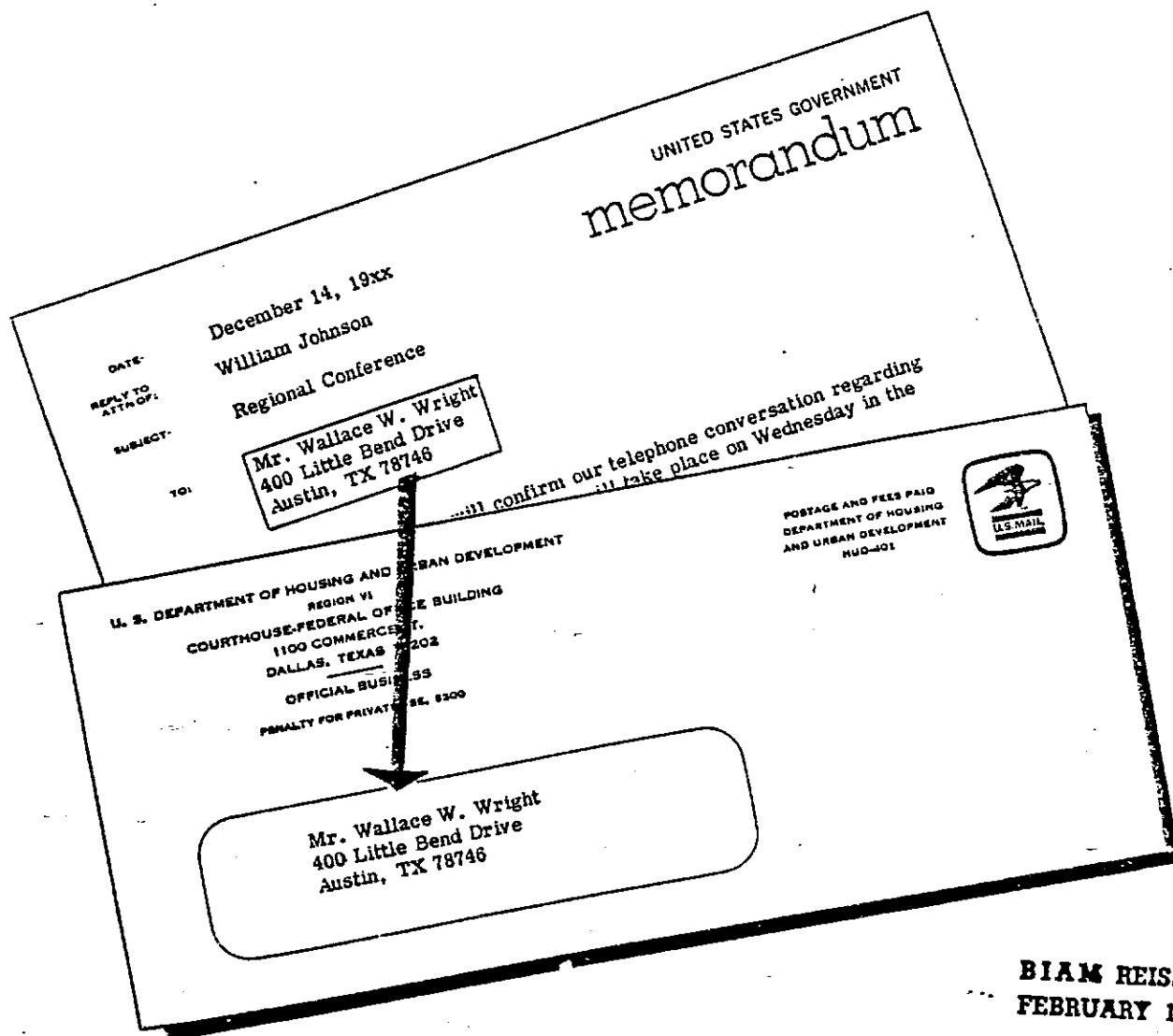


FIGURE 2.—Window Envelope



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FIGURE 3.—Window Envelope with Optional Form 10  
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NAME (OR TITLE) OF ADDRESSEE, AGENCY, ORGANIZATIONAL UNIT, ADDRESS, AND ROOM		NAME (OR TITLE) OF ADDRESSEE, AGENCY, ORGANIZATIONAL UNIT, ADDRESS, AND ROOM	
<i>J. S. [unclear]</i>	STOP		STOP
<i>Records Management Group</i>	<i>4</i>		
<i>Rm. 6A203 Atomic Energy Com.</i>			
<i>George Nelson Correspondence</i>	STOP		STOP
<i>Av. NARA NRM</i>	<i>920</i>		
	STOP		STOP

**USE THIS SIDE FIRST**

FIGURE 4.—Standard Form 65—A, U.S. Government Messenger Envelope

(2) **Oversize envelopes.** Use large envelopes for mailing multiple enclosures such as pamphlets, printed materials, etc. Don't use envelopes that are too large for the material since the contents may become damaged by shifting during handling. Also, the mailing cost is higher for large envelopes (see figure 8). When the materials are heavy, wrap them as a package, if possible. If an envelope is used, reinforce it with gummed tape or use one that closes with a metal clasp or with a button-and-twine device. Press the envelope flat before mailing. If the envelope does not have the postage- and fees-paid notation and return address printed on it, attach an address label.

b. **Interoffice, chain envelopes.** Use Standard Forms 65—A, 65—B, and 65—C, U.S. Government Messenger Envelopes, when mail and printed matter between Government offices within the same city are to be delivered by an agency messenger or by interagency messenger service. Use the lettersize Standard Form 65—A whenever possible for reasons of economy and ease of handling in the mailroom. (See figure 4 of this chapter.) Standard Forms 65—B and 65—C should be used only when a smaller messenger envelope is not adequate. Refer to figure 8 for a cost comparison. These envelopes can be used to send mail through postal channels only as part of a consolidated mailing. The 4 $\frac{1}{8}$ - by 9 $\frac{1}{2}$ -inch envelope has 12 printed spaces for addresses, the 9 $\frac{1}{2}$ - by 12-inch size has 38, and the 12- by 16-

inch size has 75. The "Stop" space is used primarily in the Washington, D.C., metropolitan area. It may, however, be used elsewhere. (See figure 5 of this chapter.)

### 3. TYPES OF MAIL SERVICE

The following types of mail service are available for official U.S. Government mail.

a. **U.S. Postal Service.** Always use the most economical method of mailing possible. Refer to figure 8 for a cost comparison. Under the postage- and fees-paid system, no postage is affixed to individual pieces of mail sent by an agency. However, agencies must reimburse the U.S. Postal Service annually for all mail dispatched. When a large amount of mail is to be sent to one destination, send the copies under one cover rather than in separate envelopes to save envelopes and reduce postage costs. Select the proper mail classification or service to be used, keeping in mind economy as well as efficiency. The principal mail services offered by the U.S. Postal Service are as follows:

#### (1) Airmail

##### *Description*

Fastest service for international mail weighing 10 ounces or less.

##### *Application*

Do not use airmail service on domestic mail.

NAME (OR TITLE) OF ADDRESSEE, AGENCY ORGANIZATIONAL UNIT, ADDRESS AND ROOM		NAME (OR TITLE) OF ADDRESSEE, AGENCY ORGANIZATIONAL UNIT, ADDRESS AND ROOM	
<del>Mrs. Anne Carter</del> <del>140 National Archives Bldg</del>	STOP 210	← To a person in another agency with another stop number	STOP
<del>NRDC, Room 601</del> <del>Attn: Mrs. Brown</del>	STOP	← To a code in same agency with same stop number	STOP
<del>Dick Rhodes</del> <del>Room G-5, GSA</del>	STOP 29	← To a person in same agency (different building) with another stop number	STOP
Budget Review Div. Office of Management & Budget	STOP 20	← To an office in another agency with another stop number	STOP
	STOP		STOP

FIGURE 5.—Examples of Addressing Messenger Envelope

(2) Express Mail

(a) Domestic

*Description*

Guaranteed next-day delivery service to over 400 cities nationwide. Programmed or regular service available. Depending on volume, could be less expensive than first-class mail.

*Application*

Check advantages of using this service with your local post office when speed of delivery is critical.

(b) International

*Description*

Provides faster but more expensive service than airmail to Australia, Belgium, France, Hong Kong, Japan, Netherlands, and United Kingdom.

*Application*

Check with your local post office when speed of delivery to these countries is critical.

(3) First-Class Mail

*Description*

Fastest service (next to express mail) for domestic mail. Receives same service as airmail. More than 90 percent of first-class domestic mail is delivered within 2 days.

*Application*

Use for handwritten and typewritten correspondence and other material requiring speedy delivery. NOTE: The Postal Service will treat as first-class mail all pieces weighing 13 ounces or less unless they are endorsed to a lower class.

(4) Priority Mail (heavy pieces)

*Description*

Fastest available mail service for first-class mail weighing over 13 ounces and other classes over 9 ounces and not more than 70 pounds.

*Application*

Use only when speed of delivery is critical. NOTE: Pieces over 13 ounces will be treated as third- or fourth-class mail by the Postal Service unless they are endorsed as priority mail.

## (5) Third-Class Mail

## (a) Bulk Rate

*Description*

Requires Postal Service permit and special premail sorting and preparation by ZIP codes. Rates are applied to mailings of identical pieces of printed matter and merchandise sent to different addresses in quantities of not less than 50 pounds or 200 pieces. Savings exceed 50 percent of first-class postage on pieces weighing 1 ounce or less.

*Application*

Use instead of first class for qualifying mail when speedy delivery is not essential.

Each piece must weigh under 16 ounces and must be identical in size, weight, and number of enclosures. The printed textual matter need not be identical. Consult your local post office on bulk-rate mailing permits.

## (b) Single-Piece Rate

*Description*

Low-cost service for single pieces of printed matter and merchandise weighing over 1 ounce and less than 16 ounces.

*Application*

Use instead of first class for qualifying mail when speedy delivery is not essential.

## (6) Fourth-Class Mail (parcel post)

*Description*

Lowest cost service for printed matter and merchandise weighing between 16 ounces and 70 pounds. (Postage savings are as much as 70 percent over priority mail.) An even lower *special fourth-class rate* is available for books weighing up to 70 pounds (no minimum limitation). Qualifying books must contain at least 24 pages, at least 22 of which must be printed and consist wholly of reading matter or bibliography or consist of reading

matter with only incidental blank spaces for notation. The Postal Service indicates that 95 percent of parcel post items sent from the Washington, D.C., parcel post facility should be delivered within the 48 contiguous States within 2 to 7 days, depending on distance.

*Application*

Use for qualifying mail when speedy delivery is not essential.

## (7) Registered Mail

*Description*

Security service. Movement is controlled throughout the postal system. Delivery can be restricted to the addressee. For an additional fee, a return receipt (proof of delivery) can be obtained from the addressee. Postal indemnity is limited to \$100 for official Government mail.

*Application*

Use only when required by law for material that requires extensive security and protection or to transmit SECRET defense-classified material. Obtain return receipts only when proof of receipt by addressee is essential for the records of the sending agency.

## (8) Certified Mail

*Description*

Proof of delivery service. Available only for first-class and priority mail. The carrier obtains the addressee's signature, which is kept for 2 years by the delivering post office. A return receipt can also be obtained for an additional fee. Certified mail does not offer extra security or payment for loss. Certified mail costs substantially less than registered mail. Restricted delivery may be obtained for an additional fee.

*Application*

Use only when proof of delivery is essential and the material has no monetary value. Use for CONFIDENTIAL defense-classified material.



Part I

(9) Special Delivery

*Description*

Receives preferential handling to the extent possible in dispatch and transportation and ensures delivery by addressee's post office on day of receipt.

*Application*

Use only when specifically required by law or when prompt delivery by receiving post office is essential.

(10) Insured Mail

*Description*

Insurance is available for third- and fourth-class and priority mail for protection against loss or damage up to \$200. Restricted delivery and return receipts are available for an additional fee.

*Application*

Use only when the replacement cost of the item justifies the expense of insurance. Normally, Federal agencies should not insure third- and fourth-class mail.

(11) Restricted Delivery

*Description*

Provides means to restrict delivery to addressee or to an agent of the addressee who has been specifically authorized in writing by the addressee to receive restricted delivery mail.

*Application*

Use only when it is desired to limit delivery to addressee or agent.

(12) Special Handling

*Description*

Provides preferential handling in dispatch and transportation between post offices. Does not provide special delivery.

*Application*

Use for third- and fourth-class mail when it is necessary to give such material preferential handling. It is less expensive to send a third- or fourth-class parcel by special handling than to send the same parcel by first-class or priority mail.

(13) Return Receipt

*Description*

Provides receipt for delivery signed by the addressee or agent. Available for mail that is sent COD, is insured for more than \$15, or is registered or certified.

*Application*

Use only when it is desired to know to whom or when delivery was made or when a signed receipt is needed.

b. **Military Official Mail.** Military Official Mail (MOM) service is available for all official Government mail addressed to an overseas Military Post Office (APO or FPO). MOM receives airlift from the point of exit from the United States to overseas APO's or FPO's at approximately one-half the cost of airmail. Mail sent via MOM is generally transported by land from the mailing point to the post of exit. Because of the savings involved, you should use this service whenever possible. All parcels sent via MOM should be marked with large letters "MOM" to the upper right of the address in the area between the address and the indicium. Envelopes need not be marked. When using MOM or other military postal system services, follow the Department of Defense mail cost reduction policies shown in figure 6.

c. **Intra-agency mail service.** Mail addressed to persons within an agency who occupy the same or an adjacent building is delivered by the agency's messengers. Under special conditions, the messengers may deliver mail to addressees in other agencies within the same city or area. If additional information is required, attach a routing slip. If a cover is desirable, use a chain envelope such as Standard Form 65-A, -B, or -C, U.S. Government Messenger Envelope. A sealed envelope is seldom used for within-agency mail sent by messenger.

d. **Mail service between agencies.**

(1) In many cities an interagency messenger service provides fast pickup and delivery between Federal agencies within that city. In Washington, D.C., this service is called the U.S. Mail and Messenger Service. Postal Service Form OM 2 lists the Washington, D.C., agencies receiving the service and a "Stop" number for each delivery point. Stop numbers are also listed in most

**DEPARTMENT OF DEFENSE  
POLICIES TO ACHIEVE REDUCTION  
IN MAILING COSTS**

**MAILINGS TO, FROM, AND BETWEEN OVERSEAS AREAS VIA THE MILITARY POSTAL SYSTEM (APO/FPO)**

1. **Letter Mail.** All official correspondence, including payroll checks, will be sent as first-class mail.

2. **Publications and Blank Forms.** All bulk distribution of publications (including regulations, manuals, directives, and instructions) and blank forms will be sent as third-class mail, fourth-class mail, or special fourth-class rate—books. Exceptions are as follows:

a. Material that is classified, accountable, or critical to flying or marine safety matter may be sent as first-class mail.

b. Bulk distribution of immediate action regulations/directives or emergency publication/form requisitions may be sent as first-class mail or Military Official Mail (MOM) In such cases, other publications and blank forms will not be included as filler.

3. **Periodicals.** Individually addressed copies and bundles of unaddressed copies of periodicals (including magazines, journals, newsletters, digests, briefs, bulletins, and summaries) will be mailed at the regular third- or fourth-class rate depending upon weight, unless they have been authorized for second-class or controlled circulation rates. Copies of second-class and controlled circulation publications must be mailed at the rates prescribed for those publications. Exceptions to use higher-cost first-class mail or Military Official Mail (MOM) may be granted by the department or agency director concerned. Exceptions will be limited to shipments of free periodicals from CONUS to overseas target audience addressees based upon a determination that timely delivery is essential to the support of an internal information program and of such urgency that the intended readers must receive the periodical in a timely fashion.

4. **Logistics Parcels.** Priority mail (airmail) may be used only for the highest priority logistics items. Other essential items may be sent as first-class mail when necessary to meet a required delivery date (RDD). All other items will be sent as third- or fourth-class mail or held for consolidation as freight, whichever is less costly.

5. **Administrative Parcels.** First-class or MOM service may be used only when RDD requires airlift on overseas segments (e.g., unaccompanied hold baggage and motion picture or TV films). All other administrative items will be sent only as third- or fourth-class mail.

6. Exceptions for use of higher-cost postal services, such as priority mail (airmail), on a one-time or recurring basis should be limited to those instances where its nonuse could result in the inability to perform an operational mission, greater total overall costs, or other instances where it is considered essential by the head of the agency concerned.

**SPECIAL MAIL SERVICES**

Because of the handling costs involved, registered, certified, numbered insured, certificates of mailing, return receipts, and restricted delivery should be limited to those instances specifically required by law or agency directive. Exceptions to use such special mail services on a one-time or recurring basis should be limited to those instances where it is essential that the Government be able to produce evidence of a mailing or notification for use in subsequent litigation, financial or claims dispute, or when absolutely necessary to provide protection for sensitive, controlled, pilferable, or irreplaceable, one-of-a-kind material.

FIGURE 6.

agencies' telephone directories. Material should normally be sent in one of the three sizes of the U.S. Government Messenger Envelope. See paragraph 2b for guidelines on the use of these Supp. 1, Release 26, 3/19/80

envelopes. Folded material may be sent via interagency messenger service in a plain envelope or in a postage- and fees-paid envelope on which the indicium is lined out.


UNITED STATES DEPARTMENT OF AGRICULTURE FOOD AND NUTRITION SERVICE WEST-CENTRAL REGION 1100 COMMERCE ROOM 5-D-22 DALLAS, TEXAS 75202 OFFICIAL BUSINESS PENALTY FOR PRIVATE USE, \$300	POSTAGE AND FEES PAID U. S. DEPARTMENT OF AGRICULTURE AGR-101	
Honorable John Doe Director, Office of Management and Budget Washington, DC 20503		
REGISTERED		

FIGURE 7.—Special Mailing Instructions

(2) Don't use the U.S. Mail and Messenger Service for:

- (a) Security classified mail.
- (b) Mail to an addressee not included in the U.S. Mail and Messenger Service.
- (c) Unofficial mail.

e. Diplomatic pouch. Agencies can arrange with the State Department for diplomatic pouch service if it is needed. In general, this service is used for official mail to an agency's representatives under the jurisdiction of diplomatic or consular posts abroad. All such mail is dispatched through the Department of State.

#### 4. TYPING AND MAILING INSTRUCTIONS

##### a. Postal Service mail.

(1) Return address. The return address, if not printed on the envelope, should be typed or stamped in the upper left corner over the words "Official Business." Include the office symbol below the printed or typed return address.

(2) Special mailing instructions. To prepare the envelope for a letter requiring special mail service, type (or, preferably, stamp) the mailing instruction, such as SPECIAL DELIVERY, directly below the indicium (see figure 1). This placement applies to all special mailing instructions with the exception of CERTIFIED, REGISTERED, and INSURED, which are placed in Supp. 1, Release 26, 3/19/80

the lower left corner of the envelope. (See figure 7.) If more than one instruction is used, stamp or type each on a separate line, one below the other. Further instructions about special handling, if required, are added by the mail-room or the post office. If special service is required for return mail where reply envelopes or labels are supplied, such envelopes or labels must be *preprinted* with the type of service desired.

##### (3) Arrangement of address.

(a) Single space the address on an envelope or label. If a line is too long, continue it on the next line flush with the left margin. All lines of the address must be in block style. All addresses appearing on letter-size envelopes must be within the address "read-zone." This is an area not larger than  $2\frac{3}{8}$  by 8 inches located 1 inch from the left edge and  $\frac{5}{8}$  inch from the bottom edge of the envelope. If the mail piece is less than 9 inches long, the "read-zone" extends to the right edge.

(b) Type "ATTN:" (when used) immediately below the addressee's name followed by the name of the person to whose attention the mail is directed.

(c) Federal Government agencies are encouraged to use the U.S. Postal Service's two-letter abbreviations of the States of the United States, the District of Columbia, Guam, the Commonwealth of Puerto Rico, and the Virgin

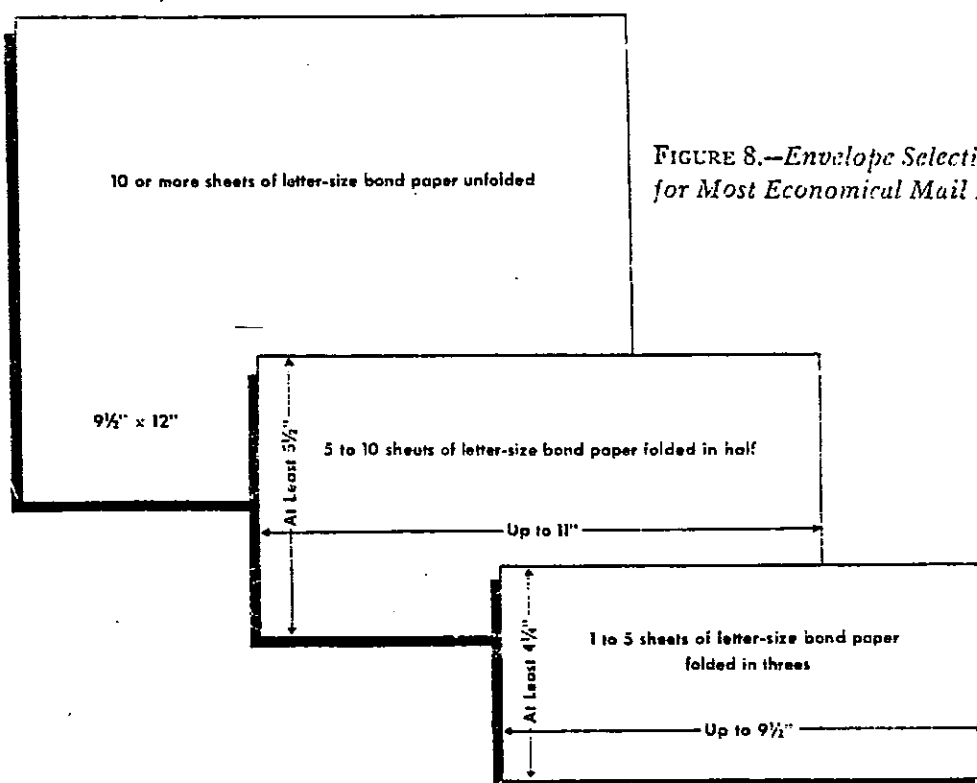


FIGURE 8.—Envelope Selection  
for Most Economical Mail Rate

Islands. A complete list of these abbreviations is included in chapter 5 of part II. Type the two-letter abbreviation without periods or spacing on the last line of the address, one space after the comma used to separate a city and State as illustrated in figures 1, 2, 3, and 7.

(d) Federal Government agencies are required to use ZIP codes in both the mailing and return address on all correspondence. A National ZIP Code Directory, USPS Publication 65, is published annually by the U.S. Postal Service. For information on availability of copies, contact your agency publications supply unit. Type the ZIP code on the last line of the address two spaces following the last letter of the State. Example:

John Dawson, Inc.  
ATTN: Mr. James Brown  
1234 Fifth Avenue  
New York, NY 10029

(4) Preparation of registered mail. Registered mail must be securely sealed. Postal regulations on registered mail forbid the placing of paper strips, cellophane tape, or wax or paper seals over the intersection of the flaps on the envelope or package where the special postmark impressions will be made.

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b. Agency and interagency messenger services.

(1) When a routing slip is addressed for delivery by an agency messenger, it should contain sufficient information to ensure delivery. In most cases the office symbol of the addressee or the abbreviated name of his office is enough.

(2) When a plain or postage- and fees-paid envelope is addressed for delivery by a messenger, it should include the office symbol of the addressee or his name and title, if necessary. For interagency mail, the addressee's agency should also be included, and, if applicable, the "Stop" number. Single space the address and put the "Stop" number two lines below it. Example:

Mr. John Doe, A9  
Department of Justice

Stop 219

(3) When addressing a chain envelope, cross out the used spaces. Enter the office symbol of the addressee including name and title, if necessary, in the address space. If the addressee is in another agency, include the agency's name in the address, and put the correct "Stop" number in the space provided to the right. (See figure 5.)

CHAPTER 4

# TELEGRAMS, MAILGRAMS, AND FACSIMILE SERVICE

## 1. GENERAL

Telegrams and other forms of message transmittals are used for correspondence when speed is important and a written record is required. Since these communications are more expensive than letters, they should be used only when necessary.

## 2. GUIDELINES FOR USING TELEGRAMS

a. Always allow for time zone differences when sending telegrams. If a telegram is sent too late to arrive at the receiving station before closing time, it won't be delivered to the addressee until the next business day. The Time Zone Map in figure 1 of this chapter will help you schedule telegrams.

b. Don't send a telegram on Friday or the day before a holiday if it is too late for delivery on

the same day unless it is certain that the receiving office will be open or that the individual addressed will be on duty during the weekend or holiday.

c. When a telegram is to be sent to one or more addressees for action and to others, for information, use the mail for the information copies. Also, action copies may be mailed to nearby addressees.

d. Don't use a telegram at Government expense for such purposes as hotel reservations for personal use and expressions of condolence unless the message relates primarily to official business.

## 3. TYPES OF TELEGRAPHIC MESSAGES

You can prepare a telegram in either single, book, or multiple-address form.

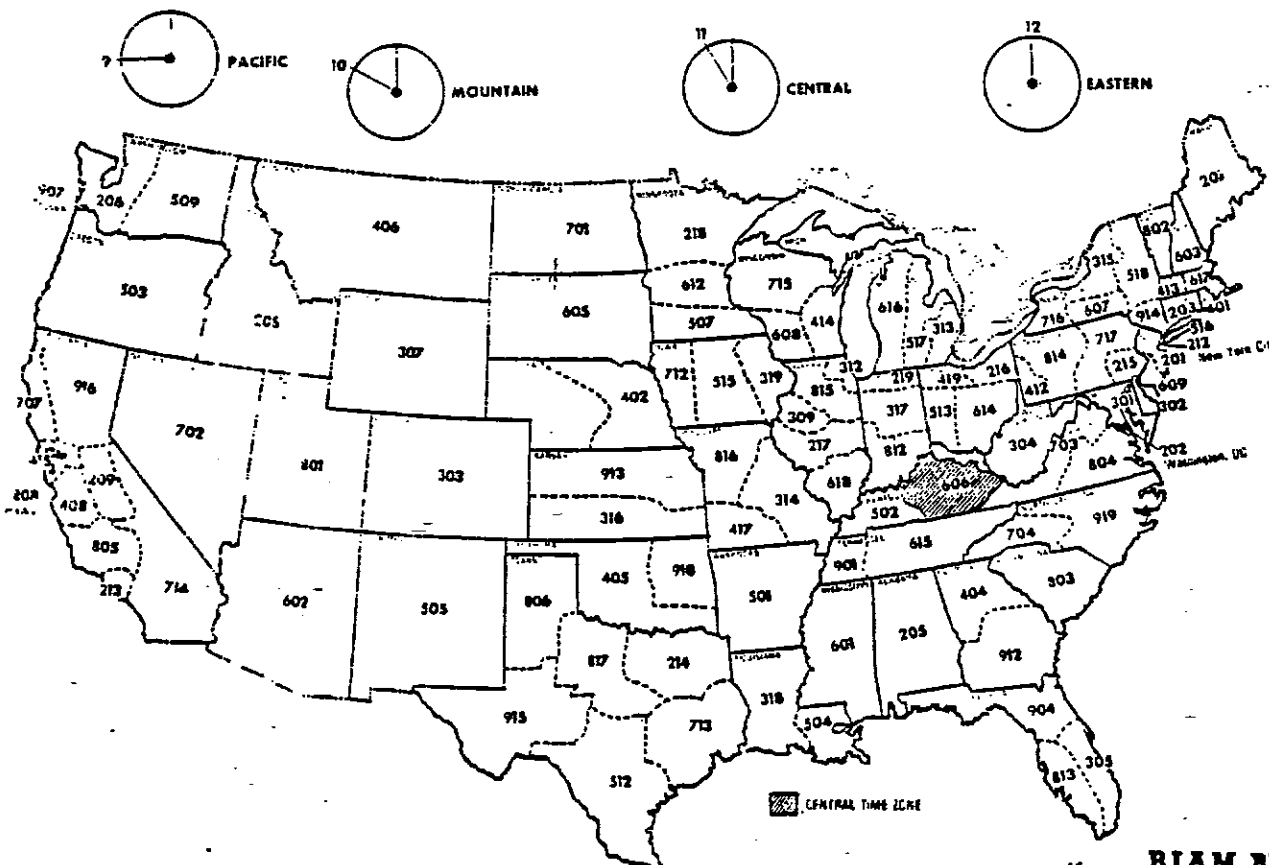


FIGURE 1.—Time Zone Map (also showing telephone area codes)

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a. **Single.** A single message is sent to one addressee only.

b. **Book.** A book message is sent to two or more addressees, with each delivered telegram showing only one addressee. No addressee will know who the other recipients are. Recipients of book messages can be designated as either "action" addressees or "information" addressees.

c. **Multiple-address.** A multiple-address message is sent to two or more addressees, with each delivered telegram showing all recipients. Recipients of multiple-address messages can be designated as either "action" addressees or "information" addressees.

**4. PRECEDENCE**

Precedence designates the relative urgency of a message and indicates the speed to be used in its handling and transmission. The precedence assigned to a message should be no higher than is required to ensure that it reaches all addressees in time for appropriate action. Different precedences may be assigned for action addressees and for information addressees. Messages to be sent over Government networks such as the Advanced Record System (ARS) or the military Automatic Digital Network (AUTODIN) should be assigned precedence designators in accordance with the National Communications System (NCS) application criteria set forth in a through d, below. Domestic messages sent direct via commercial systems such as Western Union should use the precedence designators described in e, below. Commercial cable messages will be sent in accordance with f, below. The following table indicates the various precedence categories:

**a. Z (FLASH)**

**PROCESSING, TRANSMISSION, AND DELIVERY:** FLASH messages are handled as fast as possible. They are processed, transmitted, and delivered in the order received and before all messages of other precedences. ROUTINE, PRIORITY, or IMMEDIATE precedence messages are interrupted on all communications circuits involved until handling of the FLASH message is completed.

**CONDITIONS AND CRITERIA FOR USE**

FLASH is the highest order of precedence that may be assigned to a message. It is reserved for use only on messages having an immediate bearing on:

- (1) Command and control of military forces essential to defense and retaliation.
- (2) Critical intelligence essential to national survival.
- (3) Conduct of diplomatic negotiations critical to the arresting or limiting of hostilities.
- (4) Dissemination of critical civil alert information essential to national survival.
- (5) Continuity of Federal Governmental functions essential to national survival.
- (6) Fulfillment of critical U.S. internal security functions essential to national survival.
- (7) Catastrophic events of national or international significance.

**EXAMPLES, MESSAGES PERTAINING TO:**

- (1) Initial enemy contact.

PRECEDENCE CATEGORIES		
Via	Via	Via
<i>Govt. Systems</i>	<i>Commercial Telegram</i>	<i>Commercial Cable</i>
FLASH (Z)	No equivalent	No equivalent
IMMEDIATE (O)	No equivalent	No equivalent
PRIORITY (P)	No equivalent	ETAT PRIORITE FR
ROUTINE (R)	None or FR	ETAT FR
No Equivalent	OVERNIGHT (NL)	OVERNIGHT (ETAT LT)

(2) Recall or diversion of friendly aircraft about to bomb targets unexpectedly occupied by friendly forces, or emergency action to prevent conflict between friendly forces.

(3) Extremely important and perishable intelligence.

(4) Major strategic decisions of great urgency.

(5) Imminent large-scale attacks.

(6) Preattack shutdown of facilities which if damaged would pose a significant hazard to public health and safety.

(7) National security information requiring the immediate attention of the President or the Secretary of State.

(8) Presidential action notices essential to national survival during attack or preattack conditions.

#### b. O (IMMEDIATE)

**PROCESSING, TRANSMISSION, AND DELIVERY:** IMMEDIATE messages are processed, transmitted, and delivered in the order received and before PRIORITY and ROUTINE precedence messages. When practicable, ROUTINE or PRIORITY messages are interrupted on all communications circuits involved until the handling of IMMEDIATE messages is completed.

#### CONDITIONS AND CRITERIA FOR USE

IMMEDIATE is the second order of precedence. It is generally reserved for use on messages pertaining to:

(1) Situations that gravely affect the security of national and allied forces.

(2) Reconstitution of forces in a postattack period.

(3) Intelligence essential to national security.

(4) Conduct of diplomatic negotiations to reduce or limit the threat of war.

(5) Implementation of Federal governmental actions essential to national survival.

(6) Situations that gravely affect the internal security of the United States.

(7) Civil defense actions concerning direction of our population and its survival.

(8) Disasters or events of extensive seriousness having an immediate and detrimental effect on the welfare of the population.

(9) Vital information having an immediate effect on aircraft, spacecraft, or missile operations.

#### EXAMPLES, MESSAGES PERTAINING TO:

(1) Amplifying information on initial enemy contact.

(2) Unusual major movements of foreign military forces in time of peace or strained relations.

(3) Enemy counterattack, requests for or cancellation of additional support.

(4) Commitment of a Reserve force to attack.

(5) Special weapons logistical support when essential to sustain operations.

(6) Widespread civil disturbance.

(7) Distress assistance.

(8) Urgent information concerning the launch, operation, or recovery of spacecraft or missiles.

(9) Damage assessment and remaining capability.

(10) Emergency health and welfare services and public health and safety.

(11) Control of electromagnetic radiations.

(12) Federal assistance to State and local political authorities during natural disasters or civil disturbances.

(13) The operation and protection of federally owned and/or occupied buildings or facilities under Federal jurisdiction during emergencies.

(14) Assistance to foreign countries in time of natural disaster.

(15) Coordination and direction of:

(a) Warnings, reports, and implementation of natural disaster programs and related operations.

(b) Nonmilitary survival efforts.

(c) National rehabilitation efforts during postattack period.

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(d) Nonmilitary buildup, expansion of mobilization base, and related operations.

(16) Critical alerting information to or from air traffic control centers necessary to permit recovery and diversion of military and civil aircraft in flight.

(17) Restoration of critical public utility services.

(18) Emergency actions concerning the procurement or delivery of supplies or services urgently needed to sustain operations in support of critical national security requirements.

### c. P (PRIORITY)

**PROCESSING, TRANSMISSION, AND DELIVERY:** PRIORITY messages are processed, transmitted, and delivered in the order received and before all messages of ROUTINE precedence.

#### CONDITIONS AND CRITERIA FOR USE

PRIORITY is the third order of precedence. It is assigned to messages that furnish essential information for the conduct of military or civil operations and actions in progress.

#### EXAMPLES, MESSAGES PERTAINING TO:

(1) Information on locations where attack is impending or where fire or air support will soon be placed.

(2) Air-ground integrated operations.

(3) Important intelligence.

(4) Important diplomatic information.

(5) Important information concerning the launch, operation, or recovery of spacecraft or missiles.

(6) Movement of naval, air, and ground forces.

(7) Coordination between governmental agencies concerning the performance of emergency preparedness functions.

(8) Major civil aircraft accidents.

(9) Maintaining the public health, safety, and welfare of our population.

(10) Critical logistic functions, provisions of critical public utility services, and administrative military support functions.

(11) Distributing essential food and supplies critical to health.

(12) Accomplishing tasks necessary to ensure critical damage control functions.

(13) Preparations for adequate hospitalization.

(14) Continuity of critical Government functions.

(15) Arranging minimum transportation for accomplishing the aforesaid functions.

(16) Continuing or reestablishing our more important financial, economic, health, and safety activities and producing, procuring, and distributing food materials and supplies that are considered necessary for the immediate support of a war effort, for the national defense, or for expediting the means of meeting the effects of natural disasters.

(17) Prompt delivery of information by press representatives to news media organizations and newspapers covering news of national or widespread disasters.

### d. R (ROUTINE)

**PROCESSING, TRANSMISSION, AND DELIVERY:** ROUTINE messages are processed, transmitted, and delivered in the order received and after all FLASH, IMMEDIATE, or PRIORITY messages.

#### CONDITIONS AND CRITERIA FOR USE

ROUTINE is the lowest order of precedence. It is assigned to those communications that justify transmission by electrical means but are of insufficient urgency to require a higher precedence.

#### EXAMPLES

##### ALL OTHER OFFICIAL MESSAGES.

e. Domestic commercial telegrams are handled in accordance with two precedence levels. Full Rate (FR) telegrams are transmitted and delivered as quickly as possible, usually within 2 hours, and do not require a precedence symbol assign-



ment on the message form. Overnight (NL) messages are delivered on the next business day at reduced cost and are identified by the symbol NL inserted in the precedence block of the message form. All commercial telegrams must be endorsed "Official Business" by the sender.

f. International cables are handled in accordance with three precedence levels. Urgent full rate Government cables are designated ETAT PRIORITE FR and are expedited to the addressee. Normal Government cables are designated ETAT FR. Deferred reduced-rate Government cables are designated ETAT LT and are delivered on the next business day.

## 5. SECURITY CLASSIFICATION

Messages containing information which requires protection against unauthorized disclosure in the interest of the national defense or foreign relations of the United States shall be classified in one of three categories; namely, TOP SECRET, SECRET, or CONFIDENTIAL, depending upon the degree of its significance to national security. All other messages are UNCLASSIFIED. Authority to classify information is restricted to certain officials concerned with matters of national security. Always include the security classification in the spaces provided on the message form. If the telegram is unclassified, show "UNCLAS" in the security classification boxes at the top right and bottom right on the form. If the telegram is classified CONFIDENTIAL, SECRET, or TOP SECRET, stamp or type these words in the boxes. Classified messages, carbon copies, carbon paper, and ribbons shall be protected in accordance with security regulations prescribed by each agency.

## 6. "MINIMIZE" INDICATOR

During periods of abnormally heavy communication loads or national emergency, administrative or executive officers of each service or agency are notified to MINIMIZE, or reduce, the volume of electrical communication. Only essential messages are transmitted during MINIMIZE periods. The writer or authorizing officer will determine whether the urgency or importance of the message dictates immediate electrical transmission

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and will annotate the copy "MINIMIZE CONSIDERED." These words will be typed or stamped in capital letters to the right of the message address on the message form.

## 7. TYPING THE MESSAGE

The text of the telegram should be typed in the message space on the appropriate form (see figure 2 of this chapter).

a. Address. Following the word "To" at the upper left of the message space, type the name, address and ZIP code in all capital letters, block style, single spaced with open punctuation (periods are left out). Use the two-letter State abbreviation shown in chapter 5 of part II. Spell out words such as NORTH and SOUTH. When known, type the telephone number of the addressee immediately below the addressee's name or title. If all the addressees of a book or multiple-address message don't fit on one page, type the text on the form and attach a list of all addressees on a separate sheet of plain paper. In this instance, note on the first page of the telegram, at the top of the message section, the total number of addressees to whom the telegram goes. When a communication is sent for action to one or more addressees and for information to others, type "INFO" two lines below the last action addressee at the left margin and follow with a list of information addressees. If information copies and action copies for nearby addressees are to be sent by mail, indicate this after the appropriate address.

b. Attention line. When a telegram is directed to the attention of an individual other than the addressee, place the attention line between the addressee's name and the address. Example:

JOHN DUTTON COMPANY  
ATTENTION: THOMAS ROWE  
817-372-3451  
1234 FIFTH STREET EAST  
FORT WORTH, TX 76102

c. Body. Begin the body of the message two lines below the last line of the address. When time permits a reply to a telegram to be sent by mail, include the phrase "Reply by Mail" in the body of the message. If the message is classified, type the appropriate security classification as the first

**NAME OF AGENCY**  
Type the name of agency, your office or organizational unit, and your location.

**PRECEDENCE**  
Type the proper precedence indicators for the action copy and for any information copies. See par. 3 of this chapter for further information.

**TYPE OF MESSAGE**  
Indicate whether the message is single, book, or multiple-address. For a description of each type see par. 2 of this chapter.

**SECURITY CLASSIFICATION**  
If the message is classified, stamp the proper classification in the space provided at the bottom and top of the form.

**ACCOUNTING CLASSIFICATION**  
Type the appropriate symbol or identification for internal accounting. If the telegram is to be sent collect, type "collect."

**DATE PREPARED**  
Type the date you prepare the form.

**FOR INFORMATION CALL**  
Type the name, office symbol, and telephone number of the person the communications unit can contact for additional information.

**TYPING GUIDELINE**  
Type no further than this line if using a typewriter with elite type.

**PAGE NUMBER AND NUMBER OF PAGES**  
Show the individual page number and the total number of pages.

TELEGRAPHIC MESSAGE		
NAME OF AGENCY General Services Administration Automated Data & Telecommunications Service Washington, DC	PRECEDENCE ACTION R INFO	SECURITY CLASSIFICATION UNCLAS
ACCOUNTING CLASSIFICATION XYZ-1234/O/X.123	DATE PREPARED 3-6-75	TYPE OF MESSAGE <input checked="" type="checkbox"/> SINGLE <input type="checkbox"/> BOOK <input type="checkbox"/> MULTIPLE-ADDRESS
FOR INFORMATION CALL		
NAME John Smith, TPID	PHONE NUMBER 343-1234	
THIS SPACE FOR USE OF COMMUNICATIONS UNIT		
MESSAGE TO BE TRANSMITTED (Use double spacing and all capital letters)		
<p><b>TO:</b> MIDWESTERN MANAGEMENT CENTER ATTENTION: JOHN DOE FEDERAL SERVICE AGENCY 4271 OAK STREET KANSAS CITY, MO 64131</p> <p>URTEL 3-6-75. USE OF SF 14 "TELEGRAPHIC MESSAGE" FOR ORIGINAL OF EACH PAGE OF A TELEGRAM. TYPE CARBON COPIES ON PLAIN TISSUE. FOR MULTIPLE PAGE TELEGRAMS FILL IN ALL APPLICABLE SPACES ON FIRST PAGE. ON SUCCEEDING PAGES FILL IN SPACES FOR SECURITY CLASSIFICATION, PAGE NUMBER, AND NUMBER OF PAGES.</p> <p>SHOW DISTRIBUTION OF CARBON COPIES ON TISSUE COPIES ONLY. SKIP A LINE AFTER SIGNATURE ELEMENT AND TYPE "CC" FLUSH WITH LEFT MARGIN. ON NEXT LINE BEGIN LISTING NAMES, TITLES, OR SYMBOLS OF INDIVIDUALS OR ORGANIZATIONAL UNITS RECEIVING COPIES. CHECK A COPY FOR EACH ADDRESSEE. TYPE IDENTIFICATION OF OFFICE, WRITER, AND TYPIST ON TISSUE COPIES ONLY. SKIP A LINE AFTER LAST LINE OF DISTRIBUTION LISTING AND TYPE OFFICE SYMBOL, IF ANY, WRITER'S INITIALS AND SURNAME, TYPIST'S INITIALS, AND DATE OF TYPING.</p> <p>JAMES DOWNS, TP0D CHIEF, RECORDS MANAGEMENT BRANCH</p>		
PAGE NO 1		NO OF PGS 1
		SECURITY CLASSIFICATION UNCLAS
<small>STANDARD FORM 14 REVISED AUGUST 1967 GSA FPMR (41 CFR) 101-11.500</small>		

FIGURE 2.—Standard Form 14, Telegraphic Message

word of the body of the message. Block the paragraphs and double space the text, with triple spaces between the paragraphs. When typing a message on SF 14, Telegraphic Message, restrict the number of characters on a line to 69, which is the same length as a full line in most teletypewriter machines. The dotted vertical guideline in the right margin indicates the limit for 69 characters when using an elite typewriter. Ignore the dotted line when using a typewriter with executive or pica type, but type no more than 69 characters.

d. **Signature.** Type the signature element four lines below the last line of the body of the mes-

sage, flush with the left margin. It should consist of the name, title, and organizational designation (including the office symbol) of the signer. The responsible official will sign the message in the space between the body and the signature element.

### 8. COPIES OF TELEGRAMS

Always send the original of the telegram, not a carbon copy, to the communications unit. Prepare a yellow tissue copy for official files. To ensure that it can be easily read, make it the first

carbon copy. Prepare only one official file copy for a telegram sent to more than one addressee.

## 9. TELEGRAPHIC STYLE

a. **Articles.** Omit the articles "a," "an," and "the" unless they are needed for clarity or part of a quoted passage.

b. **Niccies.** Avoid unnecessary words such as "please" and "Mr."

c. **Numbers.** Type numbers as Arabic numerals. In writing fractions, use numerals and the diagonal mark, not the typewriter fraction. Write compound numbers with a hyphen. Example:

2 1/2 PAGES  
1960-70

d. **Dates.** In writing dates, use hyphens to separate the month, day, and year. Example:

9-26-75

e. **Underscoring.** Don't underscore for emphasis as underscoring is not transmitted.

f. **Punctuation.** Don't use words such as "STOP," "COMMA," "PERIOD," or "QUOTE" instead of punctuation marks. For international cables omit the punctuation marks and leave two spaces instead.

g. **Abbreviations.** Use well-known agency abbreviations such as GSA, HEW, and DOD to eliminate excess words in a telegram. Don't, however, abbreviate individual words as this may lead to confusion. For example, the abbreviation "reqd." could mean either "requested," "required," or "requisitioned" to the addressee.

h. **Coined words.** Use coined words as a means of eliminating excess words. Examples:

URTEL - your telegram  
ORTEL - our telegram  
URLET - your letter  
ORLET - our letter

## 10. MAILGRAM SERVICE

Mailgram is a low-cost telegram delivery service available at any Government Advanced Record

System (ARS) communications terminal which provides for the transmission of messages through a computerized distribution system to U.S. Post Offices throughout the 48 contiguous States. Mailgrams are guided to the correct destination by the ZIP code assigned by the originator. Mailgrams filed on the ARS before 4 p.m. are delivered by the postal carrier to the addressee on the first mail delivery of the following business day. When mailgram delivery is desired, the word MAILGRAM should be typed in capital letters on SF 14, Telegraphic Message, at the top of the space designated "Message to be transmitted." The ZIP code must always be included by the originator in the message address immediately following the State abbreviation. Mailgram service should not be used for the delivery of messages to individuals at hotels or at other transient addresses or for the delivery of emergency or priority messages.

## 11. FACSIMILE SERVICE

Facsimile communications provide an exact copy of the original document to the addressee. Memorandums, documents, diagrams, handwritten notes, and other material which does not contain an address or signature must be accompanied by an attached address and authorizing signature for the guidance of the facsimile operator. Original copies should be used for facsimile transmission when possible as poor quality carbon copies will not transmit clearly. Maximum copy size usually is 8½" x 11", although some agencies may have facilities for larger copy. Printing smaller than newsprint should be avoided. Colors will be reproduced at the delivery point as black or shades of grey. If the color will be important to the addressee, a notation must be added to the original copy identifying the colors. The criteria in paragraphs 2 and 3 of this chapter generally apply to facsimile communications as well. It should be noted, however, that some offices have facsimile equipment that will receive messages on a continuous basis. For those offices, the rules in paragraphs 2a and 2b should be disregarded.

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4.12 Bureau Telecommunications. Two types of telecommunications are used in the Bureau: Teletypes and Telegrams. Standard Form 14, "Telegraphic Message," is used for all telecommunications except telegrams prepared in the Central Office, which are prepared on Western Union Telefax forms.

A. Teletypes. Teletypes are sent through Government facilities provided by the Public Buildings Service (PBS). Sending and receiving centers are located in most of the large cities in the United States. This network should be used between all offices of the Bureau except as noted in c below.

(1) How the System Operates. The system maintains a communications office in the Interior Building in Washington, which sends messages over direct lines to those cities having receiving facilities nearest the Bureau stations for which the messages are destined. Where the station is located in the same city as the teletype receiving center, the message is delivered immediately to the addressee. If the station is located at a point where there is no receiving center, the message is refiled for delivery by commercial telegraph.

(2) Handling of Messages by PBS Communications Centers. All messages are handled in the order of priority in which they are received. Messages received too late for delivery on the same day as filed are transmitted so that they may be ready at the reception point for delivery or refile at the opening of the next business day.

B. Telegrams. The telegram is sent through commercial facilities and is the most expensive method of transmission. It may be used in preference to PBS teletype facilities under any of the following circumstances: (1) when fastest possible dispatch is required; (2) when the addressee is a private citizen or otherwise not located at a Federal installation; (3) where there is a consideration of privacy. The writer of the message is responsible for deciding whether the particular circumstances warrant use of the telegram.

(1) Telegrams From Field Installations. Prepare telegrams originating at field installations on Standard Form 14 unless special local instructions have been issued.

(2) Telegrams from Central Office. Prepare telegrams from the Central Office on the Telefax form (see Illustrations 1 and 2 at the end of this chapter). Place the form on a machine for direct-image transmission to Western Union. Use the Telefax form only for telegrams originated in the Central Office. Use Standard Form 14 for all other telegrams.

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C. Time Deadlines on Telecommunications - Central Office.

(1) Teletypes. Messenger service is available in the mailroom to carry teletypes to the Public Building Service Communication Center until 5:15 p.m.. After that hour, originating offices may carry teletypes to the Communication Center in Room 1038, until 7:00 p.m.

(2) Telegrams. Telegrams will be accepted and transmitted to Western Union by mailroom personnel until 5:15 p.m..

## CHAPTER 5

## MODELS OF ADDRESS

## 1. GENERAL

a. When it is desirable to use a salutation and closing, the models of address in this chapter are the conventional forms of address in general use. Use them as patterns for other addresses. They may be varied under certain circumstances. For example, "Honorable" may be replaced by a title such as "General," "Dr.," or "His Excellency," as appropriate. All Presidential appointees and Federal and State elective officials are addressed as "Honorable." As a general rule, county and city officials, except mayors, are not addressed as "Honorable." Persons once entitled to the title "Governor," "Judge," "General," "Honorable," "His Excellency," or a similar distinctive title may retain the title throughout their lifetimes. Only titles for men are shown in the examples of salutations. When a woman occupies the position, the title "Madam" is substituted for "Mr." before such formal terms as "President," "Vice President," "Chairman," "Secretary," "Ambassador," and "Minister." Use the title "Senator"

for a female member of the Senate and "Ms." for a female member of the House of Representatives, Senator-elect, or Representative-elect.

b. Observe the following general rules when addressing communications to individuals by name and/or title.

(1) Use open punctuation in addresses (periods are left out).

(2) Spell out all titles in the address, except "Dr.," "Mr.," and "Ms." Don't use two titles with the same meaning with one name, for example, use "Dr. Paul White" or "Paul White, M.D.," but not "Dr. Paul White, M.D."

(3) Females will be addressed as Ms.

(4) If it is not known whether the addressee is a man or a woman, omit the title. For example, use "Leslie Doe."

(5) In some cases the person holding a Ph.D. degree prefers to be addressed as "Dr. (full name)," rather than as "The Reverend," "Dean," "Professor," etc.

## 2. MODELS OF ADDRESS

The following list shows the address element, salutation, and complimentary close, when used, for certain addressees.

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
The President	The President The White House Washington, D.C. 20500	Dear Mr. President: Respectfully,
Wife of the President	Ms. (full name) The White House Washington, D.C. 20500	Dear Ms. (surname): Sincerely,
Assistant to the President	Honorable (full name) Assistant to the President The White House Washington D.C. 20500	Dear Mr. (surname): Sincerely,
Former President	Honorable (full name) (local address) 00000	Dear President (surname): Sincerely,

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ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
The Vice President	Formal: The Vice President United States Senate Washington, DC 20510	Dear Mr. Vice President: Sincerely,
	Informal: Honorable (full name) The Vice President of the United States Washington, DC 20501	Dear Mr. Vice President: Sincerely,
The Chief Justice	The Chief Justice of the United States The Supreme Court of the United States Washington, DC 20543	Dear Mr. Chief Justice: Sincerely,
Associate Justice	Mr. Justice (surname) The Supreme Court of the United States Washington, DC 20513	Dear Mr. Justice: Sincerely,
President of the Senate	Honorable (full name) President of the Senate Washington, DC 20510	Dear Mr. President: Sincerely,
United States Senator	Honorable (full name) United States Senate Washington, DC 20510 or Honorable (full name) United States Senator (local address) 00000	Dear Senator (surname): Sincerely,
	Honorable (full name) House of Representatives Washington, DC 20515 or Honorable (full name) Member, United States House of Representatives (local address) 00000	Dear Mr. (surname): Sincerely,
Committee Chairman	Honorable (full name) Chairman, Committee on (name) United States Senate Washington, DC 20510 or Honorable (full name) Chairman, Committee on (name) House of Representatives Washington, DC 20515	Dear Mr. Chairman: Sincerely,
	Honorable (full name) Chairman, Subcommittee on (name) (name of parent Committee) United States Senate Washington, DC 20510 or Honorable (full name) Chairman, Subcommittee on (name) (name of parent Committee) House of Representatives Washington, DC 20515	Dear Senator (surname): Sincerely,  Dear Madame: Sincerely,

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ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE	
Speaker of the House of Representatives	Honorable (full name) Speaker of the House of Representatives Washington, DC 20515	Dear Mr. Speaker: Sincerely,	
Cabinet Members	Honorable (full name) Secretary of (name of Department) Washington, DC 00000 or Honorable (full name) Postmaster General Washington, DC 20260 or Honorable (full name) Attorney General Washington, DC 20530	Dear Mr. Secretary: Sincerely,  Dear Mr. Postmaster General: Sincerely,  Dear Mr. Attorney General: Sincerely,	
	Deputy Secretaries, Assistants, or Under Secretaries	Honorable (full name) Deputy Secretary of (name of Department) Washington, DC 00000 or Honorable (full name) Assistant Secretary of (name of Department) Washington, DC 00000 or Honorable (full name) Under Secretary of (name of Department) Washington, DC 00000	Dear Mr. (surname): Sincerely,
		Heads of Independent Offices and Agencies	Honorable (full name) Comptroller General of the United States General Accounting Office Washington, DC 20548 or Honorable (full name) Chairman; (name of Commission) Washington, DC 00000 or Honorable (full name) Director, Office of Management and Budget Washington, DC 20503
Librarian of Congress			Honorable (full name) Librarian of Congress Library of Congress Washington, DC 20540
Public Printer	Honorable (full name) Public Printer U.S. Government Printing Office Washington, DC 20401		Dear Mr. (surname): Sincerely,
American Ambassador	Honorable (full name) American Ambassador (City), (Country)	Sir: (formal) Dear Mr. Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)	



## Part I

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
American Consul General or American Consul	(Full name) American Consul General (or American Consul) (City), (Country)	Dear Mr. (surname): Sincerely,
Foreign Ambassador in the United States	His Excellency (full name) Ambassador of (Country) (local address) 00000	Excellency: (formal) Dear Mr. Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)
United States Representative to the United Nations or Organi- zation of American States	Honorable (full name) United States Representative to the United Nations (or Organization of American States) (local address) 00000	Sir: (formal) Dear Mr. Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)
Governor of State	Honorable (full name) Governor of (name of State) (City), (State) 00000	Dear Governor (surname): Sincerely,
Lieutenant Governor	Honorable (full name) Lieutenant Governor of (name of State) (City), (State) 00000	Dear Mr. (surname): Sincerely,
State Senator	Honorable (full name) (name of State) Senate (City), (State) 00000	Dear Mr. (surname): Sincerely,
State Representative, Assemblyman, or Delegate	Honorable (full name) (name of State) House of Representatives (or Assembly or House of Delegates) <sup>1</sup> (City), (State) 00000	Dear Ms. (surname): Sincerely,
Mayor	Honorable (full name) Mayor of (name of City) (City), (State) 00000	Dear Mayor (surname): Sincerely,
President of a Board of Commissioners	Honorable (full name) President, Board of Commissioners of (name of City) (City), (State) 00000	Dear Mr. (surname): Sincerely,
Protestant Clergy	The Right Reverend (full name) Bishop of (name) (local address) 00000  or The Very Reverend (full name) Dean of (Cathedral) (local address) 00000  or The Reverend (full name) Bishop of (name) (local address) 00000	Right Reverend Sir: (formal) Dear Bishop (surname): (informal) Sincerely,  Very Reverend Sir: (formal) Dear Dean (surname): (informal) Sincerely,  Reverend Sir: (formal) Dear Bishop (surname): (informal) Sincerely,

<sup>1</sup> In most States, the lower branch of the legislature is the House of Representatives. In some States, such as California, New York, New Jersey, Nevada, and Wisconsin, the lower house is known as the Assembly. In others, such as Maryland, Virginia, and West Virginia, it is known as the House of Delegates. Nebraska has a one-house legislature. Its members are classed as senators.

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Protestant Clergy (Continued)	or The Reverend (full name) (Title), (name of Church) (local address) 00000	Dear Mr. (surname): Sincerely,
Catholic Clergy	His Eminence (given name) Cardinal (surname) Archbishop of (Diocese) (local address) 00000	Your Eminence: (formal) Dear Cardinal (surname): (informal) Sincerely,
	or The Most Reverend (full name) Archbishop of (Diocese) (local address) 00000	Your Excellency: (formal) Dear Archbishop (surname): (informal) Sincerely,
	or The Most Reverend (full name) Bishop of (City) (local address) 00000	Your Excellency: (formal) Dear Bishop (surname): (informal) Sincerely,
	The Right Reverend Monsignor (full name) (local address) 00000	Right Reverend Monsignor: (formal) Dear Monsignor (surname): (informal) Sincerely,
	or The Very Reverend Monsignor (full name) (local address) 00000	Very Reverend Monsignor: (formal) Dear Monsignor (surname): (informal) Sincerely,
	or The Reverend (full name) (add initials or Order, if any) (local address) 00000	Reverend Sir: (formal) Dear Father (surname): (informal) Sincerely,
	or Mother (name) (initials of Order, if used) Superior (name of Convent) (local address) 00000	Dear Mother (name): Sincerely,
Jewish Clergy	Rabbi (full name) (local address) 00000	Dear Rabbi (surname) Sincerely,
Chaplains	Chaplain (full name) (rank, service designation) (post office address of organization and station) (local address) 00000	Dear Chaplain (surname): Sincerely,
President of a College or University (Doctor)	Dr. (full name) President, (name of institution) (local address) 00000	Dear Dr. (surname): Sincerely,
Dean of a School	Dean (full name) School of (name) (name of institution) (local address) 00000	Dear Dean (surname): Sincerely,
Professor	Professor (full name) Department of (name) (name of institution) (local address) 00000	Dear Professor (surname): Sincerely,

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## Part I

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Physician	(full name), M.D. (local address) 00000	Dear Dr. (surname): Sincerely,
Lawyer	Mr. (full name) Attorney at Law (local address) 00000	Dear Mr. (surname): Sincerely,
Widow	Ms. (wife's first name, last name) (local address) 00000	Dear Ms. (surname): Sincerely,
Two or More Men	Mr. (full name) and Mr. (full name) <sup>2</sup> (local address) 00000	Gentlemen: Sincerely,
Two or More Women	Ms. (full name) and Ms. (full name) <sup>2</sup> (local address) 00000	Gentlewomen: Sincerely,
One Woman and One Man	Ms. (full name) and Mr. (full name) <sup>2</sup> (local address) 00000	Dear Ms. (surname) and Mr. (surname): Sincerely,
Service Personnel	(full grade, name, and abbreviation of service designation) (Retired is added, if applicable) (title and organization) (local address) 00000	Dear (grade) (surname): Sincerely,
Service Academy Members Army or Coast Guard	Cadet (full name) (service designation) (local address) 00000	Dear Cadet (surname): Sincerely,
Navy	Midshipman (full name) (service designation) (local address) 00000	Dear Midshipman (surname): Sincerely,
Air Force	Air Cadet (full name) (service designation) (local address) 00000	Dear Air Cadet (surname): Sincerely,

<sup>2</sup> A letter to two or more persons may be addressed as illustrated or to only one of them when the other is mentioned by name in the opening paragraph.

## Part II

### CHAPTER 1

# CAPITALIZATION

## 1. GENERAL

Problems of capitalization which most often arise in Government correspondence are covered in this chapter. Commonly used principles are briefly stated and supported by examples. When to capitalize is shown at the left of the page; when not to capitalize is shown at the right. For words or terms not included here, correct practice can be determined by relating such words to the principles that are given. Also see the *U.S. Government Printing Office Style Manual* for other points on capitalization.

Two main rules govern use of capitals: (1) Proper nouns, titles, and first words are capitalized and (2) common nouns are not capitalized unless they have gained the status of proper nouns. Consistency in capitalizing is important. Once a practice has been adopted, for example, capitalizing a word for emphasis, that practice should be carefully followed throughout the piece of writing.

## 2. PROPER NOUNS

a. Names of persons, places, and things. (See also paragraphs c-g, following.)

*Capitalize names of persons, places, and things and their derivatives which retain proper noun meanings.*

John Macadam, Macadam family  
Paris, Parisian  
Italy, Italian  
Rome, Roman  
Capitol in Washington, D.C.

*Do not capitalize names which have become common or their derivatives which have general meanings.*

macadamized  
plaster of paris  
italics, italicize  
roman (type style)  
a State capitol

b. Common nouns used as proper nouns.

*Capitalize common nouns used as parts of proper names and of titles.*

Massachusetts Avenue  
Federal Express  
Cape of Good Hope  
Union Station  
Budget and Accounting Procedures Act  
Appendix C  
Column 2  
Exhibit D7  
The Versailles Treaty

*Do not capitalize when used as a substitute for a name or to denote time, sequence, or reference.*

the longest avenue  
the express to Boston  
the southernmost cape  
the railway station in Washington  
act of 1951  
a part of appendix C  
in column 2, page 3  
a reprint of exhibit D7  
the treaty of 1919

*Capitalize common nouns when they are used alone as well-known short forms of proper names.*

British Commonwealth: the Commonwealth  
Cherokee Nation: the Nation  
Union of South Africa: the Union  
United States: the States

*Do not capitalize when used in a general sense.*

a commonwealth of nations  
a nation of warlike people  
a union between families  
state's evidence

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*Capitalize plural forms of common nouns when they are used as part of proper names.*

Seventh and I Streets  
Lakes Erie and Ontario  
State and Treasury Departments

*Do not capitalize when they are used in a general sense.*

two old streets  
these inland lakes  
executive departments

### c. Names of organized bodies.

#### (1) Federal Government units.

*Capitalize titles of the Federal Government, its units, and their shortened forms. Capitalize other substitutes only to show distinction.*

The U.S. Government: the Federal Government, the National Government, the Government  
U.S. Congress: 93d Congress  
the Senate, the House  
Committee of the Whole: the Committee  
Department of Agriculture: the Department  
Division of Publications: the Division  
Bureau of the Census: the Census Bureau, the Bureau  
Geological Survey: the Survey  
Interstate Commerce Commission: the Commission  
American Embassy: the Embassy  
Department of Defense: Military Establishment, Armed Forces  
U.S. Army: the Army, Regular Army, the Infantry, 81st Regiment, Army Band  
U.S. Navy: the Navy, Navy (Naval) Establishment, Marine Corps

*Do not capitalize units of government when they are used in a general sense or when referring to other than a Federal Government unit.*

democratic government, a federal union, two national governments, city government  
a congress of citizens  
a senate or house unit in Iowa  
committees of the Senate, a PTA committee  
any department of the government  
a division of the organization  
formation of a bureau, the census bureau in Laurel  
a survey of minerals  
a commission on trade rights, interstate commissions  
a foreign embassy: *also* the consulate, the consulate general  
a defense establishment, armed forces exploring the area, *also* armed services  
an army, Grant's army, infantrymen, the regiment, the March King's band  
naval shipyard, naval station  
corps of fighting men

#### (2) International organizations.

*Capitalize names of international organizations.*

United Nations: the Council, the Assembly, the Secretariat  
World Health Organization

*Do not capitalize when used in a general sense.*

united nations in the Middle East, a council of citizens, a town assembly, a secretariat for the director  
funds for a health organization

(3) Names of other organized bodies. (For names of Federal Government units and international organizations, see paragraphs (1) and (2), preceding.)

*Capitalize names of other organized bodies when used as titles.*

Virginia Assembly, West Virginia House of Delegates  
California State Highway Commission: Highway Commission of California  
Dutchland Railroad Company: the Dutchland Railroad

*Do not capitalize when used in a general sense.*

the assembly, the State senate, the house of delegates  
the highway commission, the commission for highway construction  
the railroad company, the railroad in Pennsylvania

### d. Names of members of organized bodies.

*Capitalize names of members of organized bodies to distinguish them from the same words merely in a descriptive sense.*

a Representative (Member of Congress)  
a Republican (member of a political party)  
a Catholic (member of the Catholic Church)

*Do not capitalize when used in a general sense.*

a representative of a group  
a republican form of government  
catholic (universal) interests

## e. Official designations of countries, domains, and their divisions.

*Capitalize names of countries and their divisions when used as proper names, as parts of proper names, or as proper adjectives.*

United States: the Republic, the Nation, the Union  
 New York State: the Empire State  
 Dominion of Canada: the Dominion  
 Providence of Quebec: the Province  
 U.S.S.R. (Union of Soviet Socialist Republics): Cominform (Communist Information Bureau), Communist International

*Do not capitalize when used in a general sense.*

a republic, two nations, national income, union of States (U.S.)  
 church and state  
 a dominion of the Western Hemisphere  
 farming provinces of Canada  
 a socialist form of government, experiment in communism

## f. Names of regions, localities, and geographic features.

*Capitalize names of regions, localities, and geographic features when used as proper names.*

the North Atlantic States  
 the West, the Midwest  
 Equatorial Africa  
 the Middle East (Asia)  
 the Promised Land  
 the Continent

*Do not capitalize terms used to denote mere direction or position.*

north, south, east, west, northerly, northern, northward  
 road to the west, a midwest direction  
 equatorial countries  
 middle east of the State  
 a land of promise  
 continental boundaries

## g. Names of calendar divisions, holidays, historic events, and periods of time.

*Capitalize names of months of the year and days of the week.*

January, February, March  
 Monday, Tuesday, Wednesday

*Do not capitalize names of the seasons or the words year and century when used with numbers.*

spring, summer, autumn, winter  
 the year 1960, the 20th century

*Capitalize names of events and of holidays.*

Battle of Lexington  
 War of 1812, World War II  
 Feast of the Passover  
 Fourth of July: the Fourth

*Do not capitalize when used in a general sense.*

the battle fought at Lexington  
 the war years, two major wars  
 a religious feast  
 on July the fourth, a national holiday

## 3. TITLES USED WITH NAMES OR TITLES STANDING FOR PERSONS

## a. Titles preceding names.

*Capitalize titles preceding proper names.*

President Lincoln  
 King George  
 Chairman McDowell  
 Ambassador Page

*Do not capitalize when used in a general sense.*

a president of a club  
 a king of spades  
 a chairman of the committee  
 ambassador at large

## b. Titles following names or titles used alone.

*Capitalize titles following proper names or used alone as substitutes for names when they indicate preeminence.*

John Adams, President of the United States; the President; the President-elect; the Executive; the Commander in Chief; Ex-President Adams; a former President  
 Thomas Howells, Vice President of the United States; the Vice President  
 B. A. Rowland, Secretary of State; the Secretary; the Acting Secretary; the Under Secretary; the Assistant Secretary; the Director; the Chief; the Assistant Chief

*Do not capitalize when used in a general sense, or when not indicating preeminence.*

Burns Mason, president of the Potomac Railway; president-elect of the union; the executive's suite; a young commander in chief; ex-president of Cullen Institute; a former president of the university  
 Caleb Johnson, vice president of the Exchange; the vice president of SDA  
 secretaries of the military departments (part of the clerical staff), but Secretaries of the military departments (heads of Army, Navy, Air Force); the director, chief, or assistant chief of the laboratory

## Part II

*Capitalize titles in the second person.*

Your Excellency  
Mr. Chairman, Madam Secretary

### 4. TITLES OF PUBLICATIONS, DOCUMENTS, ACTS, ETC.

*Capitalize all words in titles of publications and documents, except a, an, the, at, by, for, in, of, on, to, up, and, as, but, if, or, and nor.*

Statutes at Large, Revised Statutes  
District Code  
Bancroft's History  
Journal (House or Senate)  
American Journal of Science  
Monograph 55, Research Paper 123  
Senate Document 70, *but* Senate bill 416  
House Resolution 68, *but* House bill 20  
Kellogg Pact, North Atlantic Pact  
Treaty of Ghent

the applicable statutes  
the code of the District  
history books  
a journal of legislative action  
a professional journal  
any monograph, a research paper by Sales  
a historical document from the Senate  
a committee resolution  
a pact between nations  
the treaty signed at Ghent

### 5. THE DEFINITE ARTICLE

*Capitalize the word the when used as part of a name or title.*

The Dalles (Oregon)  
The Weirs (New Hampshire)  
The Hague  
The Attorney General (if so written in copy)

*Do not capitalize when the is used adjectively or with titles of newspapers, periodicals, vessels, airships, or firm names.*

the Dalles region  
the Weirs streets  
the Hague Court; *also* the Netherlands  
the attorney general of Texas  
the Times, the Atlantic Monthly  
the Mermaid, the U-3  
the National Photo Co.

### 6. PARTICLES IN NAMES OF PERSONS

*Capitalize particles in foreign names or titles—d', da, della, du, van, and von.*

D'Orbigny  
Da Ponte  
Du Pont

*Capitalize particles in anglicized names, even if preceded by a forename or title.*

Justice Van Devanter  
Samuel F. Du Pont  
Reginald De Koven

*Do not capitalize in foreign names when preceded by a forename or title.*

Alcide d'Orbigny  
Cardinal da Ponte  
E. I. du Pont de Nemours & Co.

*Do not capitalize when an individual prefers lowercase.*

Henry van Dyke (his usage)  
Irénée du Pont (his usage)

### 7. FIRST WORDS

*Capitalize the first word of a sentence, of a direct quotation, of a line of poetry, or of a formally introduced series of items following a comma or a colon.*

The question is, Shall the bill pass?  
He asked, "And where are you going?"

Lives of great men all remind us  
We can make our lives sublime.

The vote was as follows: In the affirmative, 23; in the negative, 11; not voting, three.

*Do not capitalize a fragmentary quotation or a supplementary remark following a colon.*

He objected "to the phraseology, not to the ideas."  
Revolutions are not made: they come.

## CHAPTER 2

## SPELLING

## 1. GENERAL

The Government Printing Office recognizes *Webster's New International Dictionary* as the guide to spelling. To achieve further standardization, the Government Printing Office lists in its *Style Manual* the preferred forms of many of the words that are spelled more than one way in Webster's.

This chapter carries a short list of preferred forms, selected from those in the *Style Manual*. Also, it gives instructions on the formation of plurals, the doubling of final consonants when suffixes are added, and the use of indefinite articles. Methods of forming possessives are covered in chapter 4, paragraph 2, of this part.

The spelling of geographic names should conform to the decisions of the U.S. Board on Geographic Names. In the absence of a decision by the Board, the *U.S. Directory of Post Offices* is used for names in the United States and its possessions.

## 2. PREFERRED SPELLING

abridgment	consignor	fulfill	nonplused
acknowledgment	converter	fuse	offense
adapter	conveyor	gage	penciled, penciling
adjuster	councilor	goodby	percent
adviser	counseled, counselor,	graveled, graveling	plow
aging	counseling	gray	practice
aline	defense	intern	programed, programmer,
anesthetic	descendant	jeweled, jeweler, jewelng	programming
appall	development	judgment	reconnaissance
ascendance	diagramed, diagraming	kerosene	referable
aye	dialed, dialing	kidnaped, kidnaper,	signaled, signaling
barreled, barreling	dike	kidnaping	skillful
beveled, beveling	disk	labeled, labeling	stenciled, stenciling
biased	draft	leveled, leveler, leveling	subpena
blond	drought	libeled, libeler, libeling	sulfur
boulder	employee	license	theater
brier	enclose	likable	totaled, totaling
buses	enclosure	maneuver	traveled, traveler,
caliber	entrust	marshaled, marshaling	traveling
canceled, canceling,	equaled, equaling	marvelous	visa, visaed
cancellation	esthetic	medieval	vitamin
catalog	exhibitor	meter	willful
channeled, channeling	favor	modeled, modeling	woolen
cigarette	flier	mold	woolly
coconut	focused, focusing	monolog	worshiped, worshiper,
combated, combating	forbade	movable	worshipping
connector			



Part II

3. PLURAL FORMS

a. In forming the plurals of compound terms, make the significant word plural.

*Significant word first*

adjutants general  
ambassadors at large  
attorneys at law  
attorneys general  
brothers-in-law  
commanders in chief  
heirs at law  
notaries public  
rights-of-way

*Significant word in middle*

assistant attorneys general  
assistant chiefs of staff  
assistant comptrollers general  
deputy chiefs of staff

*Both words of equal significance*

Bulletins Nos. 27 and 28; but Bulletin No. 27 or 28  
men buyers  
women students

*Significant word last*

assistant attorneys  
assistant commissioners  
assistant secretaries  
deputy sheriffs  
lieutenant colonels  
trade unions  
vice chairmen  
vice presidents

*No word significant in itself*

hand-me-downs  
jack-in-the-pulpits

b. When a noun is hyphenated with an adverb or preposition, make the noun plural.

goings-on  
hangers-on

listeners-in  
lookers-on

makers-up  
passers-by

c. When neither word is a noun, make the last word plural.

also-rans  
come-ons

go-betweens  
higher-ups

d. To form the plural of nouns ending with *ful*, add *s* at the end. If it is necessary to express the idea that more than one container was filled, write the two elements as separate words and make the noun plural.

five bucketfuls of the mixture (one bucket filled five times)

three cupfuls of flour (one cup filled three times)  
three cups full of coffee (separate cups)

five buckets full of earth (separate buckets)

e. The plurals of these words may cause difficulty.

appendix, appendixes  
basis, bases  
crisis, crises  
curriculum, curriculums  
datum, data  
formula, formulas

maximum, maximums  
medium, mediums or media  
memorandum, memorandums  
minimum, minimums  
minutia, minutiae  
parenthesis, parentheses

phenomenon, phenomena  
plateau, plateaus  
stimulus, stimuli  
synopsis, synopses

4. DOUBLED CONSONANTS

When a suffix beginning with a vowel is added to a word ending in a single consonant preceded by a single vowel, double the consonant if (a) it ends a word of one syllable, or (b) it ends an accented syllable.

bag, bagging  
get, getting  
red, reddish

rob, robbing  
corral, corralled  
transfer, transferred

but total, totaled  
travel, traveled

## 5. INDEFINITE ARTICLES

a. Use *a* before words beginning with consonants, except words beginning with a silent *h*. Also use *a* before words spelled with initial vowels that combine consonant and vowel sounds.

a procedure  
a hotel  
a humble man

a union  
a European atlas  
a one-sided argument

*but* an hour

b. Use *an* before words beginning with vowels, and words beginning with a silent *h*.

an order  
an electric light  
an initial

an herbseller  
an honor

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## CHAPTER 3

## COMPOUND WORDS

## 1. GENERAL

A compound word conveys a unit idea that is not as clearly conveyed by separate words. The hyphen not only unites but separates the component words and thus aids readability and correct pronunciation.

In this chapter, basic rules for compounding are given first and are followed by guides to forming solid compounds and to hyphenating unit modifiers. Instructions are also given on adding prefixes and suffixes and on putting together combining forms.

Word forms are constantly changing. The correct form for use in Government is found in the *U.S. Government Printing Office Style Manual*.

## 2. BASIC RULES

a. Omit the hyphen when words appear in regular order and the omission causes no confusion in sound or meaning.

banking hours	day laborer	palm oil	training ship
blood pressure	eye opener	patent right	violin teacher
book value	fellow citizen	real estate	
census taker	living costs	rock candy	

b. Compound two or more words to express an idea that would not be as clearly expressed in separate words.

afterglow	cupboard	gentlemen	right-of-way
bookkeeping	forget-me-not	newsprint	whitewash

c. In a derivative of a compound, keep the solid or hyphenated form of the original compound, unless otherwise indicated for particular words.

coldbloodedness	ill-advisedly	praiseworthiness	X-rayer
footnoting	outlawry	railroader	Y-shaped

## 3. SOLID COMPOUNDS

a. When *any*, *every*, *no*, and *some* are combined with *body*, *thing*, and *where*, type as one word. Type as separate words *some one*, *every one*, and similar combinations which refer to a particular person or thing. To avoid mispronunciation, type *no one* as two words at all times.

anybody	anywhere	nobody	somebody
anyone, <i>but</i>	everybody	no one	someone
any one thing	everything	nothing	something
anything	everywhere	nowhere	

b. Type as one word compound personal pronouns.

herself	myself	ourselves	yourself
himself	oneself	themselves	yourselves
itself			

c. Type as one word compass directions consisting of two points, but use a hyphen after the first point when three points are combined.

northeast	north-northeast	southwest	south-southwest
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Part II

4. UNIT MODIFIERS

a. Place a hyphen between words, or abbreviations and words, combined to form a unit modifier immediately preceding the word modified, except as shown in paragraph b following. This use of the hyphen applies particularly to combinations in which one element is a present or past participle.

a 4-percent increase	Federal-State-local cooperation	long-term loan
Baltimore-Washington road	guided-missile program	lump-sum payment
drought-stricken area	large-scale project	multiple-purpose uses
English-speaking nation	law-abiding citizen	U.S.-owned property

b. Where meaning is clear and readability is not aided, it is not necessary to use a hyphen to form a temporary or made compound. Restraint should be exercised in forming unnecessary combinations of words used in normal sequence.

atomic energy power	land bank loan	real estate tax
child welfare plan	life insurance company	social security pension
civil service examination	parcel post delivery	soil conservation measures
income tax form	per capita expenditure	special delivery mail

c. Generally, do not use a hyphen in a two-word unit modifier the first element of which is an adverb ending in *ly*; do not use hyphens in a three-word unit modifier the first two elements of which are adverbs.

eagerly awaited moment	<i>but</i> ever-normal granary
heavily laden ship	ever-rising flood
unusually well preserved specimen	still-new car
very well defined usage	still-lingering doubt
very well worth reading	well-known lawyer
not too distant future	well-kept farm
often heard phrase	

d. Retain the original forms of proper nouns used as unit modifiers, either in their basic or derived forms.

United States laws	Red Cross nurse	Swedish-American descent
Latin American countries	Winston-Salem regional office	Minneapolis-St. Paul region

e. Do not confuse a modifier with the word it modifies.

gallant serviceman	well-trained schoolteacher	American flagship
average taxpayer	woolen-shoe maker	<i>but</i> American-flag ship
<i>but</i> income-tax payer	tomato-canning factory	

f. Retain the hyphen where two or more hyphenated compounds have a common basic element and this element is omitted in all but the last term.

8-, 10-, and 16-foot boards	moss- and ivy-covered walls
2- by 4-inch boards <i>but</i> 2 to 6 inches wide	<i>not</i> moss and ivy-covered walls

g. Do not use a hyphen in a foreign phrase used as a unit modifier.

ex officio member	per capita tax	per diem employee	prima facie evidence
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h. Do not use a hyphen in a unit modifier which contains a letter or a number as its second element.

article 3 provisions	grade A milk	point 4 program	ward D patients	class II railroad
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i. Do not use a hyphen in a unit modifier within quotation marks unless the modifier is usually a hyphenated term.

"blue sky" law	"good neighbor" policy	"tie-in" sale	<b>BIAM REISSUE</b> <b>FEBRUARY 1984</b>
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## 5. PREFIXES, SUFFIXES, AND COMBINING FORMS

a. Type compounds which contain prefixes or suffixes as one word without a hyphen, except as shown in paragraphs b, c, and d following. Use a hyphen to avoid doubling a vowel or tripling a consonant, except after the prefixes *co*, *de*, *pre*, *pro*, and *re*.

antedate	extracurricular	northward	semiofficial
anti-inflation	homestead	offset	shell-like
biweekly	Inverness-shire	preexisting	thimble-eye
brass-smith	micro-organisms	reenact	twofold
cooperation	misstate	semi-independent	ultra-atomic
deemphasis	nationwide		

b. Use a hyphen to avoid confusion.

anti-hog-chlorea serum	non-civil-service position	re-treat (treat again)
co-op	re-sort (sort again)	un-ionized

c. Type with a hyphen the prefixes *ex*, *self*, and *quasi*.

ex-governor	self-control	quasi-argument
ex-serviceman	self-educated	quasi-corporation
ex-trader	quasi-academic	quasi-judicial

d. Use a hyphen to join a prefix to a capitalized word, unless usage is otherwise.

anti-Arab	<i>but</i> nongovernmental
pro-British	overanglicize
un-American	transatlantic

## 6. NUMERICAL COMPOUNDS

a. Type a hyphen between the elements of compound numbers from twenty-one to ninety-nine and in adjective compounds with a numerical first element.

8-hour day	3-week vacation	<i>but</i> one hundred and twenty-one
6-footer	24-inch ruler	100-odd
10-minute delay	twenty-one	foursome

b. Type a hyphen between the elements of a fraction, but omit it between the numerator and the denominator when the hyphen appears in either or in both.

one-thousandth	twenty-one thirty-seconds	two one-thousandths
three-fourths of an inch	twenty-three thirtieths	two-thirds

## 7. IMPROVISED COMPOUNDS

a. Use a hyphen between the elements of an improvised compound serving as an adjective or a noun.

how-to-be-beautiful course	know-it-all	stick-in-the-mud
know-how	let-George-do-it attitude	

b. When the noun form is printed in separate words, always hyphen the corresponding verb form.

blue-pencil	cold-shoulder	cross-brace
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## CHAPTER 4

## PUNCTUATION

## 1. GENERAL

Punctuation marks are to the reader what road signs are to the driver. They make it easier to read and understand what someone has written. There are rules, but there are also many exceptions. Some punctuation marks may be substituted for others, without changing the meaning of a sentence or without making it less clear. Good sentences usually need few punctuation marks. The *U.S. Government Printing Office Style Manual* treats punctuation in detail.

## 2. APOSTROPHE

## a. Use the apostrophe:

- (1) To indicate contractions or omitted letters.

I've      it's (it is)      TV'ers

- (2) To indicate the coined plurals of letters, figures, and symbols.

three R's      5's and 7's      +'s

- (3) To show possession. Add 's when the noun does not end with an s sound. Add only the apostrophe to a noun that ends with an s sound.

officer's      Mars'      hostess'      Co.'s      Cos.'      Jones'      Joneses'      Schmitz'

- (a) To show possession in compound nouns, add the apostrophe or 's to the final word.

brother-in-law's      secretary-treasurer's

- (b) To show joint possession in nouns in a series, add the apostrophe or 's to the last noun.

soldiers and sailors' home

- (c) To show separate possession in nouns in a series, add the apostrophe or 's to each noun.

John's, Thomas', and Henry's ratings

- (d) To show possession in indefinite pronouns, add the apostrophe or 's to the last component of the pronoun.

someone's desk      somebody else's books      others' homes

## b. Do not use the apostrophe:

- (1) To form the possessive of personal pronouns.

theirs      yours      hers      its

- (2) To form the plural of spelled-out numbers, of words referred to as words, and of words already containing an apostrophe. Add 's, however, if it makes the plural easier to read.

twos and threes      ifs, ands, and buts      yeses and noes      do's and don'ts      which's and that's

- (3) To follow names of countries and other organized bodies ending in s, or after words more descriptive than possessive (not indicating personal possession), except when the plural does not end in s.

United States control      United Nations meeting      merchants exchange      children's hospital

Part II

3. BRACKETS

a. Use brackets in pairs:

(1) To enclose a correction.

He arrived at 13 [12] o'clock.

(2) To supply something omitted.

Mr. Adams [arrived] late.

(3) To explain or to identify.

The president pro tem [Arnold] spoke briefly.

(4) To instruct or to add comment.

The report is as follows [read first paragraph]:

(5) To enclose *sic* when it is used to show that an error in a quotation has been recognized but not changed.

It's [sic] counterpart is missing.

b. Use a single bracket:

At the beginning of each paragraph but only at the close of the last paragraph, when extensive material is enclosed.

4. COLON

Use the colon:

a. To separate an introductory statement from explanatory or summarizing material that follows.

The board consists of three officials: Chairman, vice chairman, and recorder-secretary.  
Give up conveniences; do not demand special privileges; do not stop work: these are necessary while we are at war.

b. To introduce formal statements, questions, or quotations.

The committee stated the principle thus: In our foreign relations, people instead of governments are our first concern.

The following question came up for discussion: What policy should be adopted?

He said: [If the quotation is not more than one sentence, use a comma instead of a colon.]

c. To follow a formal salutation.

Dear Mr. Franklin: Ladies and Gentlemen: -To Whom It May Concern:

d. To separate the hour and the minutes in clock time.

8:15 a.m. 11:59 p.m.

e. To follow introductory headings which lead directly to subentries.

Policy:

General:

Salaries

Responsibilities

Specific:

f. To separate parts of citations. (Leave space after the colon).

Luke 4: 3 Journal of Education 3: 342-359

g. To indicate proportion. (Use double colon as ratio sign.)

1:2::3:6

Supp. 1, Release 26, 3/19/80

## 5. COMMA

## a. Use the comma:

- (1) To separate words or figures that might otherwise be misunderstood or misread.

Instead of hundreds, thousands came.  
To John, Smith was very helpful.

Out of each 20, 10 are rejected.  
What the difficulty is, is not known.

- (2) To set off introductory or explanatory words that precede, break, or follow a short direct quotation. The comma is not needed if a question mark or an exclamation point is already part of the quoted matter.

I said, "Don't you understand the question?"  
"I understand it," she replied, "but I disagree with the answer."  
"Why?" he said.  
"It's unreasonable!" she exclaimed.

- (3) To indicate the omission of an understood word or words.

Then he was enthusiastic; now, indifferent.

- (4) To separate a series of modifiers of equal rank.

It is a young, eager, and intelligent group.  
but He is a clever young man. (No comma when the final modifier is considered part of the noun modified.)

- (5) To follow each of the members within a series of three or more, when the last two members are joined by
- and*
- ,
- or*
- , or
- nor*
- .

horses, mules, and cattle  
by the bolt, by the yard, or in remnants

neither snow, rain, nor heat  
by five, 10, or 20

- (6) To separate an introductory phrase from the subject it modifies.

Beset by the enemy, they retreated.

- (7) Before and after
- Jr.*
- ,
- Sr.*
- , academic degrees, and names of States preceded by names of cities, within a sentence.

Henry Smith, Jr., chairman      Smith, Henry, Ph.D.      Washington, D.C., schools

- (8) To set off parenthetical words, phrases, or clauses.

The atom bomb, developed by the Manhattan project, was first used in World War II.  
The situation in the Middle East, he reported, might erupt.  
but The person who started that fire is undoubtedly an arsonist. (No comma necessary, since the clause "who started that fire" is essential to identify the person.)

- (9) To set off words or phrases in apposition or in contrast.

Mr. Jay, attorney for the plaintiff, asked for a delay.      You will need work, not words.

- (10) To separate the clauses of a compound sentence if they are joined by a simple conjunction such as
- or*
- ,
- nor*
- ,
- and*
- , or
- but*
- .

The United States will not be an aggressor, nor will it tolerate aggression by other countries.

- (11) To set off a noun or phrase in direct address.

Mr. President, the motion has carried.

- (12) To separate the title of an official and the name of his organization, in the absence of the words
- of*
- or
- the*
- .

Chief, Insurance Branch      Chairman, Committee on Appropriations



## Part II

- (13) To separate thousands, millions, etc., in numbers of four or more digits.

4,230          50,491          1,000,000

- (14) To set off the year when it follows the day of the month in a specific date within a sentence.

The reported dates of September 11, 1943, to June 12, 1955, were erroneous.

- (15) To separate a city and state.

Cleveland, Ohio          Washington, D.C.

### b. Do not use the comma:

- (1) To separate the month and year in a date.

Production for June 1955          On 5 July 1956 we dedicated the arsenal. (Military form of date.)

- (2) To separate units of numbers in built-up fractions, decimals, page numbers, serial numbers (except patent numbers), telephone numbers, and street addresses.

1/2500	Motor No. 189463
1.9047	MEtropolitan 9-3201
page 2632	1727-1731 Broad Street
1450 kilocycles, 1100 meters (no comma unless more than four digits, radio only)	

- (3) To precede an ampersand (&) or a dash.

Greene, Wilson & Co. (except in indexes: Jones, A. H., & Sons)  
There are other factors—time, cost, and transportation—but quality is the most important.

- (4) To separate two nouns one of which identifies the other.

The booklet "Infant Care"          Wilson's boat *The Maria*

- (5) To separate the name and the number of an organization.

Western Legion Post No. 12

## 6. DASH

Use the dash (two hyphens and no spaces):

- a. To mark a sudden break or abrupt change in thought.

He said—and no one contradicted him—"The battle is lost."  
If the bill should pass—which Heaven forbid!—the service will be wrecked.

- b. To indicate an interruption or an unfinished word or sentence.

He said, "Give me lib—"          Q. Did you see—?          A. No, sir.

- c. To serve instead of commas or parentheses, if the meaning is clarified by the dash.

These are shore deposits—gravel, sand, and clay—but marine sediments underlie them.

- d. To introduce a final clause that summarizes a series of ideas. (See also paragraph 4a, preceding, for use of the colon.)

Freedom of speech, freedom of worship, freedom from want, freedom from fear—these are the fundamentals of moral world order.

- e. To follow an introductory phrase leading into two or more successive lines and indicating repetition of that phrase.

I recommend—  
That we accept the rules  
That we publish them

f. To serve instead of a colon when a question mark closes the preceding idea.

How can you explain this?—"Fee paid, \$5."

g. To precede a credit line or signature.

Still achieving, still pursuing,  
Learn to labor and to wait.

—Longfellow

This statement is open to question.—Gerald H. Forsythe

## 7. EXCLAMATION POINT

Use the exclamation point to mark surprise, incredulity, admiration, appeal, or other strong emotion, which may be expressed even in a declarative or interrogative sentence.

How beautifull  
"Great!" he exclaimed.

Who shouted, "All aboard!" (Question mark omitted)  
O Lord, save Thy people!

## 8. HYPHEN

Use the hyphen:

a. To connect the elements of certain compound words. (See also chapter 3, this part, preceding.)

mother-in-law  
ex-governor

self-control  
H-bomb

walkie-talkie  
quasi-academic

b. To indicate continuation of a word divided at the end of a line. (See also chapter 7, following.)

c. To separate the letters of a word which is spelled out for emphasis.

d-o-l-l-a-r-s

## 9. PARENTHESES

a. Use parentheses:

(1) To set off matter not part of the main statement or not a grammatical element of the sentence, yet important enough to be included.

Mr. Kelly (to the chairman).

Q. (Continuing.)

A. (Reads:)

The result (see figure 2) is most surprising.

(2) To enclose a parenthetical clause where the interruption is too great to be indicated by commas.

You can find it neither in French dictionaries (at any rate, not in Littré) nor in English dictionaries.

(3) To enclose an explanatory word that is not part of the statement.

The Erie (Pa.) News, but the News of Erie, Pa.

(4) To enclose letters or numbers designating items in a series, either at the beginning of paragraphs or within a paragraph.

You will observe that the sword is (1) old fashioned, (2) still sharp, and (3) unusually light for its size.

## Part II

(5) To enclose a reference at the end of a sentence. Unless the reference is a complete sentence, place the period after the parenthesis closing the reference. If the sentence contains more than one parenthetical reference, the parenthesis closing the reference at the end of the sentence is placed before the period.

The specimen exhibits both phases (pl. 14, A, B).

The individual cavities show great variation. (See pl. 4.)

This sandstone (see pl. 6) occurs in every county of the State (see pl. 1).

### b. Use a single parenthesis:

At the beginning of each paragraph but only at the close of the last paragraph, when extensive material is enclosed.

## 10. PERIOD

Use the period:

### a. To end a declarative sentence that is not exclamatory and to end an imperative sentence.

He works for Johnson & Sons, Inc.  
Do not be late.

### b. To end an indirect question or a question intended as a suggestion and not requiring an answer.

Tell me how the rocket was launched.  
May we hear from you soon.

### c. To indicate omission within a sentence, use three periods with spaces between; at the end of a sentence, four. Use spaced periods on a separate line to show omission of one or more paragraphs.

He called . . . and left. . . . He returned the next day.

### d. To follow abbreviations unless by usage the period is omitted.

gal. NE. qt. N.Y. but HEW USDA

NOTE: In abbreviations made up of single letters, no space is allowed between the period and the following letter, except that one space is allowed after the periods following the initials in a proper name.

## 11. QUESTION MARK

Use the question mark:

### a. To indicate a direct query, even if not in the form of a question.

Did he do it?  
He did what?

Can the money be raised? is the question.  
Who asked, "Why?" (Note single question mark.)

### b. To express more than one query in the same sentence.

Can he do it? or you? or anyone?

### c. To express doubt.

He said the boy was 8 (?) feet tall.

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## 12. QUOTATION MARKS

### a. Use quotation marks:

(1) To enclose a direct quotation. Single quotation marks are used to enclose a quotation within a quotation.

The answer is "No."

"Your order has been received," they wrote.

He said, "John said 'No.'"

"John," said Henry, "why do you go?"

"The equipment will be forwarded promptly."

(2) To enclose any matter following the terms *entitled, the word, the term, marked, endorsed, or signed*. Do not use them to enclose expressions following the terms *known as, called, so-called, etc.*, unless such expressions are misnomers or slang.

Congress passed the act entitled "An act . . . ."

It was signed "John."

After the word "treaty," insert a comma.

The so-called investigating body.

(3) To enclose misnomers, slang expressions, nicknames, or ordinary words used in an arbitrary way.

### b. Limit quotation marks:

Limit quotation marks, if possible, to three sets (double, single, double).

"The question is, in effect, 'Can a person who obtains his certificate of naturalization by fraud be considered a "bona fide" citizen of the United States?'"

### c. Place punctuation inside or outside quotation marks, as follows:

Always type the comma and the final period inside the quotation marks. Other punctuation marks are placed inside only if they are a part of the quoted matter.

"The President," he said, "will veto the bill."

The trainman shouted, "All aboard!"

Is this what we call a "Correspondex"?

"Have you an application form?"

Who asked, "Why?"

Why call it a "gentlemen's agreement"?

## 13. SEMICOLON

### Use the semicolon:

a. To separate independent clauses not joined by a conjunction, or joined by a conjunctive adverb such as *hence, therefore, however, moreover, etc.*

The report is not ready today; it may be completed by Friday.

The allotment has been transferred to the Production Division; hence, construction of the partitions must be delayed.

b. To separate two or more phrases or clauses with internal punctuation.

Robert M. Roman, chairman of the union, will travel in most of southern Europe; in all of the Near East; and, in case there is time, along the northern, western, and southern coasts of Africa.

If you want your writing to be worthwhile, give it unity; if you want it to be easy to read, give it coherence; and, if you want it to be interesting, give it emphasis.

c. To separate statements that are too closely related in meaning to be written as separate sentences.

No; we receive one-third.

War is destructive; peace, constructive.

d. To precede words or abbreviations which introduce a summary or explanation of what has gone before in the sentence.

A writer should adopt a definite arrangement of material; for example, arrangement by time sequence, by order of importance, or by subject classification.

The industry is related to groups that produce finished goods; i.e., electrical machinery and transportation equipment.

## CHAPTER 5

## ABBREVIATIONS

## 1. GENERAL

Established abbreviations are acceptable in all but the most formal writing. For reading ease use only well-known abbreviations. If it is desirable to use an abbreviation that may not be familiar to the reader, spell out the word or phrase followed by its abbreviation in parentheses. After this first definition of its meaning, the abbreviation may be used without further explanation.

This chapter lists abbreviations for names of States, for civil and military titles, and for a few other selected groups of words. More complete lists are given in the *U.S. Government Printing Office Style Manual*.

## 2. CAPITALS, HYPHENS, PERIODS, AND SPACING

a. In general, when abbreviating a word or words, capitalize and hyphenate the abbreviation as in the original word or words. Use a period after each element of the abbreviation, unless through usage the period is omitted. Allow no spaces after periods except when they follow the initials in names of persons.

e.s.t. H.R. 116 A.B. St. a.m. ft.-lb. J. M. Jones

b. Omit periods and spaces after initials used as shortened names of Government agencies and other organized bodies, if not contrary to usage.

AEC HEW TVA DOD ARC AFL-CIO USAF

## 3. GEOGRAPHIC TERMS

a. You may abbreviate *United States* when preceding *Government* or the name of a Government organization, except in formal writing. Spell out *United States* when it is used as a noun or when it is used as an adjective in association with names of other countries.

U.S. Government	U.S.S. <i>Brooklyn</i> (note abbreviation for ship)
U.S. Congress	but The climate of the United States
U.S. Department of Agriculture	British, French, and United States Governments
U.S. monitor <i>Nantucket</i>	

b. With the exceptions noted in paragraph a, preceding, the abbreviation U.S. is used in the adjective position, but is spelled out when used as a noun.

U.S. foreign policy	but foreign policy of the United States
U.S. economy	the economy of the United States
U.S. attorney	United States Code (official title)
U.S. attitude	United States Steel Corp. (legal title)

c. In other than formal writing, you may abbreviate Canal Zone, Puerto Rico, Virgin Islands, and the names of States of the United States (except Alaska, Hawaii, Idaho, Iowa, Maine, Ohio, and Utah). Do not abbreviate the names of other insular possessions.

Ala.	Del.	Mass.	N. Dak.	Oreg.	Va.
Ariz.	Fla.	Md.	Nebr.	Pa.	V.I.
Ark.	Ga.	Mich.	Nev.	P.R.	Vt.
Calif.	Ill.	Minn.	N.H.	R.I.	Wash.
Colo.	Ind.	Miss.	N.J.	S.C.	Wis.
Conn.	Kans.	Mo.	N. Mex.	S. Dak.	W. Va.
C.Z.	Ky.	Mont.	N.Y.	Tenn.	Wyo.
D.C.	La.	N.C.	Okla.	Tex.	

Part II

d. Federal Government agencies are encouraged to use two-letter abbreviations of the States of the United States, the District of Columbia, Guam, the Commonwealth of Puerto Rico, and the Virgin Islands but only in the address portion of a letter and on the envelope itself. See figure 1.

#### 4. ADDRESSES

Words in an address are usually spelled out. Where brevity is required, these abbreviations following a name or a number may be used:

St.—Street	Sq.—Square	Dr.—Drive	NW.—Northwest
Ave.—Avenue	Blvd.—Boulevard	Ct.—Court	SW.—Southwest
Pl.—Place	Ter.—Terrace	Bldg.—Building	NE.—Northeast
			SE.—Southeast

Do not abbreviate *county, fort, mount, point, and port.*

#### 5. NAMES AND TITLES

a. Use abbreviations in firm names as they are shown on the firm's letterhead.

J. Dillard & Sons, Inc.

Alabama	AL	Montana	MT
Alaska	AK	Nebraska	NE
Arizona	AZ	Nevada	NV
Arkansas	AR	New Hampshire	NH
California	CA	New Jersey	NJ
Colorado	CO	New Mexico	NM
Connecticut	CT	New York	NY
Delaware	DE	North Carolina	NC
District of Columbia	DC	North Dakota	ND
Florida	FL	Ohio	OH
Georgia	GA	Oklahoma	OK
Guam	GU	Oregon	OR
Hawaii	HI	Pennsylvania	PA
Idaho	ID	Puerto Rico	PR
Illinois	IL	Rhode Island	RI
Indiana	IN	South Carolina	SC
Iowa	IA	South Dakota	SD
Kansas	KS	Tennessee	TN
Kentucky	KY	Texas	TX
Louisiana	LA	Utah	UT
Maine	ME	Vermont	VT
Maryland	MD	Virginia	VA
Massachusetts	MA	Virgin Islands	VI
Michigan	MI	Washington	WA
Minnesota	MN	West Virginia	WV
Mississippi	MS	Wisconsin	WI
Missouri	MO	Wyoming	WY

FIGURE 1.—Two-Letter State and Territory Abbreviations (used only in addressing mail)

b. Where brevity in company names is required, the following abbreviations may be used:

Bro.—Brother	Co.—Company	Inc.—Incorporated	&—and
Bros.—Brothers	Corp.—Corporation	Ltd.—Limited	

c. Do not abbreviate *Company* and *Corporation* in names of Federal Government units.

Metals Reserve Company

Commodity Credit Corporation

d. In other than formal usage, you may abbreviate a civil or a military title preceding a name if followed by a given name or initial; but abbreviate *Mr.*, *Mrs.*, *Mr.*, *Mrs.*, *Messrs.*, *Mlle.*, *Mme.*, and *Dr.*, with or without a given name or initial.

Adj.—Adjutant	Gov.—Governor	Prof.—Professor
Adm.—Admiral	Lt.—Lieutenant	Pvt.—Private
Asst. Surg.—Assistant Surgeon	Lt. Comdr.—Lieutenant Commander	Rear Adm.—Rear Admiral
Brig. Gen.—Brigadier General	Lt. Col.—Lieutenant Colonel	2d Lt.—Second Lieutenant
Capt.—Captain	Lt. Gen.—Lieutenant General	Sfc.—Sergeant, first class
Comdr.—Commander	Lt. Gov.—Lieutenant Governor	Sgt.—Sergeant
Col.—Colonel	Lt. (jg)—Lieutenant, junior grade	S. Sgt.—Staff Sergeant
Cpl.—Corporal	Maj.—Major	Supt.—Superintendent
CWO—Chief Warrant Officer	Maj. Gen.—Major General	Surg.—Surgeon
1st Lt.—First Lieutenant	M. Sgt.—Master Sergeant	T. Sgt.—Technical Sergeant
1st Sgt.—First Sergeant	Pfc.—Private, first class	Vice Adm.—Vice Admiral
Gen.—General	PO—Petty Officer	WO—Warrant Officer

e. Use the following abbreviations after a name:

Jr., Sr.	Degrees: M.A., Ph. D., LL.D.
2d, 3d, II, III (not preceded by a comma)	Fellowships, orders, etc.: F.R.S., K.C.B.

f. *Sr.* and *Jr.* should not be used without given name or initials, but may be used in combination with any title.

A. B. Jones, Jr.; *not* Jones, Jr., or Mr. Jones, Jr.

President J. B. Jones, Sr.

g. Do not use titles, such as *Mr.*, *Ms.*, and *Dr.* in combination with another title or with abbreviations indicating academic degrees.

John Jones, A.B., Ph. D.; *not* Mr. John Jones, A.B., Ph. D.  
Dick Roe, M.D.; *not* Dr. Dick Roe, M.D., or Mr. Dick Roe, M.D.

h. When the name is followed by abbreviations designating religious and fraternal orders and academic and honorary degrees, arrange the abbreviations in this sequence: Orders, religious first; theological degrees; academic degrees earned in course; and honorary degrees in order of bestowal.

John J. Jones, D.D., M.A., D. Lit.

Richard R. Row, C.E.C., Ph. D., LL.D.

## 6. PARTS OF PUBLICATIONS

Abbreviations may be used to designate parts of publications mentioned in parentheses, brackets, footnotes, lists of references, and tables, and followed by figures, letters, or Roman numerals.

app., apps.—appendix, appendixes	par., pars.—paragraph, paragraphs
art., arts.—article, articles	pl., pls.—plate, plates
bull., bulls.—bulletin, bulletins	pt., pts.—part, parts
ch., chs.—chapter, chapters	sec., secs.—section, sections
col., cols.—column, columns	subch., subchs.—subchapter, subchapters
ed., eds.—edition, editions	subpar., subpars.—subparagraph, subparagraphs
fig., figs.—figure, figures	subsec., subsecs.—subsection, subsections
No., Nos.—number, numbers	supp., supps.—supplement, supplements
p., pp.—page, pages	vol., vols.—volume, volumes

Part II

7. TERMS RELATING TO CONGRESS

You may use the following abbreviations for the words *Congress* and *session* when these words are used in parentheses, brackets, footnotes, sidenotes, lists of references, and tables.

93d Cong., 1st sess.

1st sess., 93d Cong.

Public Law 84, 92d Cong.

8. CALENDAR DIVISIONS

a. When brevity is required, you may abbreviate the names of months, except May, June, and July, when used with day, or year, or both.

Jan.      Feb.      Mar.      Apr.      Aug.      Sept.      Oct.      Nov.      Dec.

b. The names of days of the week are preferably not abbreviated. If they are, use the following forms.

Sun.      Mon.      Tues.      Wed.      Thurs.      Fri.      Sat.



## CHAPTER 6

## NUMERALS

## 1. GENERAL

Whether to express a number in figures or to spell it out is often a troublesome choice. This chapter covers most of the principles needed to make a choice. It first treats numbers that are spelled out. Then it deals with numbers that are expressed in figures, confining the rules to small numbers, usually those under a thousand. The third part covers large numbers, some of which may be written in text by combining figures and words. Further instructions as to the accepted method of writing numerals are found in the *U.S. Government Printing Office Style Manual*.

The following suggestions offer overall guidance in choosing the best method of expressing a number:

- a. Spell out numbers at the beginning of a sentence. Numbers under 10 are to be spelled out, except when expressing time, money, and measurement.
- b. Prefer Arabic numerals to Roman numerals.
- c. Except in legal documents, avoid repeating in numerals a number which has been spelled out.

## 2. NUMBERS SPELLED OUT

- a. Single numbers of less than 10 within a sentence.

six horses  
three times as large

five recommendations  
seven machine guns

- b. Numbers of less than 100 preceding a compound modifier containing a figure.

two  $\frac{3}{4}$ -inch boards  
twelve 6-inch guns

but 120 8-inch boards

- c. Round numbers and indefinite expressions.

a hundred cows, dollars, men  
the early seventies  
in the eighties  
midsixties  
a thousand and one reasons  
less than a million dollars

but 100-odd pupils, 250-fold  
but the 1870's, not the '70's or 70's  
but mid-1961

- d. Numbers used with serious and dignified subjects and in formal writing.

the Thirteen Original States  
millions for defense but not one cent for tribute

in the year nineteen hundred and seventy-five

- e. Large numbers denoting amounts which are formally spelled out, as in legal work, are expressed as follows:

one thousand six hundred and twenty  
eight thousand and ninety-two

fifty-two thousand one hundred and ninety-five  
nine hundred and seventy-three thousand  
eight hundred and eighty-two

Part II

f. Fractions standing alone or followed by *of a* or *of an*.

one-half inch  
one-half of a farm, *not*  $\frac{1}{2}$  of a farm  
*but*  $\frac{1}{2}$  to  $1\frac{3}{4}$  pages

three-fourths of an inch,  
*not*  $\frac{3}{4}$  inch or  $\frac{3}{4}$  of an inch

g. Ordinal numbers less than 10th. (See also paragraph 3e following.)

First Congress      ninth century      eighth parallel      Second Street      Ninth Avenue

3. NUMBERS EXPRESSED IN FIGURES

a. Single numbers of 10 or more within a sentence.

50 ballots, guns, horses      nearly 10 miles      about 40 men

b. Serial numbers. (Commas are not used in serial numbers.)

Bulletin 725      pages 352-357      963-6427      1900 19th Street      290 U.S. 325

c. Quantities, measures, and time.

(1) Ages.

6 years old      52 years 10 months 6 days      a 3-year-old boy

(2) Dates.

June 1970; June 20, 1970  
*not* June, 1970, *or* June 20th, 1970  
March 6 to April 15, 1975  
*not* March 6, 1972, to April 15, 1972

15 April 1973 (military  
4th of July, *but* Fourth of July, meaning the holiday  
the 1st [day] of the month, *but* the last of April or  
the first of May, *not* referring to specific days

(3) Decimals. Place a zero before a decimal where there is no unit, except in market quotations. (See paragraph (5) following.) Omit decimal point and zeros after a number unless the zero is needed to indicate exact measurement.

0.25 inch      1.25      gauge height 10.0      approximately 10 feet

(4) Degrees.

longitude 77°08'06" E. (spaces omitted)  
latitude 49°26'14" N.

140° temperature  
an angle of 57°

*but* two degrees of justice

(5) Market quotations.

4 $\frac{1}{2}$ -percent bonds  
Metropolitan Railroad, 109

Treasury bonds sell at 95  
sugar, .03; *not* 0.03

(6) Mathematical expressions.

multiplied by 3      divided by 6

(7) Measurements.

7 meters, yards, miles, acres, bushels, cms, *but* tenpenny nail, fourfold, three-ply  
8 by 12 inches      2 feet by 1 foot 8 inches by 1 foot 3 inches  
20/20 vision      2,500 horsepower      6-pounder

(8) Money. (See also paragraphs 2d, preceding, and 4, following.)

\$0.75 *or* 75 cents  
0.5 cent      \$3.65

\$3 (*not* \$3.00) per 200 pounds  
*but* \$3.00 to \$3.65

(9) Percentages.

23 percent      25.5 percent  
5 percentage points

0.5 percent *or* one-half of 1 percent  
50-50 (colloquial expression)

## (10) Proportion.

1 to 4      1:62,500      1-3-5

## (11) Time.

6 hours 8 minutes 20 seconds	half past 4 or 4:30 a.m.
10 years 3 months 29 days	12 m. (noon) and 12 p.m. (midnight)
<i>but</i> four centuries, three decades	1300 (military time) <i>not</i> 1300 hours
10 o'clock or 10 p.m.	
<i>not</i> 10 o'clock p.m. or 10:00 p.m.	

## (12) Unit modifiers. —

5-day week	8-year-old wine	8-hour day	10-foot pole
<i>but</i> a two-story house	a five-man board	\$20 million airfield	

## d. Ordinal numbers of 10th or more. (See also paragraph 2g, preceding.)

20th century	93d Congress	20th Congressional District
17th region	171st Street	200th Place

e. Designation of military units. Always express the designation of military units in figures, except *Corps*, which is designated by Roman numerals.

2d Infantry Division	323d Fighter Wing	7th Fleet
7th Air Force	9th Naval District	XII Corps

## 4. LARGE NUMBERS

Large numbers are usually expressed in figures; however, numbers from a million up which end in four or more zeros may be expressed in text by combining figures and words. In the examples which follow, preference is based on the ease with which the number can be grasped in reading.

<i>Amount expressed in figures</i>	<i>Preferable in text</i>	<i>Acceptable in text</i>
299,789,665 .....	299,789,665	
\$1,200,390,180 .....	\$1,200,390,180	
\$12,000,000* .....	\$12 million .....	12 million dollars
\$1,000,000,000* .....	\$1 billion .....	1 billion dollars or one billion dollars
3,250,000* .....	3.25 million .....	3¼ million or three and one-fourth million or three and one-quarter million
750,000,000* .....	750 million .....	¾ billion or three-fourths of a billion or three-quarters of a billion
9,000,000 to 1,000,000,000*	9 million to 1 billion .....	nine million to one billion

\* Correct for tabular work and for text when used with other numbers ordinarily written in figures, as \$12,000,000 and \$9,250,600."

## CHAPTER 7

## WORD DIVISION

## 1. GENERAL

When words must be divided, they are separated between syllables. One-syllable words are never divided. Proper division into syllables is given in the *U.S. Government Printing Office Style Manual* supplement on word division and in Webster's dictionary.

## 2. DIVIDE WORDS

a. After a vowel, if the vowel itself is a separate syllable within a word.

physi-cal *not* phys-ical  
sepa-rate *not* sep-arate

particu-lar *not* partic-ular  
criti-cism *not* crit-icism

b. Between the members of solid compounds.

rail-road      proof-reader

c. At the hyphen in hyphenated compounds.

court-martial      above-mentioned

d. Between adjoining vowels in separate syllables.

estu-ary      gene-alogy      cre-ation

e. After prefixes of three or more letters.

ante-date      tri-color      inter-leaving      trans-portation

f. Before suffixes of three or more letters.

port-able      writ-ing

g. After the second consonant of double consonants ending a root word, when followed by a suffix.

tell-ing      express-ing

h. Between double consonants that are doubled because a suffix is added.

remit-ted      thin-ning

i. After the consonant at the end of a syllable with a short vowel and before the consonant at the end of a syllable with a long vowel, if no vowel is a separate syllable or if vowels do not adjoin.

progress (verb) pro-gress  
progress (noun) prog-ress  
stenographer (noun) stenog-rapher  
stenographic (adjective) steno-graphic

project (verb) pro-ject  
project (noun) proj-ect

Part II

3. DO NOT DIVIDE WORDS

- a. At the ends of more than two consecutive lines.
- b. At the end of a line when the part begun there does not suggest the whole word.

counter-offensive      *not* coup-teroffensive

- c. Of five or fewer letters, even though containing more than one syllable.

avoid      begin      into      also      every      area

- d. Between a one- or a two-letter terminal syllable and the rest of a word.

ammonia      proceeded      period

- e. Between a one- or two-letter initial syllable and the rest of the word.

identity      around      behavior

- f. At the end of a page or of a paragraph.

4. DO NOT SEPARATE CLOSELY RELATED WORD UNITS

- a. Avoid separating words in close association, such as the elements of dates and of proper names, groups of initials and surnames, and abbreviated titles (*Dr.*, *Mrs.*, etc.) and names.

(1) When it is necessary to divide a date, the year may be carried over to the next line.

(2) When it is necessary to divide a proper name, the surname may be carried over to the next line.

- b. Do not separate figures, letters, or symbols from their accompanying words when used as a group.

Chapter III      Article 14      1234 Fifth Street NW.      \$125.35

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BUREAU CORRESPONDENCE HANDBOOK  
Conduct and Control of Correspondence

PART III

Chapter 1 - CONDUCT AND CONTROL OF CORRESPONDENCE

1.1 Purpose. This chapter provides instructions which limit correspondence to its essentials and produce easily read and responsive correspondence. It provides management with a guide to correspondence procedures currently used by the Bureau.

1.2 Responsibility.

A. Each employee is responsible for the prompt handling of all correspondence he/she receives. Deadlines for responding to various types of correspondence are contained in 1.3A (8), below.

B. The Bureau Controlled Correspondence Office (BCCO) has the following responsibilities:

- (1) Controlling and expediting priority mail <sup>Affairs</sup>
- (2) Coordinating replies requiring input <sup>from</sup> more than one office.  
*Acting Dep. Asst. Secretary (Operations)*
- (3) Informing the Commissioner of important correspondence.

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In fulfilling these responsibilities, BCCO performs the following duties:

- <sup>a</sup>(1) Maintains logs and copies to indicate status of controlled correspondence and all correspondence for the Commissioner's signature.  
*Acting Dep. Asst. Sec. (Operations)*
- <sup>b</sup>(2) Distributes daily ~~Commissioner's~~ <sup>Acting Deputy Asst. Secretary (Operations)</sup> Reading File.
- <sup>c</sup>(3) Performs followup checks on the status of controlled correspondence as necessary.

1.3 General Guidelines For Correspondence.

A. Technical Guidelines.

(1) Unrelated Subjects. If two or more unrelated subjects are to be discussed with the same addressee, prepare separate communications. This will enable both the receiver and the preparing office to file the correspondence separately, as may be required.

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(2) Correspondence of Concern to More Than One Area Office.

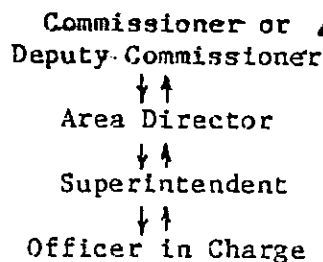
(a) When the subject of correspondence is of equal concern to more than one Area Office, address the correspondence jointly to all Area Directors concerned. Send a copy to each Area Director along with a copy of any other pertinent document.

(b) When correspondence relates to a subject which actively concerns only one Area Office, address the original to the concerned Area Director. You may send a copy of the correspondence and any necessary documents to other interested Area Directors.

(3) Correspondence Concerning a Specific Tribe. When correspondence concerns a specific Tribe, send a copy to the Area and Agency concerned.

(4) Intra-Bureau Channels of Communication.

(a) The chart below illustrates the regular channels for correspondence to or from the field office:



*Indian Affairs  
Dep. Asst. Secretary - A  
(Operations)  
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(b) In exceptional cases when information must be obtained quickly (e.g., emergency Congressionals, controlled correspondence, etc.), the Central Office may communicate directly with a Superintendent and request a direct reply, in these instances, each office will send information copies of the correspondence to the Area Director. The Central Office shall keep the number of cases of this type to a minimum.

(5) Replies to Carbon Copies. Do not reply to a carbon copy of a letter unless it was transmitted by an original letter.

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Acting Dep. Asst. Sec. (Open)

(6) Explanatory Memos. When initiating a letter for which there is no incoming mail, attach a brief summary explaining the need for the letter. If the letter is the result of a request by the Secretary, state this in the first sentence of the memo.

(7) Walk-Thrus. Occasions of extreme urgency sometimes call for a document to bypass the control offices; in these cases, advise the Commissioner's or Assistant Secretary's Office of the action taken and provide a copy of the correspondence to BCCO as soon as possible. The Executive Secretariat, Congressional Liaison in the Department, and other offices involved in the control procedure will be kept informed by BCCO of items under control in those offices.

(8) Time Limits. For the maximum response times for each type of correspondence, see the table on the next page (Times given refer to working days only).

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OFFICE PROCEDURES  
Correspondence

## Maximum Response Times for Correspondence

Type of Correspondence	Send Reply Within:	If reply cannot be sent within column 1 deadline acknowledged within:	If acknowledged, send final reply within:
<b>A. Department Controlled</b>			
(1) Signed within Bureau	5 days	3 days	10 days
(2) Signed by Secretarial Officer	3 days	3 days	10 days
<b>B. Bureau Controlled</b>			
(1) White House	7 days	2 days	ASAP
(2) Congressional	10 days	3 days	10 days
(3) Freedom of Information Act Requests	10 days	3 days	10 days
(4) Privacy Act Requests	30 days	10 days	30 days
(5) Other controlled Correspondence answered in Central Office (e.g. Requests from heads of tribal governments, requests from Secretary or Under Secretary, requests from state governors)	5 days	3 days	10 days
<b>C. Non-controlled (with general public, other agencies, within Department)</b>	30 days (15 days if form or guide letter is used)	10 days (5 days if form or guide letter is used)	30 days

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**B. Style Guidelines.**

(1) Length. A communication should be long enough to convey its message. Shortness or length are not virtues in themselves. A reply must identify the incoming communication by date, file reference and subject, but should not restate the entire contents of the communication received. Pay special attention to these points:

(a) Sentences should be no longer than 17-19 words. The absolute maximum length of a readable sentence is 25 words.

(b) Limit each sentence to one idea.

(c) Paragraphs should rarely be longer than seven lines.

(2) Clarity. The language used in a letter should be as simple and clear as possible. Technical terms and phrases should be avoided if there is any possibility of the reader's unfamiliarity with them. Pay special attention to these points:

(a) Use active voice as much as possible. Example:

Instead of:

A reply will be sent as soon as possible.

Say:

We will send you a reply as soon as possible.

(b) Remember you are communicating with another human being. Don't be afraid to sound human. For example:

Instead of:

Please determine whether payment against these receipts will be in order.

Say:

Can we pay against these receipts? Please find out and let us know.

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(c) Leave out the words "that" and "which" whenever possible. For example, "that" and "which" could easily be left out of the following sentences:

We suggest that you complete the enclosed form and return it to us.

Please complete the form which we have enclosed and return it to us.

(d) Use short words whenever possible. Here's a brief list of shorter words you can substitute for longer ones:

<u>Instead of</u>	<u>Use</u>
Approximately	About
Ascertain	Learn
Concerning	About
Furnish	Give
Hereinafter	In this memo, in this rule, etc.
In the event that	If
Indicate	Show
Initiate	Begin
Locate	Find
Prior to	Before
Proceed	Go
Regarding	About
Sufficient	Enough
Therein	In the letter, in the memo, etc.
Utilize	Use
Verification	Proof

(e) Use personal pronouns. Don't be afraid to use "we" or "I;" refer to the writer as you. For example:

Instead of:

It is assumed you received this office's letter dated April 10.

Say:

I hope you received our April 10 letter.

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(f) Put your main point up front; don't keep the reader in suspense while you work up to it. For example:

Instead of:

Re:...

Gentlemen:

In reference to the above collection item, which you instructed us to hold at the disposal of the beneficiary, we wish to advise that Mr. Czolnowicz has not called on us, nor have we received any inquiries on his behalf.

The above information is provided to you in the event you wish to give us any further instructions in the matter.

Say:

Re:...

Gentlemen:

Mr. Czolnowicz hasn't called on us, nor have we had any inquiries on his behalf.

For example: (g) Use contractions. These greatly improve readability

Instead of:

...we did not receive your previous letter.

Say:

...we didn't receive your last letter.

(h) Eliminate padding. The phrases listed below can frequently be eliminated from letters without changing their meaning:

This is in reference to...

This is to acknowledge...

Kindly be advised...

We take this opportunity to...

According to our records...

Our records fail to reveal...

On the basis of...

With respect to...

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(i) Be precise. For example:

Instead of:

...matters within the scope of the Branch

Say:

...determining the fair value of excess personal property.

(3) Non-sexist Language. Avoid language which is gender specific or perpetuates unfavorable stereotypes. Here are some examples of preferred usage:

(a) Don't assume that unknown addressees are male. Instead of "Dear Sir" or "Gentlemen," use "Dear Sir or Madame" or "Ladies and Gentlemen."

(b) Avoid the pronouns "he," "his," and "him" when referring to a hypothetical person or humanity in general. Consider eliminating pronouns or rewriting the sentence in the plural.

(c) Avoid terms and titles which are gender specific. For example:

<u>Instead of</u>	<u>Use</u>
Mankind	Humanity
Mannmade	Artificial, Synthetic
Man hours	Staff hours
Congressman	Member of Congress
Businessman	Business executive
Policeman	Police officer

(4) The Fog Index. This index is a Formula for measuring the readability of a piece of writing. Illustration 9 shows how to use the Fog Index. Apply it periodically to your writing to help you determine how readable it is.

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(5) "Plain Letters." The General Services Administration publishes this valuable handbook containing many worthwhile hints and guidelines for the improvement of letter writing. The Office of the Secretary has adopted "Plain Letters" as a standard to be used by all Bureaus in improving correspondence. This handbook has been distributed to all those who have attended the training course on Plain Letters, and is available as a GSA stock item (7610-205-1091), through GSA stores.

1.4 Surnaming. A surname indicates official concurrence with the portion of the communication which concerns matters within the functional interest of the reviewer.

A. Minimum Requirements. The surname copy of all correspondence sent to the ~~Commissioner~~ should bear at least the surname of the appropriate division chief and office head concerned, or, in their absence, the surnames of their designated representatives. Area Directors and other line officers may establish requirements for surnames within their jurisdiction. Do not surname acknowledgments of correspondence that will be answered fully at a later date.

B. Surnaming by More Than One Division. Send correspondence touching on the functions of two or more divisions to the other division(s) concerned for surnaming before presenting it to the signing official. If the draft of the correspondence has been concurred in by concerned persons, the final need not be recirculated to them. Instead, note the file copy "draft concurred in by (list persons involved)." All cases requiring surname by by other than the originating office can obviously not be identified; however, the following list gives some of the more significant clearance requirements:

(See next page for list)

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TYPE OF MATERIAL	CLEAR WITH--
Accounting policies and practices	Financial Management
Allotment or withdrawal of funds	Budget
Correspondence involving Cherokee, Choctaw, Miccosukee, or Seminole Agencies or Tribes	Eastern Area Director
*Correspondence involving legal questions	*Solicitor
Correspondence involving readjustment programs or the transfer to other auspices of services rendered Indian by Bureau	Indian Services
*Correspondence with a possible public relations aspect	*Public Information Staff
*Internataional matters requiring attention of Secretariat	*Office of International Activities
Legislation	*Public Land Management Congressional and Legislative Affairs
Organizational changes	Management Research
Personnel actions or complaints	Personnel Management
Preparation or revision of budget estimates	Budget
Procurement, distribution, utilization, or disposal of property	Property Management
Regulations	Management Research

\*Indicates Departmental clearance requirement.

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C. Nonconcurrency. If an official does not concur with a document received for surnaming, he/she should take one of the following actions:

(1) If the desired change is minor and does not involve substantive change to the content of the correspondence, rewrite the document.

(2) If the desired change affects the substance of the correspondence, contact the originator and attempt to reach an agreement on content;

(3) If the desired change affects the substance of the correspondence and agreement cannot be reached with the originator, prepare an "internal" memorandum for inclusion on the left side of the correspondence file. This memorandum should contain the writer's objections, the reasons for them and suggested new wording (if appropriate).

(4) If an official lacks knowledge or jurisdictional interest in the subject and neither concurs nor objects to the document, he/she may indicate this by writing "noted" to the left of his/her surname.

1.5 Addressing Circular Correspondence Within the Bureau.

A. For the Washington Office.

(1) "Executive Staff"— to reach the Commissioner; Deputy Commissioner; all Washington Office division and staff chiefs; all assistants to the Commissioner; and heads of all offices reporting directly to the Commissioner.

(2) "Washington Office Staff"— to reach the Executive Staff and the division and staff chiefs in the geographic area.

(3) "Washington Office Employees"— to reach all the employees in the geographic area.



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B. For the Central Office. (Employees of the Central Office regardless of the geographic location).

(1) "Central Office Staff"-- to reach the Executive Staff and division and staff chiefs regardless of location.

(2) "Central Office Jurisdiction Staff"-- to reach all offices, both in Washington, D.C., and in the field, under the jurisdiction of the Central Office (all offices not under the jurisdiction of an Area).

C. For the Field Offices.

(1) "Area Directors"-- to reach all the Areas.

(2) "Independent Accounting Offices"-- to reach the Independent Accounting Offices located at the Red Lake Agency, Minneapolis Area; Flathead Irrigation Project, Billings Area; and at the San Carlos Irrigation Project, Phoenix Area.

D. Bureauwide.

(1) "Area Directors and Central Office Jurisdiction Staff"-- to reach key officials in both the Central Office and the field.

(2) "All Bureau Employees"-- to reach all employees of the Bureau whether in the field or Central Office.

E. Combination of Addresses. On many occasions, the forms of address given above may not reach all the addressees you want. A combination of the forms of address and/or single or group addresses should then be used as required. For example, "Central Office Staff; Area Directors; and Superintendents, Cherokee, Choctaw, and Seminole Agencies" might be used if you wished to reach those addressees. Bureau offices may use a circular form of address and subtract addresses from it, such as "Area Directors except Juneau Area."

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B. Congressional.

(1) Reply to Constituent's Letter. Members of Congress frequently forward to an executive agency letters they have received from constituents. Often these referrals are made by printed transmittal slips or form letters.

(a) Address replies to the Member of Congress, unless he or she specifically requests that the reply be sent directly to the constituent.

(b) If the Member of Congress has requested that a reply be sent directly to the constituent, send an informational copy to the member's office.

(c) Always return the constituent's letter to the Congressional office which forwarded it, whether or not the letter is original.

(2) Replies to Multiple Congressional Referrals.

(a) Prepare identical letters with one set of file copies in response to multiple referrals from the same constituent or on the same subject. Do not mention other referrals in the body of the letter.

(b) On the file copies, make notations indicating that identical copies were made and to whom they were sent. Also note the names of the members of Congress and constituents involved.

(3) Reply to a Member of Congress Away From Washington, D.C. When writing to a Member of Congress away from Washington, D.C., include a courtesy copy with the letter and send another copy to his/her Washington office. Show "Copy to your Washington office" on original and all copies except courtesy copy.

(4) Reply to a Letter Signed by an Employee in a Congressman's Office. If a letter from a Member of Congress is signed by an employee of his office, address the reply to the Member of Congress rather than to the person who signed for him. ("Attention: Mr. (name)" may be added on the envelope.)

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(5) Reply to a Letter Signed by More Than One Congressman.

When replying to a letter signed by more than one Member of Congress, address an original to each Member and enclose a courtesy copy to each. State in the opening paragraph that the same reply is being sent to each person who signed the letter. Make one official file copy with a notation as to the other recipients.

(6) Furnishing Congressmen Copies of Replies Made to Their Constituents. When replying to an individual who has indicated in his letter that he has sent copies of his letter to members of Congress, send the members informational copies of the reply, together with a copy of the incoming correspondence. This practice has proved helpful in reducing Congressional inquiries or referrals provided the reply is made before there has been time for the Congressman's office to initiate an inquiry.

(7) Informational Copies to Congressional Offices.

Occasionally, a non-congressional letter will indicate that the writer sent informational copies to Members of Congress. In preparing a reply to this type of letter, you may if you wish, send an informational copy to each member, together with a copy of the incoming correspondence. No transmittal letters are necessary for these copies. Sending these copies before referral may reduce the number of Congressional inquiries to which responses must be prepared. If a Congressional referral is received after we have replied to the letter, send the Member of Congress a copy of the BIA reply with an appropriate transmittal letter.

C. Other Matters Concerning Secretarial Correspondence. When the subject matter of correspondence for the Secretary's signature is highly technical because of its engineering, legal, or other professional character or is in the form of a report or an investigation, it should be submitted in the form of an undated memorandum addressed to the Secretary and signed by the responsible Bureau officer. It should be accompanied by a letter of transmittal to be signed by the Secretary and addressed to the correspondent. The memorandum and transmittal letter will be dated in the Secretary's Office when signed. The date of submission by the Bureau should be typed or stamped in the left-hand margin of file copies only, about two inches from the top of the page.

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D. Correspondence for Signature of Solicitor. Submit proposed communications and documents prepared in the Bureau for signature of Solicitor to the Solicitor's office in rough draft form—double spaced.

E. Administratively Restricted Correspondence.

(1) The restrictive markings "FOR GOVERNMENT USE ONLY" and "ADMINISTRATIVELY RESTRICTED," whichever is considered appropriate, may be used on correspondence when it is desired to limit access to it. However, such markings will of themselves have no meaning or force whatsoever should a member of the public make request to inspect the correspondence after it has become a record. In this event, decision to withhold such restrictively marked correspondence can be made only under the exclusions in the Public Information Act (5 U.S.C. 552), and then only when there is sound reason not to disclose the document, over and above the literal satisfaction of one of the exclusions.

(2) Classified or administratively restricted correspondence must be hand-carried for surnaming and signature and may be done only by employees who are authorized to know the contents (including secretaries of office and division heads). If such correspondence is entrusted by one employee to another, it is the receiving employee's responsibility to protect the correspondence.

1.7 Central Office Correspondence Related to a Specific Tribe. When correspondence generated in the Central Office refers to a specific tribe, send copies to the appropriate Area and Agency offices.

1.8 Assistant Secretary's Reading File. The Assistant Secretary's Reading File is a file of correspondence of significance or general interest to the Assistant Secretary—Indian Affairs or his/her staff. The file is designed to keep the Assistant Secretary informed on matters which might have implications for his/her high level activities (e.g., public statements). It consists of correspondence with key members of the Congress; correspondence making significant policy pronouncements or interpretations; correspondence defining programs or suggesting program changes to Area Directors; correspondence related to program development; copies of Federal Register documents; and correspondence on other subject which should be noted by the Assistant Secretary.

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Conduct and Control of Correspondence

The originator or reviewers are responsible for ensuring that copies of appropriate documents are made for inclusion in the Assistant Secretary's Reading File. This is true even for documents signed by the Assistant Secretary.

*Indian Affairs*  
*Indian Affairs*

15 BIAM Supp 1  
 Rel 78 6/25/81

**Acting Dep. Asst. Sec. (Operations)** **Acting Dep. Asst. Sec. (Operations)**

1.9 Commissioner's Reading File. The Commissioner's Reading File is a file of correspondence of significance or general interest to the Commissioner, his or her assistants and the program directors in the Bureau. The file is designed to keep the Commissioner informed on matters which might have implications for his/her high level activities. It consists of correspondence with key members of the Congress; correspondence making significant policy pronouncements or interpretations; correspondence defining programs or suggesting program changes to Area Directors; correspondence related to program development; and correspondence on other subjects which should be noted by the officials who review this file. The originator or reviewers of documents are responsible for ensuring that copies of appropriate documents are made for inclusion in the Commissioner's Reading File. This is true even for documents signed by the Commissioner.

Supp. 1, Release 26, MAR 19 1980

**BIAM REISSUE  
FEBRUARY 1984**

LETTER FORMAT

For explanation of highlighted items, refer to appropriate section of text.



United States Department of the Interior

BUREAU OF INDIAN AFFAIRS  
WASHINGTON, D.C. 20245

IN REPLY REFER TO:

Personnel: 162-68  
ECCO-9521

I-1.6A(1)

(Date Stamp)

REGISTERED

Mr. John L. Doe  
Chairman, Secretarial-Professional  
Association of the United States  
Attention: Executive Secretary  
5906 Weaver Place, S.  
Altoona, Pennsylvania 16603

I-1.6A(2)

I-1.7A

Dear Mr. Doe:

I-1.7B

This sample shows the format for preparing a letter, which is the form of correspondence used to correspond with addressees outside the Department.

The following features of this format should be noted:

All paragraphs are completely blocked. This style minimizes the use of the space bar, tabulator key, and the tabulator bar.

Letters which are very short may have side margins wider than the standard 1 inch margin, and may be lowered on the page, beginning with the address, in order to center the letter on the page. All paragraphs are begun at the left margin (no indentation).

Sincerely,

I-1.8A

Commissioner of Indian Affairs

I-1.10A

Enclosure:  
Bureau Correspondence Handbook

15 BIAM SUPP 1  
Rel 28 6/25/81

Supp. 1, Release 26, MAR 19 1980

BIAM REISSUE  
FEBRUARY 1984

MEMORANDUM FORMAT

For explanation of highlighted items, refer to appropriate section of text.

Part I - 1.6B

15 BIAM Supp 1  
02.27  
3-4-80 →

UNITED STATES GOVERNMENT  
**memorandum**

DATE: (Date Stamp)

REPLY TO  
ATTN: Director, Office of Indian Services

SUBJECT: Correspondence to Addressees Outside Originating  
Organizational Level

TO: Area Director, Aberdeen Area  
Attention: Area Tribal Operations Officer


Through: Director, Office of Trust Responsibilities

This sample illustrates the format of a memorandum to be used when  
corresponding with an addressee within the Department, but outside  
the originating organizational level.

Type all memoranda on Optional Form 10 or Optional Form 37. These forms  
are available through any GSA store. Do not use salutations or complimentary  
closes in memoranda.

"Signature"

~~Signature~~ Attachment  
Copy memo 9-16-80

 Buy U.S. Savings Bonds Regularly on the Payroll Savings Plan

OPTIONAL FORM NO. 10  
(REV. 7-73)  
GSA FPMR (41 CFR) 101-11.6  
5010-112

Supp. 1, Release 26, MAR 19 1980

BIAM REISSUE  
FEBRUARY 1984

SAMPLE MEMORANDUM WITH NUMBERED PARAGRAPHS

UNITED STATES GOVERNMENT  
**memorandum**

DATE: FEB 11 1980

REPLY TO  
ATTN OF: Chief, Management Research and Evaluation

SUBJECT: Numbering and Lettering Paragraphs

TO: Holders of 15 BIAM

1. The subdivision, numbering, and lettering of paragraphs is acceptable and helpful as a reference aid or for clearness.

a. Main paragraphs are typed in block style. Subparagraphs are typed so the number or letter is indented the appropriate distance with the text of the subparagraph beginning on the 5th space following. Succeeding lines start at the left margin. Paragraphs and subparagraphs are single spaced with double spaces between them.

(1) When a paragraph is subdivided, it must have at least two subdivisions.


(a) When paragraphs are subdivided, numbered, and lettered, they are identified in the following sequence: 1, a, (1), (a), (1).


(b) When a paragraph is cited, the reference numbers and letters are written without spaces; for example, "paragraph 3a(2)(c)."

(2) Do not begin a paragraph near the end of a page unless there is room for at least 2 lines on that page. Do not continue a paragraph to the following page unless at least 2 lines can be carried over to that page.

b. Paragraphs and subparagraphs may be given titles to increase ease of reading and reference in long correspondence. If titles are used, they should be used consistently in the correspondence. Treat the title as the first sentence of the paragraph or subparagraph. Underline the title.

2. The arrangement given here may be varied to meet legal document needs.



 Buy U.S. Savings Bonds Regularly on the Payroll Savings Plan

OPTIONAL FORM NO. 10  
(REV. 7-79)  
GSA FPMR (41 CFR) 101-11.6  
5010-108



FOLDER ASSEMBLY - LEFT SIDE

1. Incoming letter or memorandum, if any

2. Interim reply or acknowledgment, if any

3. Background or explanatory material, if any

4. Copy of attachments, if applicable

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**BIAM REISSUE  
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FOLDER ASSEMBLY - RIGHT SIDE

1. Plastic cover

2. Original outgoing letter or memorandum

3. Courtesy copy, if required

4. Enclosures, if any

5. Addressed or plain white envelope

6. Informational copies going outside Department

7. Brown envelope

8. Informational copies going to other Department offices

9. Surname copy with copy of enclosures

10. Indian Affairs Reading File copy

11. Informational copies for other Bureau offices

12. Division chrony copy

13. Mailroom chrony copy

SAMPLE COPY OF FORM 5-1504

CONTROLLED CORRESPONDENCE  
 Hand Carry -- Do Not Include With Routine Mail  
 (Instructions on Reverse Side)

FORM 5-1504  
REV. Aug. 1975

**U. S. DEPARTMENT OF THE INTERIOR**  
**BUREAU OF INDIAN AFFAIRS**  
 Commissioner's Correspondence Office  
 Extension 38877

INFORMATION TO BE SUPPLIED BY COMMISSIONER'S CORRESPONDENCE OFFICE

CONTROL NUMBER	BUREAU SIGNATURE-SURNAME DUE BY
ACTION OFFICE	SIGNATURE INFORMATION
RECEIVED BIA	COPIES OF INCOMING SENT TO:

**FOR ACTION OFFICE USE**

CHECK APPLICABLE ITEM(S):

No reply required  Acknowledge; copy to Area for direct reply

Acknowledge only  Acknowledge; copy to Area with request for report  
(Area copies to be transmitted with Form 5-1324)

Staff member to whom assigned: \_\_\_\_\_ Extension \_\_\_\_\_

**ROUTING**  
(For Routing See Correspondence Handbook, Sec. 1.5, p 25)

ROUTE TO CODE	RELEASED		COMMENTS
	INITIALS	DATE	

RETURN THIS FORM AND ATTACHED CORRESPONDENCE TO COMMISSIONER'S CORRESPONDENCE OFFICE AFTER BUREAU SIGNATURE/SURNAME

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FEBRUARY 1984**



SAMPLE OF INFORMAL REPLY  
ON BOTTOM OF INCOMING CORRESPONDENCE

**PUBLIC SERVICE AGENCY**

Washington, DC 20405

October 16, 19XX  
APSO  
Records Management Seminar

XYZ Agency  
Fourth Street  
Washington, DC 50005

We would like to register Mr. John T. Blank of our agency in your forthcoming Records Management Seminar. He is a management analyst at the grade 12 level.

Thank you very much.

*John A. Brown*  
JOHN A. BROWN  
Paperwork Management Division

October 23, 19XX

Mr. Blank is now registered in our Records Management Seminar, January 1-5. The first session begins at 9:00 a.m.

*Thomas T. White*  
THOMAS T. WHITE  
Seminar Coordinator

Supp. 1, Release 26, ~~BAR~~ 1.9 1980.

BIAM REISSUE  
FEBRUARY 1984



HOW TO USE THE FOG INDEX

The Fog Index, developed by Robert Gunning, is a method of measuring the readability of written material. To find the Fog Index of a piece of writing, follow these steps:

1. Choose a sample of 100 words or more. Samples should be free from quotes from other writers.
2. Divide the number of words in the sample by the number of sentences. This gives you the AVERAGE NUMBER OF WORDS IN A SENTENCE.

EXAMPLE

Number of words in the sample.....	118
Number of sentences.....	8
AVERAGE NUMBER OF WORDS IN A SENTENCE.....	14.7
	(or 15)

3. Divide the number of words of three or more syllables by the number of words in the sample. This gives you the PERCENT OF DIFFICULT WORDS.

EXAMPLE

Number of words of three or more syllables.....	15
Number of words in the sample.....	118
PERCENT OF DIFFICULT WORDS.....	12.7
	(or 13)

4. Add the AVERAGE NUMBER OF WORDS IN A SENTENCE to the PERCENT OF DIFFICULT WORDS.

EXAMPLE

AVERAGE NUMBER OF WORDS IN A SENTENCE.....	15
PERCENT OF DIFFICULT WORDS.....	13
TOTAL.....	28

5. Multiply this total by 0.4 to give you the Fog Index of the sample.

EXAMPLE

28 times 0.4 equals a Fog Index of.....	11.2
	(or 11)

The final result, 11 in this case, is the "Fog Index." It corresponds to the number of years of education necessary to read the material without difficulty. The general public can easily understand a Fog Index of 12 or less. A higher Fog Index means you are in danger of being ignored or misunderstood.

The table on the next page does most of the figuring for you. All you have to do is find the AVERAGE NUMBER OF WORDS IN A SENTENCE in the left column, and the PERCENT OF DIFFICULT WORDS IN THE BOTTOM legend. Where these two rows of figures converge, in the body of the table, you will find the correct Fog Index.

graduate

senior

junior

sophomore

freshman

ool senior

ool junior

ool sophomo

ool freshma

rade

grade

ade



DRAFT  
1992

UNITED STATES  
DEPARTMENT OF THE INTERIOR  
BUREAU OF INDIAN AFFAIRS

# CORRESPONDENCE HANDBOOK

Supplement 1 to 15 BIAM

CORRESPONDENCE HANDBOOK  
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**BUREAU CORRESPONDENCE HANDBOOK**  
**Letters and Memoranda**

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**PART I****CHAPTER 1****LETTERS AND MEMORANDA****1.1 General.**

A. Purpose. This handbook gives the format and procedures for preparing letters and memoranda to be signed in the Bureau of Indian Affairs (Bureau). It also contains guidelines for envelopes and mailing and models of address.

(1) Use this handbook in addition to the following:

(a) Department of the Interior Secretarial Correspondence Procedures Handbook. This handbook contains guidelines for preparing correspondence for signature in the Department of the Interior (Department), and is distributed separately by the Department. Contact the Department for copies.

(b) The Gregg Reference Manual, Sixth Edition. This manual contains standards for capitalization, spelling, compound words, punctuation, abbreviations, numerals, and editing and proofreading techniques.

(2) Use this Bureau handbook instead of the U.S. Government Correspondence Manual, since the Government Manual has been included in the Bureau handbook.

(3) This handbook does not cover specialized documents such as reports, Federal Register or Bureau Manual material, articles or speeches. These are covered in other parts of the Bureau Manual.

B. Arrangement of this Chapter. The following sections tell how letters and memoranda should be prepared for Bureau signature. Generally, the rules are the same for both. Where they differ, the specific instructions for each form will be given. Illustrations 1 and 2 show the format of letters and memoranda.

C. Modification by Area Offices. Central office employees are required to follow the procedures given in this handbook. Area offices may modify these procedures, if necessary, to meet local conditions.

D. Distribution. This handbook will be distributed to all Bureau employees who prepare correspondence. Part I is primarily for the guidance of typists and secretaries. Part II is primarily for drafters and reviewers.

E. Correspondence Review by Secretaries. The secretaries to division or office heads should review correspondence prepared in their offices to insure that it was prepared correctly. Such items as grammar, spelling, punctuation, neatness, and conformity with correspondence instructions should be considered.

BUREAU CORRESPONDENCE HANDBOOK  
 Letters and Memoranda

1.2 Types of Correspondence.

A. Letters. Letters are used for correspondence with addressees outside the Department and Bureau. Tribal councils or committees are considered addressees outside the Department and Bureau; therefore, letters may be addressed directly to them or their members. When letters to tribal councils or committees are not addressed through an area director or superintendent, send a copy to the area director or superintendent concerned. Illustration 1 is a sample of the correct format for a letter prepared in the Bureau.

B. Memoranda. Memoranda are used for all correspondence within the Department and Bureau with the following exception: Correspondence to area directors or superintendents authorizing the call of tribal constitutional elections and approving the results of those elections will be in letter form since that correspondence will eventually become a part of the tribal records. A sample of the format of memorandum is shown in Illustration 2. Use Optional Form 10 or Optional Form 27 for memoranda. The U.S. Government Memorandum, Optional Form 10, is designed to aid informal, interagency correspondence preparation. The U.S. Government 2-Way Memo, Optional Form 27, is a 3-part form set, designed for handwritten or typed correspondence and provides space for informal replies on the same page. Optional Form 27 may be used between offices or personnel whose day-to-day relationship could permit simple, informal, written communications and replies. These forms may be ordered following the same procedure used for ordering standard forms. Use Bureau or Department stationery for more formal memoranda or when the correspondence is to be routed through a reviewing official or is addressed to one or more high ranking officials in the Department.

1.3 Stationery. Use Bureau or Department stationery as follows:

<u>Type of Correspondence or Copy</u>	<u>First Page</u>	<u>Succeeding Pages</u>
<b><u>ORIGINAL</u></b>		
Routine correspondence.....	Letterhead.....	Plain bond
<b><u>CARBON COPIES</u></b>		
Courtesy, informational..... (if necessary)	Letterhead tissue*.....	Plain tissue
Reading file..... (if required)	White tissue.....	White tissue
Bureau surname.....	Yellow tissue.....	Yellow tissue
Chronological.....	Green tissue.....	Green tissue
Other.....	White tissue.....	White tissue
Hold copy.....	Blue tissue.....	Blue tissue

\*Use letterhead tissue, if available. If not, use plain tissue stamped or typed with agency identification. (See Section 1.10D for copy specifications.)

## BUREAU CORRESPONDENCE HANDBOOK

## Letters and Memoranda

1.4 Number of Copies. Prepare the following copies for all correspondence:

A. Bureau Surname. This is the official file copy and should be retained by the originating office. When an identical reply is used for several inquiries, make only one surname (file) copy. Note on this copy that identical letters are being sent to other addressees. Surname copies of transmittal memos of Manual Issuances and Regulations should be forwarded to the Branch of Directives and Regulatory Control for filing.

B. Office Chronological.

C. Office Hold Copy.

In addition, the following copies are required as outlined below:

D. Courtesy Copy.

(1) Include in letters addressed to members of Congress or Supreme Court or to top White House officials (if letter prepared in field office, send additional copy to central office).

(2) Include additional copy for Washington office of members of Congress when writing to them outside of Washington.

E. Informational Copy.

(1) Make for area director by central office when original sent to addressee (other than director) in that area (include copy of incoming letter).

(2) Make for any area or program offices referred to in letter itself.

(3) Make for Department offices indicated on control cover sheet (i.e., SOL, PMB, CL, OIG, etc.) and attach a completed Departmental route sheet.

(4) Make for the Department's Executive Secretariat (ES) for all correspondence controlled by the Department, include Tasking Profile (TP) number, and attach a completed Departmental route sheet.

(5) Make for the Bureau Executive Secretariat Staff (Bureau ES) for all letters signed by Assistant Secretary or Deputy Commissioner or controlled by Bureau ES staff.

F. Bureau Reading File Copy. Prepare for correspondence which may interest Assistant Secretary or Deputy Commissioner.

G. Secretary's Surname File and Secretary's Reading File Copies. Prepare for all correspondence signed by Assistant Secretary. One Yellow Surname Ladder file copy and two reading file copies on Departmental letterhead tissue.

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BUREAU CORRESPONDENCE HANDBOOK  
Letters and Memoranda

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### 1.5 Margins and Spacing.

#### A. Margins.

(1) Margins will be at least 1 inch on the sides and the bottom. On the second and succeeding pages, the top margin is 1 1/2 inches. (See section 1.7C for placement of page numbers on second and succeeding pages.)

(2) When a letter or memorandum is considerably less than one page in length, side margins wider than 1 inch may be used for a more balanced look.

(3) A justified right margin is acceptable only if the spacing is balanced between words.

(4) Letters and memoranda may be typed in either 12-pitch or 10-pitch, using Letter Gothic, Courier or Prestige typing elements.

#### B. Spacing.

(1) Double space drafts, leaving three spaces between paragraphs.

(2) Single space final material, with two spaces between paragraphs. When final material is less than 10 lines, it should be double spaced.

(3) All letters and memoranda for the Secretary's signature are typed single spaced and double spaced between paragraphs. (Refer to the Department's Secretarial Correspondence Procedures Handbook for guidelines.)

### 1.6 Heading.

#### A. Letters.

(1) "In Reply Refer to:" This phrase is pre-printed in the upper left of Bureau stationery. Underneath the phrase, type at least the name of the originating office. Any other control number used by the originating office should be added immediately after the office name. Underneath and aligned with this, type the control number for any reply to controlled correspondence. (See the sample letter in Illustration 1.)

#### (2) Date.

(a) If the date of signing is known, type it near the upper right hand corner, two lines below the first line of the letterhead.

(b) Omit the date on a letter that will be signed in another office or that may not be signed the day you type it. Stamp the date in the appropriate place on the original and all copies after the letter is signed.

#### (3) Address.

(a) Typing. Type the recipient's address at the left margin. Single space the address and arrange it in block style. The address should begin at least five lines below the bottom of the letterhead to allow for date stamping. If the letter is shorter than one page, type the address so the



BUREAU CORRESPONDENCE HANDBOOK  
Letters and Memoranda

letter is centered on the page. Each line of the address should be no longer than 4 inches, and the overall length of the address should be limited to five lines. When runover lines are required, indent two spaces from the left margin. **EXAMPLE:**

Mr. John L. Doe  
Chairman, Secretarial-Professional  
Association of the United States  
5906 Weaver Place, S.E.  
Barnesboro, PA 15714

(b) Mail Stops. If letters to outside agencies are to be mailed in individual envelopes, include the mail stop in the address. Also include the addressee's mail stop or office symbol, when known, on letters sent to another government agency. **EXAMPLE:**

Director, Administrative Services  
Division (BRXX)  
Federal Service Agency  
Mail Stop 1219  
Cleveland, OH 12365

Include your mail stop when providing your address verbally, in the body of the letter, and in the return address on the front of the envelope. Use the following address for Bureau mail whenever possible. **EXAMPLE:**

Bureau of Indian Affairs  
1849 C Street, N.W.  
Mail Stop \_\_\_\_\_  
Washington, DC 20240

(c) "Attention" Lines.

(i) General. Specific addresses should be used, rather than "Attention" lines, whenever possible. An "Attention" line can usually be avoided by including in the address the reference entered after the "Reply to Attention of:" caption on the incoming letter. If an "Attention" line must be used, type "Attention:" on the line below the first line of the address, flush with the left margin. **EXAMPLE:**

Electrical Supply Division  
Attention: J.F. Jones  
Building 25  
Federal Plaza  
East Cranston, KY 20014

(ii) Congressional Correspondence. Occasionally, referral slips on congressional correspondence include a notation to reply "Attention: Miss \_\_\_\_\_." Since the Congressman's office may send the Bureau's reply to the constituent, it is more appropriate to place the "Attention" line on the envelope only rather than on the face of the letter. **EXAMPLE:**

Honorable John N. Doe  
Attention: Miss Jones  
House of Representatives  
Washington, DC 20515

BUREAU CORRESPONDENCE HANDBOOK  
Letters and Memoranda

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(d) Replies to Petitions or Resolutions. When replying to a petition or resolution, address the person who submitted it or the first person who signed, and mention the other signers. If practical, make a carbon copy for each signer of a multiple-signed petition or resolution. Make only one official file (surname) copy and indicate on it the distribution of copies as explained in (e)(iii) below.

(e) Replies to Multiple-Signed Letters. There are several ways of addressing replies to letters signed by two or more persons:

(i) Address First Signer Only. Address the reply to the first person who signed the letter and state in the first paragraph that the reply is intended for the others also. If practical, make a carbon copy for each of the signers. Prepare only one official file (surname) copy and indicate on it the distribution of copies as explained in section (iii) below.

(ii) Address All Signers Jointly. If there are not more than 10 signers and they are of equal official status, address the reply to them jointly in the order of their signatures. Use the appropriate plural salutation as shown on Chapter 5 of this Part. Prepare an original for each recipient, but only one official file (surname) copy.

(iii) Address Each Signer Separately. Address an identical reply to each of the signers with a statement in the opening paragraph that the same reply is being made to the other signer(s). Prepare an original for each recipient, but only one official file (surname) copy. On the surname copy, type "Identical letter to:" below the signer's title or any other preceding notation, beginning at the left margin. On the next line, list the names and addresses of the recipients of the letter. If there is not enough space at the bottom of the page, type the list on a separate sheet and attach it to the surname copy.

(f) Other Points.

(i) In sending special delivery letters, use street addresses; for other correspondence, use post office box numbers.

(ii) Mail stops listed in the Departmental telephone directory are used in only sending mail to other federal agencies in the Washington area—never for congressional mail. (Central office mail to the Hill is sorted in the Departmental consolidated mailroom, Ramp B, for regular daily delivery to the Capitol mailroom by the U.S. Postal Service.)

(iii) Agency title (including BIA) must always appear on the addressed envelope. Although there is only one agency (BIA) in Window Rock, Arizona, there are a number of agencies in Sacramento, Phoenix, and Portland, etc.

(iv) "Area Director, Aberdeen Area Office" is preferable to "Aberdeen Area Director."

BUREAU CORRESPONDENCE HANDBOOK  
Letters and Memoranda

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(v) Members of Congress are addressed differently when corresponding with their local (field) offices than when corresponding with Washington offices (See Chapter 5). Use committee titles, if signed so.

B. Memoranda. The three forms of stationery authorized by the Department Manual for memoranda are Optional Form 10, Optional Form 27, and letterhead stationery. (See Illustration 2 for a sample of a correctly typed memorandum.) The following format specifications apply to the preparation of letterhead memoranda. All entries in a memorandum are balanced on the page. If necessary, the format should be adjusted to take into account the presentation and appearance of the memorandum.

(1) Date. The date of signature is not typed or stamped until after the memorandum is signed.

(2) "Memorandum" Line. The title "Memorandum" is typed flush with the left margin and no less than four lines down from the letterhead.

(3) "To:" Line. The "To:" line is typed flush with the left margin and two lines below the title "Memorandum." The complete title of the addressee is used whenever possible. Multiple addressees are listed vertically with each title beginning on a new line. When addressing memoranda to the Secretary or Deputy Secretary, type their titles as "Secretary" and "Deputy Secretary."

(4) "Attention:" Line. When applicable, the "Attention:" line is considered part of the "To:" line and is typed immediately below the title of the addressee.

(5) "Through:" Line. When applicable, the "Through:" line is typed flush with the left margin and two lines below the "To" line. The complete title of the reviewing official is used whenever possible.

(6) "From:" Line. The "From:" line is typed flush with the left margin and two lines below the "To:" or "Through:" line. The complete title of the signing official is used whenever possible. Otherwise, type that portion of the title which may be added to by stamp (e.g., Deputy, Acting).

(7) "Subject:" Line. The "Subject:" line is typed flush with the left margin and two lines below the "From:" line. The subject line on all memoranda will clearly identify the subject and purpose to ensure appropriate handling by the addressee and intermediate officials.

(8) Body of Memorandum. The body of the memorandum begins two lines below the "Subject:" line.

(a) Memoranda are to be brief and to the point. If it is necessary to expound on a subject for the sake of clarity, the substance of the communication should be prepared as an attachment and the memorandum written to transmit the attachment.

(b) Do not begin paragraphs near the end of the page, unless there is room for at least two lines on the page. Do not continue paragraphs on a following page unless at least two lines can be carried over.

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(c) Subparagraphs may be numbered and lettered in the format outlined in Part 1.7D of this handbook.

(d) Memoranda normally are typed single spaced with double spacing between paragraphs. If a memorandum is less than 10 lines, however, it should be typed double spaced with triple spacing between paragraphs.

(9) Signature. The signature block is not used for memoranda since a signing official may elect to sign on the "From:" line.

### 1.7 Text.

A. Salutation. Each letter must have a salutation. Type flush with the left margin, two lines below the last line of the address. When an "Attention" line is used, the salutation is still directed to the addressee, not to the person named in the "Attention" line. Never use a first name in typing the salutation. See Illustration 1 for placement of salutation. Chapter 5 shows the proper salutation for certain addressees. Do not use salutations in memoranda.

B. Body of Letter. Begin the text two lines below the salutation on a letter or the "Subject" line on a memorandum. Begin each main paragraph flush with the left margin. Indent subparagraphs five spaces. Begin second and succeeding lines flush with the left margin. Single space the body of the letter; double space between paragraphs. Double space letters of one paragraph or less than 10 lines; triple space between paragraphs when the text is double spaced.

C. Succeeding Pages. Type the second and succeeding pages on plain bond paper. Starting with the second page, type the page number seven lines from the top of the page, flush with the right margin. Continue the text two lines below the page number.

#### D. Numbering and Lettering Paragraphs.

(1) When it is necessary to break a paragraph into subparagraphs, the subparagraphs may be numbered and lettered. Indent the first line of each subparagraph or further subdivision. Begin second and succeeding lines at the left margin.

(2) Main paragraphs may also be numbered if the numbering would be helpful to later correspondence. Illustration 3 shows the way paragraphs and subparagraphs should be numbered.

#### E. Quotations.

(1) Run a quotation of less than two lines into the text. Use double and single quotations as shown in the following sentence: The regulation states ". . . ambiguous references such as 'herein', 'above', and 'below' shall not be used."

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(2) A quotation of more than two lines is blocked five spaces from the left and right margins of the text. Double space between quoted paragraphs. Quotation marks are usually omitted. If you need them, use opening marks at the beginning of each paragraph, but use closing marks only at the end of the last paragraph.

(3) Indicate omissions from quoted material by three asterisks or periods, with one space between each. When the omission is a full paragraph or more, indicate it by a full line of asterisks, with five spaces between each.

### 1.8 Signature.

#### A. Letters.

(1) The complimentary close "Sincerely" is required on all letters. Type this two lines below the last line of the text, in the middle of the page.

(2) Type the signer's title five lines below the complimentary close, and flush with it. Do not type the signer's name.

(a) The correct typing for the Assistant Secretary's title is:

Assistant Secretary - Indian Affairs

(b) The correct typing for the Deputy Commissioner's title is:

Deputy Commissioner of Indian Affairs

(c) The correct typing for the Program Directors' titles are:

Director, Office of Trust and  
Economic Development

Director, Office of Tribal  
Services

Director, Office of Indian  
Education Programs

Director, Office of Management and  
Administration

Director, Office of Administration

Director, Office of Data Systems

Director, Office of Facilities  
Management

Director, Office of Trust Funds  
Management

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(3) See 15 BIAM 1.3 for signatory authority of various Bureau officials.

B. Memoranda. Do not type anything in the signature area of a memorandum, since a complimentary close is not used and the signer's title is already given in the heading.

**1.9 Disposition Blocks.** Disposition blocks are used to show concurrence or approval by higher organizational levels. Type disposition blocks flush with the left margin, on the fourth line below any preceding entry. Use the format below for disposition blocks:

Concur:

\_\_\_\_\_  
Director, Office of Administration

\_\_\_\_\_  
Date

Approved:

\_\_\_\_\_  
Assistant Secretary - Indian Affairs

\_\_\_\_\_  
Date

**1.10 Notations.**

A. Accompanying Attachments or Enclosures.

(1) Use of Words "Attachment" and "Enclosure." Use the word "attachment" to refer to all material accompanying a memo. Use the word "enclosure" to refer to material accompanying a letter.

(2) Attachments or Enclosures Identified in Text. When enclosures or attachments accompanying a letter or memorandum are mentioned in the text, type the appropriate word and the number flush with the left margin, three lines below the signer's title (nine lines below the text).

(3) Attachments or Enclosures Not Identified in Text. When attachments or enclosures are not identified in the text, type the appropriate word, flush with the left margin, three lines below the signer's title (nine lines below the text). List each attachment or enclosure on a separate line below the notation, flush with the left margin. List each attachment or enclosure by title or with a short descriptive phrase. If you need more than one line to identify an attachment or enclosure, indent succeeding lines two spaces. **EXAMPLE:**

Enclosures:

Form Letters Handbook

XYZ Agency Pamphlet on the Processing of Plain Letters

Organization Chart

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**B. Material Sent Under Separate Cover.** When material referred to in the text is sent under separate cover, type "separate cover" flush with the left margin, two lines below the signer's title or the enclosure notation or nine lines below the text. List all material sent, whether or not referred to in text. **EXAMPLE:**

Separate cover:  
Form Letters Handbook  
Plain Letters Pamphlet  
Correspondence Manual - 10 copies

**C. Postscripts.** Although writing a postscript is discouraged, one may be added to avoid retyping. Type the postscript two lines below the signer's title or any other preceding notation or nine lines below the text. Beginning at the left margin, type the letters "P.S." followed by the postscript. The signing official must sign or initial the postscript. When a signer adds a handwritten postscript, type it on all copies.

Send a copy of the letter with the material sent under separate cover.

**D. Copy Requirements and Specifications.** Tissues should be used for all copies. However, a substitute for tissue sheets is permitted if equal or better copy quality is provided, and labor and material costs to produce the substitute are no greater than those for preparing a tissue copy.

(1) Number of Copies. Carbon copies (cc) and blind carbon copies (bcc) are only to be used when there is a need to know or a need to act on the contents of the correspondence.

(2) Notations on Courtesy Copies. A writer may wish to identify courtesy copy recipients and their addresses for the benefit of the addressee. This information should be entered two lines below any preceding notations, flush with the left margin. Type "cc:" and begin a vertical blocked list of recipients five spaces from the margin. **EXAMPLE:**

cc: Senator John Melcher  
Congressman Sidney Yates  
Mr. John R. Smith

(3) Blind Carbon Copies. Notations of internal Bureau or Departmental distribution or other codes should not appear on the original reply or on the courtesy copies forwarded to individuals or groups outside of the Department. (See Part I-1.10G on page 13.)

**E. Memorandum for Record (M/R).** Occasionally, a secondary memorandum is prepared which contains supporting information for the outgoing correspondence. In such a case, type the notation "M/R:" on all file copies of the outgoing correspondence. Type the notation flush with the left margin, immediately below any preceding typing. Two spaces after the colon, type the subject of the memorandum for record. **EXAMPLE:**

M/R: Explanation of Position on Correspondence

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**F. Identification of Preparing Office, Writer and Typist.**

(1) First Writing. The Bureau initials, office code, the writer's initials and surname, the typist's initials and the date typed, are to be typed on the file copies. The writer's telephone number may be added as a convenience to reviewers and the signing official. Correspondence stored on a word processor or computer disk or diskette should reference the appropriate file name and/or number. The records disposition schedule number reference should also be listed. (See 16 BIAM Release 1 for specific information on records retention and disposition requirements.) These items are to be placed immediately below any preceding notations, flush with the left margin. **EXAMPLE:**

BIA:670:RFJones:ep:04-02-91:208-3818:d3-corr:4401-P3

<u>Bureau initials</u> (only on correspondence to be signed in the Department)	}	<u>Originating office code</u> (only for central office use)
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Do not use photocopies as file or informational copies going within the Department unless the information above is written or typed in the lower left corner.

(2) Rewrites. When a letter is rewritten, retyped, or rerun, a second identification notation will be added below the first. When additional revisions occur, information regarding each revisions should be noted. **EXAMPLE:**

BIA:670:RFJones:ep:04-02-91:208-3818:d3-corr:4401-P3  
 Rewritten:SOL:Ferguson:ag:04-08-91:208-4444  
 Rerun (second page) SS:aba:04-28-91

(a) No Change in Meaning. If correspondence is rewritten without changing its meaning:

(i) Type previous surnames and dates on the new surname copy.

(ii) Reroute the new correspondence together with the previous original and surname copy to the person requesting the change and the remaining reviewers indicated.

(b) Change in Meaning. If the rewrite changes the meaning, route the correspondence through all reviewers for surnaming, after review by the person requesting the change. Insert the word "rewrite" on the route slip. "X out" the original and surname copy in red, fold them lengthwise and clip them to the inside left of the folder, on top of any other papers.



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**G. Blind Copy Distribution Block.** Show the distribution of all copies other than those listed on the original document. Type "bcc" below the identification entries, flush with the left margin. When space is not available below the text, the left margin may be used. Use several columns for this list if necessary. When concurrence of offices other than the preparing office is required, copies should be provided for surnaming officials. For copies within an office, organizational or office code numbers may be used instead of organizational designations. Mark a copy for each recipient. **EXAMPLE:**

bcc: Secretary's Surname  
Secretary's Reading File (2)  
CL, PMB, SOL, ES-AAK (TP# \_\_\_\_\_)  
220 Surname  
220 Chron, 200  
101-A, Bureau Reading File  
220 Hold

**H. Reply Reference.**

(1) When using Bureau stationery, type the name or symbol of the preparing office and any additional reference immediately below the printed words "In Reply Refer To:". If the reference is long, use additional lines, single spaced and blocked.

(2) The name or abbreviation of the preparing office is the minimum reply reference. File number reference may be used in addition.

(3) The printed words "In Reply Refer To:" do not appear on Department stationery. Do not type in a reply reference block when using Department stationery.

**I. Correspondence Control Number.** The Bureau ES assigns a number to each piece of controlled incoming mail. Type this number on outgoing correspondence as follows:

(1) Letters. On each letter prepared in reply to incoming controlled correspondence, type the control number immediately below the reply reference.

(2) Memoranda. If a memorandum relates to Bureau controlled correspondence, type the control number on the "Subject" line of the memorandum.

**J. Special Mailing Instructions.** If the envelope is to be prepared in another office, add special mailing instructions (such as SPECIAL DELIVERY, CERTIFIED or RETURN RECEIPT REQUESTED). Type or stamp the instruction two lines below the last line of the "In Reply Refer To" notation, flush with the left margin. When more than one instruction is used, type them continuously on the same line, separated by two dashes. (See Illustration I.)

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K. Security Classification. If correspondence is classified, type the classification above the letterhead and also at the bottom of the page on the original and all copies. Address two envelopes, one slightly larger than the other, so that the smaller can be inserted into the larger. Stamp or type the security classification on the smaller envelope.

L. Administrative Marking. If access to a piece of correspondence should be limited for administrative reasons, stamp or type the appropriate marking (either "FOR GOVERNMENT USE ONLY" or "ADMINISTRATIVELY RESTRICTED") above the letterhead and at the bottom of each page of the original and all copies. Address two envelopes, one slightly larger than the other, so that the smaller can be inserted into the larger. Stamp or type the security classification on the smaller envelope.

1.11 Assembly for Signature. When correspondence is ready for review or signature, arrange it and the accompanying papers using one of the following methods:

A. Single Unit Assembly. Use this method when the correspondence is signed in the originating office.

(1) Arrange all material in a single unit.

(2) Attach blue signature and surnaming tabs (Form DI-186) on page preceding page to be signed or surnamed.

(3) Attach an attention tab to any explanatory material.

B. Folder Assembly. Arrange correspondence to be signed outside the originating office in a manila folder (or in the correspondence control folder, if one accompanied the correspondence). Arrange the correspondence as shown below and in Illustration 4.

(1) Left Side of Folder. On the left side of the folder, arrange the material in the following order:

(a) Incoming letter or memorandum, if any.

(b) Interim reply or acknowledgment, if any.

(c) Background or explanatory material. Exclude most internal background material from the folder to reduce the size of the review packet.

(d) Copy of attachments or enclosures, if applicable.

(2) Right Side of Folder. On the right side of the folder, arrange the material in the following order:

(a) Plastic cover, with flap placed under flap of brown envelope, to protect original outgoing correspondence.

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- (b) Original outgoing correspondence.
- (c) Courtesy copy (only if required).
- (d) Enclosures, if any, in the order in which listed on correspondence.
  - (i) Do not include bulky enclosures which do not require a policy review. Instead, insert a sheet stating that the enclosures have been omitted and giving a room and extension from which they may be obtained.
  - (ii) Bulky enclosures which require policy review and large envelopes should be marked "Enclosures," fastened together with a large binder clip, and placed on the bottom of assembled correspondence within the folder. Files transmitted as related correspondence may be attached behind the folder with a large binder clip or with rubber bands.
- (e) Addressed envelope, if necessary, or plain white envelope with flap folder over front of foregoing papers. Place envelope flush with left side, so that they project to the right.
- (f) Informational copies going outside the Department with enclosures. Addressed envelopes should be attached.
- (g) Brown envelope with flap folded over front of all outgoing papers. The brown envelope separates all outgoing papers from file copies and serves as a guide to the surname copy.
- (h) Secretary's surname and secretary's reading file copies and informational copies going to other offices within the Department with a surname tab (Form DI-186) clipped to upper right corner.
  - (i) BIA surname copy, with copy of any enclosures stapled to it.
  - (j) Bureau reading file copy, if applicable.
  - (k) Informational copies going to Bureau offices outside the originating office.
  - (l) Office chronological copy.
  - (m) Office hold copy.

If there is more than one letter or memorandum to be surnamed, clip surname tabs (Form DI-186) to the upper right corner of the pages preceding the surname copies of the additional letters or memoranda. The brown envelope serves as a finder for the first surname copy.

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If a letter or memorandum is more than one page, clip a signature tab (Form DI-186) to the lower right corner of the page preceding the one to be signed. The same procedure applies when there is more than one letter or memorandum to be signed.

(3) Front of Folder. On the front of the folder, place a completed routing sheet listing all reviewers in the order in which they will review the correspondence. The writer will specify the routing. Enter the name of the originating office and any remarks on the routing sheet. The following routing sheets are used in the Washington office:

(a) Controlled Correspondence Cover Sheet (Form 5-1504). This form is attached by Bureau ES staff to priority correspondence which it controls. Full instructions for completing the form are on its reverse. A sample of this form is shown in Illustration 5.

(b) Central Office Route Slip (Form 5-1502). Use this form to show routing for non-controlled correspondence. A sample of this form is shown in Illustration 6.

(c) Departmental Route Slip (Form DI-535). Use this form for routing correspondence to recipients within the Department of the Interior. A sample of this form is shown in Illustration 7.

#### 1.12 Corrections.

A. If a small correction can be made by erasing or with correction fluid, typed corrections are only required on the original. You may use a pen to correct the copies.

B. If corrections require retyping a page, retype the copies along with the original.

1.13 Surnaming. Concurrences are generally shown on Bureau correspondence by a surname and date in the right margin of the official file (surname) copy. A stamp may or may not be used to indicate the location for surnames.

#### 1.14 Disposing of Correspondence After Signature.

A. Signing Office. After a piece of correspondence is signed, the appropriate employee in the signing office shall:

- (1) Stamp the date on the original and all copies;
- (2) Stamp the name of the signing official on all copies;
- (3) Stuff and seal the addressed envelope;

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(4) Place envelopes (and/or original memorandum) and copies in the "out" box for pickup and distribution by mailroom employees.

B. Mailroom. Mailroom employees shall process outgoing mail as indicated in the Mail Management Handbook, 40 BIAM Supplement 1.

C. Originating Office. After receiving signed and stamped correspondence, the originating office shall do the following, as appropriate:

(1) Prepare surname copy for filing.

(2) If the letter is the final reply, attach the incoming letter to the surname copy of the reply and file.

(3) If the letter is an acknowledgment:

(a) Send the original incoming letter with a copy of the acknowledgment to the office which will be making a reply.

(b) Attach a photocopy of the incoming letter to the surname copy of the acknowledgment and file.

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**BUREAU CORRESPONDENCE HANDBOOK**  
**Informal Communications**

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**CHAPTER 2****INFORMAL COMMUNICATIONS**

**2.1 Informal Replies.** When a simple acknowledgment or an informal comment is appropriate, it may be handwritten or typed on the original incoming letter, which is then returned to the sender. Usually, when this method is used, you will not need to keep a copy of the original letter or of the added comment. However, if a file copy is needed, answer the letter with a letter or use any available "fast copy" process to make a copy of the letter after adding your comment. See Illustration 8 for an example.

**2.2 Inter-Office Transmittals.**

**A. Optional Form 41, Routing and Transmittal Slip.** Use OF-41 to make brief, informal comments concerning correspondence or other documents routed to one or more addressees. No record (file) copy of the routing slip should be made. If necessary, both sides of the slip may be used for remarks. The routing slip may be typed or handwritten. A recipient may add another addressee(s) to the slip. He forwards the slip, with any enclosures, to the next addressee by lining through his name, initialing, and dating. See Illustration 9 for an example of this form, which is available through the GSA Warehouse.

**B. Note Pads.** The central office may use note pads for transmittals. These pads may be imprinted with letterheads, but not seals, emblems, insignia, or names, addresses or telephone numbers of individuals. This type of paper may not be used to transmit material outside the Bureau. Area and agency offices may have pads of this type printed and bound for their use at their own expense.

**C. Memorandum of Call.** Use Standard Form 63 to inform office employees of a visitor or phone call. The form is self-explanatory.

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**BUREAU CORRESPONDENCE HANDBOOK**  
**Envelopes and Mailing**

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**CHAPTER 3****ENVELOPES AND MAILING**

**3.1 General.** When you are ready to send correspondence to the addressee, you have to prepare either an envelope or an address label. The only exception is internal mail that does not need to be enveloped and that will be delivered by a mail messenger, route slip, or consolidated in the mailroom for forwarding to agency field offices. Always use mail stops on route slips and envelopes to ensure proper mail routing (see BIA directories for mail stop and room numbers).

**3.2 Envelopes and Mailing Labels.** A mailing envelope has the agency return address, the words "Official Business," and the statement "Penalty for Private Use, \$300" in the upper left corner of the address side. A mailing label bears the same notations as the envelope. Use labels on packages or oversize plain envelopes. Addresses will be clear, correct, and properly placed on all envelopes and labels.

**A. Letter-size Envelope.** The standard letter size envelope used Bureauwide is white, approximately 9 1/2 by 4 inches with black or blue printing. Letter envelopes are used for one to five pages of correspondence that can be folded to 1/4 inch maximum thickness.

**B. Flat Envelopes.** Flat envelopes will be used for correspondence or communications that cannot be folded or, if folded, will exceed the 1/4 inch maximum width permitted for letter size envelopes. The standard flat envelopes used Bureauwide are: brown 12 by 9 1/2 inches or brown 15 by 10 inches.

**C. Labels.** Imprinted labels are to be used on unprinted flat envelopes and parcels too large to be mailed in flat envelopes.

**D. U.S. Government Messenger Envelopes.** Messenger envelopes may be used for internal mail but will not be used for mail that is intended to enter the U.S. Postal Service mail stream without being enclosed in an official envelope. The addressee will be clearly identified and all other addresses, used in the past, will be crossed out to eliminate potential errors in delivery.

**E. Special Attention Envelopes.** Special attention (blue) mail envelopes are designed for sending interoffice information to a particular individual. Use of the envelope is limited to confidential personnel and payroll information involving individuals. Do not use them to direct general correspondence or notes concerning regular business. The use of blue envelopes must be restricted for the following reasons:

- (1) The cost of printing makes them expensive to use.
- (2) Special handling makes them expensive to deliver.

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Envelopes and Mailing

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(3) Business delays can result if the addressee is absent and has not delegated the authority necessary to have them opened by an alternate.

**3.3 Types of Mail Service.** Always use the most economical method of mailing possible. When a large amount of mail is to be sent to one destination, send the copies under one cover rather than in separate envelopes to save envelopes and reduce postage costs. Select the proper mail classification or service to be used, keeping in mind economy as well as efficiency. (See Mail Management Handbook, 40 BIAM Supplement 1, for specific information on types of mail services offered by the U.S. Postal Service.)

**3.4 Typing and Mailing Instructions.**

**A. Postal Service Mail.**

(1) Return Address. All official mail of the Bureau must bear, in the upper left hand corner of the mail piece, the complete address, including at minimum, the five digit Zip Code but preferably the Zip Code + 4, and the words "Official Business, Penalty for Private Use, \$300." The return address must be imprinted or stamped and must not be handwritten or typed. The originator's office code, mail stop, or room number should be added to the return address in order to expedite the return of mail determined to be undeliverable by the mailroom or the U.S. Postal Service.

(2) Arrangement of Address. Single space the address on the envelope or label. If a line is too long, continue it on the next line indented two spaces from the left margin. All lines of the address must be in block style. Addresses will include, at a minimum, the five digit Zip Code + 4.

(3) Special Mailing Instructions. To prepare the envelope for a letter requiring special mail service, type the mailing instruction, such as SPECIAL DELIVERY, CERTIFIED, REGISTERED, or INSURED, etc. in the lower left corner of the envelope. If more than one instruction is used, type each on a separate line, one below the other. (Further instructions about special services mail handling may be obtained from the Mail Management Handbook, 40 BIAM Supplement 1.)

(4) Attention Line. Type "Attention:" (when used) immediately below the addressee's name followed by the name of the person to whose attention the mail is directed. (See 1.6A(3)(c).)

(5) Abbreviations of States. Federal government agencies are encouraged to use the U.S. Postal Service's two-letter abbreviations of the States of the United States, the District of Columbia, Guam, and Commonwealth of Puerto Rico, and the Virgin Islands. Type the two-letter abbreviation without periods or spacing on the last line of the address, one space after the comma used to separate a city and State. The National Zip Code Directory lists the two-letter state and territory abbreviations used in addressing mail.



## BUREAU CORRESPONDENCE HANDBOOK

## Envelopes and Mailing

B. Agency and Interagency Messenger Services.

(1) Routing Slip Delivery. When a routing slip is addressed for delivery by messenger, it should contain sufficient information to ensure delivery without delay. The routing slip must clearly identify the intended recipient by name, title, room number, mail stop, office title or any combination thereof necessary.

(2) Envelope Delivery. When an envelope is addressed for delivery by messenger, it should also clearly identify the intended recipient to ensure prompt delivery. For interagency mail, the addressee's agency, office title, room number and street address should also be included, and if applicable, the "stop" number. Single space the address and put the "stop" number two lines below it. EXAMPLE:

Mr. John Doe  
Department of Justice  
Office of Public Affairs, Room 1217  
10th Street & Constitution Avenue, N.W.

Stop 219

(3) U.S. Government Messenger Envelope Delivery. When addressing a U.S. Government Messenger envelope, SF 65A, for delivery by messenger, cross out the used spaces. Enter the office symbol of the addressee, including name and title in the address space. If the addressee is in another agency, include the agency's name in the address, and put the correct "stop" number in the space provided to the right.

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**BUREAU CORRESPONDENCE HANDBOOK**  
**Facsimile Service**

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**CHAPTER 4****FACSIMILE SERVICE**

4.1 General. This chapter briefly describes the use of facsimile (fax) service. Fax communications provide an exact copy of the original document to the addressee through rapid communication lines. Memorandums, documents, diagrams, handwritten notes, and other material which does not contain an address or signature may be accompanied by a cover sheet for guidance of the fax operator. Original copies should be used for fax transmission when possible as poor quality copies will not transmit clearly. Maximum copy size is 8 1/2 by 11 inches, although some agencies may have facilities for larger copy. Printing smaller than newsprint should be avoided. Colors will be reproduced at the delivery point as black or shades of grey. If the color will be important to the addressee, a notation must be added to the original copy identifying the colors.

A. Central Office Use. If time-sensitive information requiring immediate central office action is needed from the areas, transmit the information via the fax system. Central office use of the fax system is also encouraged for responding to congressionals, FOIA requests, and other controlled correspondence.

B. How to Use Fax Service. For additional information on use of the fax system and a listing of bureau offices with fax capability, see the Mail Management Handbook, 40 BIAM Supplement 1.

BUREAU CORRESPONDENCE HANDBOOK  
Models of Address

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CHAPTER 5

MODELS OF ADDRESS

5.1. General.

A. When it is desirable to use a salutation and closing, the models of address in this chapter are the conventional forms of address in general use. Use them as patterns for other addresses. They may be varied under certain circumstances. For example, "Honorable" may be replaced by a title such as "General," "Dr.," or "His Excellency," as appropriate. All Presidential appointees, federal and state elective officials, and tribal leaders are addressed as "Honorable." As a general rule, county and city officials, except mayors, are not addressed as "Honorable." Persons once entitled to the title "Governor," "Judge," "General," "Honorable," "His Excellency," or a similar distinctive title may retain the title throughout their lifetimes. Only titles for men are shown in the examples of salutations. When a woman occupies the position, the title "Madam" is substituted for "Mr." before such formal terms as "President," "Vice President," "Chairman," "Secretary," "Ambassador," and "Minister." Use the title "Senator" for a female member of the Senate and "Ms." for a female member of the House of Representatives, Senator-elect, or Representative-elect.

B. Observe the following general rules when addressing communications to individuals by name and/or title.

- (1) Use open punctuation in addresses (periods are left out).
- (2) Spell out all titles in the address, except "Dr.," "Mr.," and "Ms." Don't use two titles with the same meaning with one name, for example, use "Dr. Paul White" or "Paul White, M.D.," but not "Dr. Paul White, M.D."
- (3) Females will be addressed as Ms.
- (4) If it is not known whether the addressee is a man or a woman, omit the title. For example, use "Leslie Doe."
- (5) In some cases the person holding a Ph.D degree prefers to be addressed as "Dr. (full name)," rather than as "The Reverend," "Dean," "Professor," etc.

5.2 Models of Address.

The following list shows the address element, salutation, and complimentary close, when used, for certain addressees.

**BUREAU CORRESPONDENCE HANDBOOK**  
**Models of Address**

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
The President	The President The White House Washington, DC 20500	Dear Mr. President: Respectfully,
Wife of the President	Ms. (full name) The White House Washington, DC 20500	Dear Ms. (surname): Sincerely,
Assistant to the President	Honorable (full name) Assistant to the President The White House Washington, DC 20500	Dear Mr. (surname): Sincerely,
Former President	Honorable (full name) (local address) 00000	Dear President (surname): Sincerely,
The Vice President	Formal: The Vice President United States Senate Washington, DC 20510  Informal: Honorable (full name) The Vice President of the United States Washington, DC 20501	Dear Mr. Vice President: Sincerely,  Dear Mr. Vice President: Sincerely,
The Chief Justice	The Chief Justice of the United States The Supreme Court of the United States Washington, DC 20543	Dear Mr. Chief Justice: Sincerely,
Associate Justice	Mr. Justice (surname) The Supreme Court of the United States Washington, DC 20543	Dear Mr. Justice: Sincerely,
President of the Senate	Honorable (full name) President of the Senate Washington, DC 20510	Dear Mr. President: Sincerely,
United States Senator	Honorable (full name) United States Senate Washington, DC 20510 OR Honorable (full name) United States Senator (local address) 00000	Dear Senator (surname): Sincerely,

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ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
United States Representatives	Honorable (full name) House of Representatives Washington, DC 20515 OR Honorable (full name) Member, United States House of Representatives (local address) 00000	Dear Mr. (surname): Sincerely,
Committee Chairman	Honorable (full name) Chairman, Committee on (name) United States Senate Washington, DC 20510 OR Honorable (full name) Chairman, Committee on (name) House of Representatives Washington, DC 20515	Dear Mr. Chairman: Sincerely,
Subcommittee Chairman	Honorable (full name) Chairman, Subcommittee on (name) (name of parent Committee) United States Senate Washington, DC 20510 OR Honorable (full name) Chairman, Subcommittee on (name) (name of parent Committee) House of Representatives Washington, DC 20515	Dear Mr. Chairman: Sincerely,  Dear Mr. (Surname): Sincerely,
Speaker of the House of Representatives	Honorable (full name) Speaker of the House of Representatives Washington, DC 20515	Dear Mr. Speaker: Sincerely,
Cabinet Members	Honorable (full name) Secretary of (name of Department) Washington, DC 00000 OR Honorable (full name) Postmaster General Washington, DC 20260 OR Honorable (full name) Attorney General Washington, DC 20530	Dear Mr. Secretary: Sincerely,  Dear Mr. Postmaster General: Sincerely,  Dear Mr. Attorney General: Sincerely,

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ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Deputy Secretaries, Assistants, or Under Secretaries	Honorable (full name) Deputy Secretary of (name of Department) Washington, DC 00000 OR Honorable (full name) Assistant Secretary of (name of Department) Washington, DC 00000 OR Honorable (full name) Under Secretary of (name of Department) Washington, DC 00000	Dear Mr. (surname): Sincerely,
Heads of Independent Offices and Agencies	Honorable (full name) Comptroller General of the United States General Accounting Office Washington, DC 20518 OR Honorable (full name) Chairman, (name of Commission) Washington, DC 00000 OR Honorable (full name) Director, Office of Management and Budget Washington, DC 20503	Dear Mr. (surname): Sincerely,  Dear Mr. Chairman: Sincerely,  Dear Mr. (surname): Sincerely,
Librarian of Congress	Honorable (full name) Librarian of Congress Library of Congress Washington, DC 20540	Dear Ms. (surname): Sincerely,
Public Printer	Honorable (full name) Public Printer U.S. Government Printing Office Washington, DC 20401	Dear Mr. (surname): Sincerely,
American Ambassador	Honorable (full name) American Ambassador (City), (Country)	Sir: (formal) Dear Mr. Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)

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ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
American Consul General or American Consul	(Full name) American Consul General (or American Consul) (City), (Country)	Dear Mr. (surname): Sincerely,
Foreign Ambassador in the United States	His Excellency (full name) Ambassador of (Country) (local address) 00000	Excellency: (formal) Dear Mr. Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)
United States Representative to the United Nations or Organization of American States	Honorable (full name) United States Representative to the United Nations (or Organization of American States) (local address) 00000	Sir: (formal) Dear Mr. Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)
Governor of State	Honorable (full name) Governor of (name of State) (City), (State) 00000	Dear Governor (surname): Sincerely,
Lieutenant Governor	Honorable (full name) Lieutenant Governor of (name of State) (City), (State) 00000	Dear Mr. (surname): Sincerely,
State Senator	Honorable (full name) (name of State) Senate (City), (State) 00000	Dear Mr. (surname): Sincerely,
State Representative, Assemblyman, or Delegate	Honorable (full name) (name of State) House of Representatives (or Assembly or House of Delegates) <sup>1</sup> (City), (State) 00000	Dear Ms. (surname): Sincerely,
Mayor	Honorable (full name) Mayor of (name of City) (City), (State) 00000	Dear Mayor (surname): Sincerely,
President of a Board of Commissioners	Honorable (full name) President, Board of Commissioners of (name of City) (City), (State) 00000	Dear Mr. (surname): Sincerely,

<sup>1</sup>In most States, the lower branch of the legislature is the House of Representatives. In some States, such as California, New York, New Jersey, Nevada, and Wisconsin, the lower house is known as the Assembly. In others, such as Maryland, Virginia, and West Virginia, it is known as the House of Delegates. Nebraska has a one-house legislature. Its members are classed as senators.

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ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Protestant Clergy	The Right Reverend (full name) Bishop of (name) (local address) 00000 OR	Right Reverend Sir: (formal) Dear Bishop (surname): (informal) Sincerely,
	The Very Reverend (full name) Dean of (Cathedral) (local address) 00000 OR	Very Reverend Sir: (formal) Dear Dean (surname): (informal) Sincerely,
	The Reverend (full name) Bishop of (name) (local address) 00000 OR	Reverend Sir: (formal) Dear Bishop (surname): (informal) Sincerely,
	The Reverend (full name) (Title), (name of Church) (local address) 00000	Dear Mr. (surname): Sincerely,
Catholic Clergy	His Eminence (given name) Cardinal (surname) Archbishop of (Diocese) (local address) 00000 OR	Your Eminence: (formal) Dear Cardinal (surname): (informal) Sincerely,
	The Most Reverend (full name) Archbishop of (Diocese) (local address) 00000 OR	Your Excellency: (formal) Dear Archbishop (surname): (informal) Sincerely,
	The Most Reverend (full name) Bishop of (City) (local address) 00000 OR	Your Excellency: (formal) Dear Bishop (surname): (informal) Sincerely,
	The Right Reverend Monsignor (full name) (local address) 00000 OR	Right Reverend Monsignor: (formal) Dear Monsignor (surname): (informal) Sincerely,
	The Very Reverend Monsignor (full name) (local address) 00000 OR	Very Reverend Monsignor: (formal) Dear Monsignor (surname): (informal) Sincerely,
	The Reverend (full name) (add initials or Order, if any) (local address) 00000 OR	Reverend Sir: (formal) Dear Father (surname): (informal) Sincerely,
	Mother (name) (initials of Order, if used) Superior (name of Convent) (local address) 00000	Dear Mother (name): Sincerely,



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## Models of Address

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Jewish Clergy	Rabbi (full name) (local address) 00000	Dear Rabbi (surname): Sincerely,
Chaplains	Chaplain (full name) (rank, service designation) (post office address of organization and station) (local address) 00000	Dear Chaplain (surname): Sincerely,
President of a College or	Dr. (full name) President, (name of institution) (local address) 00000	Dear Dr. (surname): Sincerely,
Dean of a School	Dean (full name) School of (name) (name of institution) (local address) 00000	Dear Dean (surname): Sincerely,
Professor	Professor (full name) Department of (name) (name of institution) (local address) 00000	Dear Professor (surname): Sincerely,
Physician	(full name), M.D. (local address) 00000	Dear Dr. (surname): Sincerely,
Lawyer	Mr. (full name) Attorney at Law (local address) 00000	Dear Mr. (surname): Sincerely,
Widow	Ms. (wife's first name, last name) (local address) 00000	Dear Ms. (surname): Sincerely,
Two or More Men	Mr. (full name) and Mr. (full name) <sup>2</sup> (local address) 00000	Gentlemen: Sincerely,
Two or More Women	Ms. (full name) and Ms. (full name) <sup>2</sup> (local address) 00000	Gentlewomen: Sincerely,
One Woman and One Man	Ms. (full name) and Mr. (full name) (local address) 00000	Dear Ms. (surname) and Mr. (surname): Sincerely,

<sup>2</sup>A letter to two or more persons may be addressed as illustrated or to only one of them when the other is mentioned by name in the opening paragraph.

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Models of Address

ADDRESSEE	ADDRESS ON LETTER AND ENVELOPE	SALUTATION AND COMPLIMENTARY CLOSE
Service Personnel	(full grade, name, and abbreviation of service designation) (Retired is added, if applicable) (title and organization) (local address) 00000	Dear (grade) (surname): Sincerely,
Service Academy Members Army or Coast Guard	Cadet (full name) (service designation) (local address) 00000	Dear Cadet (surname): Sincerely,
Navy	Midshipman (full name) (service designation) (local address) 00000	Dear Midshipman (surname): Sincerely,
Air Force	Air Cadet (full name) (service designation) (local address) 00000	Dear Air Cadet (surname): Sincerely,
Tribal Leader (Chairman, Chairperson, President, Governor, Principal Chief or Chief)	Honorable (full name) Chairman, (name of Tribe) (local address) 00000	Dear Chairman (surname): Sincerely,  OR  *Dear Tribal Leader: Sincerely,
State Attorney General	Honorable (full name) Attorney General of (state) (local address) 00000	Dear Mr. (surname): Sincerely,

\*Use this salutation on form letters only.

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BUREAU CORRESPONDENCE HANDBOOK  
Conduct and Control of Correspondence

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**PART II**

**CHAPTER 1**

**CONDUCT AND CONTROL OF CORRESPONDENCE**

**1.1 Purpose.** This chapter provides instructions which limit correspondence to its essentials and produce easily read and responsive correspondence. It provides management with a guide to correspondence procedures currently used by the Bureau.

**1.2 Responsibility.**

A. Bureau employees are responsible for the prompt handling of all correspondence they receive. Deadlines for responding to various types of correspondence are contained in 1.3A(9).

B. The Bureau Executive Secretariat Staff Office (Bureau ES) has the following responsibilities:

(1) Assures the proper and timely development and coordination of Bureau controlled information and documents requiring review, action and/or signature by the Assistant Secretary - Indian Affairs and Deputy Commissioner of Indian Affairs.

(2) Ensures that documents, correspondence, or actions generated or acted upon by the Bureau and requiring review by the Assistant Secretary and Deputy Commissioner are complete, accurate and timely.

(3) Serves as a clearinghouse for the consolidation of Bureau controlled information which requires the Assistant Secretary's action, review or follow-up.

(4) Works closely with the Departmental Executive Secretariat to ensure Bureau conformance to secretarial and departmental correspondence guidelines and policies.

(5) Maintains contact with other departmental assistant secretariats and their senior staff to ensure coordination on issues of multibureau interest and concern.

(6) Circulates the bureau reading file to the Assistant Secretary and Deputy Commissioner weekly.

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**1.3 General Guidelines For Correspondence.**

**A. Technical Guidelines.**

(1) Unrelated Subjects. If two or more unrelated subjects are to be discussed with the same addressee, prepare separate communications. This will enable both the receiver and the preparing office to file the correspondence separately, as may be required.

(2) Correspondence of Concern to More Than One Area Office.

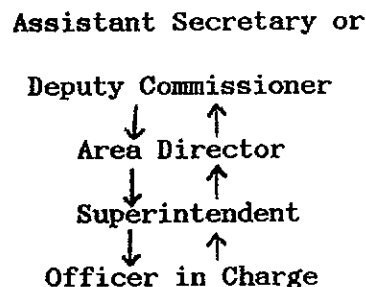
(a) When the subject of correspondence is of equal concern to more than one area office, address the correspondence jointly to all area directors concerned. Send a copy to each area director along with a copy of any other pertinent document.

(b) When correspondence relates to a subject which actively concerns only one area office, address the original to the concerned area director. You may send a copy of the correspondence and any necessary documents to other interested area directors.

(3) Correspondence Concerning a Specific Tribe. When correspondence concerns a specific tribe, send a copy to the area and agency concerned.

(4) Intra-Bureau Channels of Communication.

(a) The chart below illustrates the regular channels for correspondence to or from the field office:



(b) In exceptional cases when information must be obtained quickly (e.g., emergency congressionals, controlled correspondence, etc.), the central office may communicate directly with a superintendent and request a direct reply, in this instance, each office will send information copies of the correspondence to the area director. The central office shall keep the number of cases of this type to a minimum.

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(5) Central Office Referral of Correspondence to the Field for Direct Reply.

(a) General. Correspondence addressed to the central office which can best be answered by an area or agency office will be acknowledged by the central office and referred to the area or agency for direct reply to the correspondent under cover of Form 5-1524. (See Illustration 10 for a sample.)

(b) Limitations. Letters reserved for replies by the Assistant Secretary or the Deputy Commissioner may not be referred to the field for direct reply. (See 15 BIAM 1.3 for signatory authority.)

(c) Central Office Procedure. If a congressional or other controlled correspondence cannot be answered within 10 days because a report from a field office is necessary, send an acknowledgment letter within 3 days, stating that the matter is being referred to the field for a report. Send a copy of the incoming letter and acknowledgment to the area director using Form 5-1524 with a notation to prepare a report. (See Illustration 10 for a sample.)

(d) Field Office Procedure. In reply to a central office request for a report, use telephone or facsimile service whenever possible to facilitate a rapid reply. Replies must be transmitted within 5 days of receipt of a request. Do not include replies in bulk mail but in separate envelopes addressed to Staff Assistant, Executive Secretariat, MS Room 4140, Main Interior Building, 1849 C Street, N.W., Washington, D.C. 20240.

(6) Replies to Carbon Copies. Do not reply to a carbon copy of a letter unless it was transmitted by an original letter.

(7) Explanatory Memos. When initiating a letter for which there is no incoming mail, attach a brief summary explaining the need for the letter. If the letter is the result of a request by the Secretary, state this in the first sentence of the memo.

(8) Walk-Thrus. Occasions of extreme urgency sometimes call for a document to bypass the control offices; in these cases, advise the Assistant Secretary's Office of the action taken and provide a copy of the correspondence to Bureau ES as soon as possible. The Executive Secretariat, Congressional Liaison in the Department, and other offices involved in the control procedure will be kept informed by Bureau ES of items under control in those offices.

(9) Time Limits. For the maximum response times for each type of correspondence, see the table on the next page (times given refer to working days only).

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**Maximum Response Times for Correspondence**

Type of Correspondence	Send reply within:	If reply cannot be sent within column 1 deadline, acknowledge within:	If acknowledged, send final reply within:
<b>A. DEPARTMENT CONTROLLED</b>			
(1) Signed within Bureau	15 days	ASAP	30 days
(2) Signed by Secretarial Officer	10 days	ASAP	30 days
<b>B. BUREAU CONTROLLED</b>			
(1) White House	9 days	2 days	ASAP
(2) Congressional	10 days	3 days	10 days
(3) Freedom of Information Act Requests	10 days	3 days	10 days
(4) Privacy Act Requests	30 days	10 days	30 days
(5) Other controlled correspondence answered in central office (e.g., requests from heads of tribal governments, requests from Secretary or Deputy Secretary, requests from state governors)	10 days	3 days	10 days
<b>C. NON-CONTROLLED (with general public, other agencies, within Department)</b>			
	10 days (5 days if form or guide letter is used)	5 days (3 days if form or guide letter is used)	30 days

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**B. Style Guidelines.**

(1) Plain Letters. The General Services Administration (GSA) publishes "Plain Letters," a valuable handbook containing many worthwhile hints and guidelines for the improvement of letter writing. This letter writing handbook is available as a federal stock item (7610-205-1091) through GSA warehouses. "Plain Letters" says "A good plain letter merits this 4-S badge of honor: Shortness, Simplicity, Strength, and Sincerity."

(2) For Shortness:

(a) Don't make a habit of repeating what is said in a letter you answer.

(b) Avoid needless words and needless information.

(c) Beware of roundabout prepositional phrases, such as "with regard to" and "in reference to."

(d) Don't qualify your statements with irrelevant "ifs."

(3) For Simplicity:

(a) Know your subject so well that you can discuss it naturally and confidently.

(b) Use short words, short sentences, and short paragraphs.

(c) Be compact. Don't separate closely related parts of sentences.

(d) Tie thoughts together so your reader can follow you from one to another without getting lost.

(4) For Strength:

(a) Use specific, concrete words.

(b) Use more active verbs.

(c) Don't explain your answer before giving it. Give answers straightaway; then explain if necessary.

(d) Don't hedge. Avoid negative words.

(5) For Sincerity:

(a) Be human. Use words that stand for human beings, like the names of persons and the personal pronouns "you," "he," "she," "we," and so on.

(b) Admit mistakes. Don't hide them behind meaningless words.



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(c) Don't overwhelm your reader with intensives and emphatics.

(d) Don't be obsequious or arrogant. Strive to express yourself in a friendly way and with simple dignity befitting the United States Government.

**C. Preferred Bureau Style Usage.**

(1) Abbreviations. An abbreviation is a shortened form of a word or a phrase used primarily to save space. Abbreviations occur most frequently on statistical matter, tables, and notes. Abbreviations are appropriate in expedient documents such as forms, catalogs, and routine memos and letters between offices, where the emphasis is on communicating data in the briefest form. Where a more formal style of writing is appropriate, use abbreviations sparingly. When in doubt, spell it out. Use the following conventions in abbreviating in Bureau communications:

FR is Federal Register. (Do not use Fed. Reg. or F.R.)  
 CRF is Code of Federal Regulations. (Do not use C.F.R.)  
 U.S.C. is United States Code.  
 Pub. L. is Public Law. (Do not use P.L.)  
 Stat. is U.S. Statutes at Large.  
 10 a.m. or 2 p.m. is time designation.  
 E.O. is Executive Order.  
 Proc. is Proclamation.  
 sec. is section of a Public Law.

Be consistent within the same material. Do not abbreviate a term in some sentences and spell it out in other sentences. Moreover, having selected one form of an abbreviation or acronym (e.g. BIA), do not use a different style (B.I.A. or Bureau) elsewhere in the same material. (See Part I, Section 5, of the Gregg Reference Manual for guidelines on abbreviations.)

(2) Capitalization. The function of capitalization is to give distinction, importance, and emphasis to words. The first word of a sentence is capitalized to indicate distinctively and emphatically that a new sentence has begun. Proper nouns like "George," "Chicago," "Dun & Bradstreet," "the Parthenon," "January," and "Friday" are capitalized to signify the special importance of these words as the official names of particular persons, places, and things. There is a growing consensus against overusing capitalization in business writing. When too many words stand out, none stand out. The current trend is to use capitalization more sparingly—to give importance, distinction, or emphasis only when and where it is warranted. Use the following standards in capitalizing in Bureau documents:

(a) Capitalize federal only when it is part of the official name of a federal agency, or federal act, or some other proper noun.

**EXAMPLE:**

the Federal Reserve Board or the Federal Insurance  
 Contributions Act  
 BUT . . . subject to federal, state, and local laws.

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(b) The terms "federal government" and "government" (referring specifically to the United States Government) are now commonly written in small letters because they are considered terms of general classification.

(c) Capitalize short forms of names of national and international bodies and their major divisions. **EXAMPLE:**

the House (referring to the House of Representatives)  
the Department (referring to the Department of Justice, the State Department, the Department of the Treasury, etc.)  
the Bureau (referring to the Bureau of the Budget, the Federal Bureau of Investigation, the Bureau of Census, etc.)  
the Court (referring to the United States Supreme Court, the International Court of Justice, etc.)

Do not use a short form to replace a full name unless the full name has been mentioned earlier or will be clearly understood from the context.

(d) Capitalize the following words only when they refer to a specific proper noun:

tribe	director
tribal council	central office
reservation	office
area office	nation
agency	task force
field office	branch chief

(e) Capitalize state only when it follows the name of a state or is part of an imaginative name. **EXAMPLE:**

Washington State entered the Union in 1889, the forty-second state to do so.

The state of Arizona is also known as the Grand Canyon State.

(f) Capitalize each item displayed in a list or an outline.

**EXAMPLE:**

Here is a powerful problem-solving tool that will help you:

- Become an effective leader.
- Improve your relations with subordinates, peers, and superiors.
- Cope with stressful situations on the job.

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(g) Capitalize the salutation and complimentary closing of a letter. **EXAMPLE:**

Dear Mrs. Smith:

Sincerely yours,

(h) Capitalize formal titles of acts, laws, bills, and treaties, but do not capitalize common-noun elements that stand alone in place of the full name. **EXAMPLE:**

the Airline Deregulation Act	the act
Public Law 480	the law
the Treaty of Versailles	the treaty
the First Amendment	the amendment
the Constitution of the U.S.	<b>BUT: the Constitution</b>

(i) Use all capital letters when referring to **FEDERAL REGISTER**. This title occurs frequently in Bureau documents and the use of all capitals is intended to have an eye-catching effect as well as standardize the all-capitals usage preferred by the Office of the Federal Register. (For additional rules on capitalization, refer to Part 1, Section 3, of the Gregg Reference Manual.)

(3) Numbers. The following suggestions offer guidance in the best method of expressing numbers in Bureau documents:

(a) Spell out numbers at the beginning of a sentence. Spell out numbers from 1 through 10; use figures for numbers above 10.

(b) Numbers under 10 are to be spelled out, except when expressing time, money, and measurement.

(c) Prefer Arabic numerals to Roman numerals.

(d) Except in legal documents, avoid repeating in numerals a number which has been spelled out.

(e) Express percentages in figures, and spell out the word percent.

(Further instructions as to the accepted method of writing numerals are found in Section 1, Part 4, of the Gregg Reference Manual.)

(4) Compound Words Usage. Some compound words are written as solid words, some are written as separate words, and some are hyphenated. As in other areas of style, authorities do not agree on the rules. Moreover, style is continually changing: Many words that used to be hyphenated are now written solid or as separate words. The only complete guide is an up-to-date dictionary.

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(a) Compound nouns containing "man" or "men" as an element have traditionally been used generically to refer to males and females alike. The generic use of such terms has been criticized on the grounds that the masculine bias of these terms makes them unsuitable for reference to women as well as men. The following list suggests appropriate alternatives:

<u>In Place of</u>	<u>Use</u>
businessmen	business owners, business executives, business managers, business people
salesmen	sales representatives, salespersons, salesclerks, sales staff, sales force
foremen	supervisors
policemen	police officers
mailmen	mail carriers
congressmen	members of Congress, representatives
mankind	people, humanity, the human race, human beings
man-hours	worker-hours
manpower	work force, human energy

(Some rules on compound words are found in Part 1, Section 8 of the Gregg Reference Manual.) The Gregg Reference Manual, Sixth Edition, by William A. Sabin (publisher, McGraw-Hill, Inc. Book Company) is available at B. Dalton Bookseller outlets in the Washington, D.C. metropolitan area.

1.4 Surnaming. A surname indicates official concurrence with the portion of the communication which concerns matters within the functional interest of the reviewer.

A. Minimum Requirements. The surname copy of all correspondence sent to the Assistant Secretary should bear at least the surname of the appropriate division chief and office head concerned, or, in their absence, the line officers may establish requirements for surnames within their jurisdiction. Do not surname acknowledgments of correspondence that will be answered fully at a later date.

B. Surnaming by More Than One Division. Send correspondence touching on the functions of two or more divisions to the other division(s) concerned for surnaming before presenting it to the signing official. If the draft of the correspondence has been concurred in by concerned persons, the final need not be recirculated to them. Instead, note the file copy "draft concurred in by (list persons involved)." All cases requiring surname by other than the originating office can obviously not be identified; however, the following list gives some of the more significant clearance requirements:

(SEE NEXT PAGE FOR LIST)

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**TYPE OF MATERIAL****CLEAR WITH:**

Accounting policies and practices

Accounting Management

Allotment or withdrawal of funds

Program Development and  
Implementation

Interagency Agreements

Contracts and Grants

Correspondence involving Cherokee,  
Choctaw and Seminole Agencies or  
Tribes and New York Liaison Office

Eastern Area Director

\*Correspondence involving legal  
questions

\*Solicitor

FOIA/Privacy Act Correspondence

Branch of Directives and  
Regulatory ControlCorrespondence involving readjustment  
programs or the transfer to other  
auspices of services rendered Indians  
by Bureau

Tribal Services

Correspondence with a possible public  
relations aspect

General Inquiries Office

\*International matters requiring  
attention of Secretariat\*Office of Territorial and  
International Affairs  
\*Bureau of Land Management

Legislation

Congressional and Legislative  
Affairs Staff

Organizational changes

Personnel Management

Personnel actions or complaints

Personnel Management

Preparation or revision of Budget  
estimatesProgram Development and  
ImplementationProcurement, distribution,  
utilization, or disposal of  
property

Property Management

Regulations and Manual Issuances

Branch of Directives and  
Regulatory Control Management

Audit Reports

Office of Administration

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\*Indicates Departmental clearance requirement.

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C. Nonconcurrency. If an official does not concur with a document received for surnaming, he should take one of the following actions:

(1) If the desired change is minor and does not involve substantive change to the content of the correspondence, rewrite the document.

(2) If the desired change affects the substance of the correspondence, contact the originator and attempt to reach an agreement on content.

(3) If the desired change affects the substance of the correspondence and agreement cannot be reached with the originator, prepare an "internal" memorandum for inclusion on the left side of the correspondence folder. This memorandum should contain the writer's objections, the reasons for them and suggested rewording (if appropriate).

(4) If an official lacks knowledge or jurisdictional interest in the subject and neither concurs nor objects to the document, he may indicate this by writing "noted" to the left of his surname.

**1.5 Addressing Circular Correspondence Within the Bureau.**

**A. For the Washington Office.**

(1) "Deputy Commissioner of Indian Affairs," "Central Office Directors," and "Central Office Division Chiefs" -- to reach the Deputy Commissioner, all program directors and division chiefs.

(2) "All Central Office Codes" -- to reach all staff, division and branch office mail codes in the Washington Office.

**B. For the Field Offices.**

(1) "Area Directors" -- to reach all the areas.

(2) "Agency Superintendents" -- to reach all the agencies.

(3) "Office of Indian Education Programs Line Officers" -- to reach all the area education programs administrators and agency superintendents for education.

**C. Bureauwide.**

(1) "Area Directors," "OIEP Line Officers," "Central Office Directors" -- to reach key officials in both the Washington office and the field.

(2) "All Bureau Employees" -- to reach all employees of the Bureau whether in the field or Washington office.

BUREAU CORRESPONDENCE HANDBOOK  
 Conduct and Control of Correspondence

D. Combination of Addresses. On many occasions, the forms of address given above may not reach all the addressees you want. A combination of the forms of address and single or group addressees should then be used as required.

1.6 White House Correspondence. All correspondence received from the White House must be answered within 9 business days. This includes both referrals (controlled correspondence) and "bulk correspondence" (uncontrolled correspondence forwarded for an answer on behalf of the president). If a final reply cannot be made within 9 days, send an interim reply. The final reply should follow as soon as possible. Whenever possible, make interim or final replies by telephone. When telephoning a reply, make a record of the conversation on a Record of Telephone Response Form. (See Illustration 11 for sample.)

A. General. The Department's Executive Secretariat (ES) will hold the original incoming correspondence and referral sheet in ES and provide the action office a copy and a tasking profile slip. After the referral is answered, the action office will provide the responsible ES analyst with two copies of reply and incoming. The ES analyst will make sure that the proper material is returned to the White House.

B. Tone of Replies. Replies to White House correspondence must be written in simple language and in a courteous and friendly tone. Since we are responding on behalf of the president, the attitude and manner should reflect the responsibility and wishes of the president and the dignity of his office. Avoid phrases with the word "referred" or phrases which mention the White House as though it were a person. Following are some suggested phrases:

"President \_\_\_\_\_ has asked me to thank you for. . . ."

"Thank you for your letter to President \_\_\_\_\_"

"On behalf of President \_\_\_\_\_, thank you for. . . ."

When, and ONLY when, it is definitely inappropriate to express appreciation, you may use phrases similar to the following:

"President \_\_\_\_\_ has asked me to reply to. . . ."

"Your letter to President \_\_\_\_\_ has been received."

C. Preparing Letters for White House Signature.

(1) Letters should be typed in double spaced draft form on plain 8 1/2 x 11 inch bond paper. At the end of the draft letter, the author's name, agency, bureau, room number and telephone number should be added as follows:

DOI, James L. Smith, Bureau of Indian Affairs, Room 4559-MIB, (202) 208-4088.

BUREAU CORRESPONDENCE HANDBOOK  
Conduct and Control of Correspondence

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(2) Forward each draft letter under cover of a transmittal memorandum addressed to the person who will sign the drafted letter. If the draft will be signed by the president, prepare the transmittal for the Secretary's signature. If the draft will be signed by another White House official, prepare the transmittal for the Assistant Secretary's signature. (See Illustration 12 for sample format.)

### 1.7 Congressional Correspondence.

**A. Reply to Constituent's Letter.** Members of Congress frequently forward to an executive agency letters they have received from constituents. Often these referrals are made by printed transmittal slips or form letters.

(1) Address replies to the member of Congress, unless he specifically requests that the reply be sent directly to the constituent.

(2) If the member of Congress has requested that a reply be sent directly to the constituent, send an informational copy to the member's office.

(3) Always return the constituent's letter to the congressional office which forwarded it, whether or not the letter is original.

**B. Replies to Multiple Congressional Referrals.**

(1) Prepare identical letters with one set of file copies in response to multiple referrals from the same constituent or on the same subject. Do not mention other referrals in the body of the letter.

(2) On the file copies, make notations indicating that identical copies were made and to whom they were sent. Also note the names of the members of Congress and constituents involved.

**C. Reply to a Member of Congress Away From Washington, D.C.** When writing to a member of Congress away from Washington, D.C., include a courtesy copy with the letter and send another copy to his Washington office. Show "Copy to your Washington office" on original and all copies except courtesy copy.

**D. Reply to a Letter Signed by an Employee in a Congressman's Office.** If a letter from a member of Congress is signed by an employee of his office, address the reply to the member of Congress rather than to the person who signed for him. ("Attention: Mr. (name)" may be added on the envelope.)

**E. Reply to a Letter Signed by More Than One Congressman.** When replying to a letter signed by more than one member of Congress, address an original to each member and enclose a courtesy copy to each. State in the opening paragraph that the same reply is being sent to each person who signed the letter. Make one official file copy with a notation as to the other recipients.



**BUREAU CORRESPONDENCE HANDBOOK**  
**Conduct and Control of Correspondence**

**F. Furnishing Congressmen Copies of Replies Made to Their Constituents.** When replying to an individual who has indicated in his letter that he has sent copies of his letter to members of Congress, send the members informational copies of the reply, together with a copy of the incoming correspondence. This practice has proved helpful in reducing congressional inquiries or referrals provided the reply is made before there has been time for the congressman's office to initiate an inquiry.

**G. Informational Copies to Congressional Offices.** Occasionally, a non-congressional letter will indicate that the writer sent informational copies to members of Congress. In preparing a reply to this type of letter, you may if you wish, send an informational copy to each member, together with a copy of the incoming correspondence. No transmittal letters are necessary for these copies. Sending these copies before referral may reduce the number of congressional inquiries to which responses must be prepared. If a congressional referral is received after we have replied to the letter, send the member of Congress a copy of the Bureau reply with an appropriate transmittal letter.

**H. Informational Copies to Ranking Minority Members.** When writing to congressional committee and subcommittee chairmen, make an informational copy on letterhead tissue for the ranking minority member. The "cc:" notation, name, title, subcommittee and parent subcommittee names, and mailing address should appear single spaced on the original and all copies, two spaces below the last preceding line. **EXAMPLE:**

cc: Honorable John Smith  
 Ranking Minority Member  
 Subcommittee on Interior  
 and Related Agencies  
 Committee on Appropriations  
 House of Representatives  
 Washington, D.C. 20515

**1.8 Department Controlled Correspondence.** Correspondence is controlled by the Department because of its importance to the Secretary, the Deputy Secretary or Assistant Secretary, and referred to the Bureau for a reply.

**A. Reply for Signature in the Bureau.** When the tasking profile designates a reply for signature in the Bureau, follow the instructions in paragraph B, below.

**B. Reply for Signature of Secretarial Officer.** When the tasking profile indicates that the reply is for signature by a secretarial officer.

(1) If the Department has not sent an acknowledgment to the correspondent, submit a reply to the Department within 3 days.

(2) If the Department has not sent an acknowledgment and the Bureau cannot meet the 3-day deadline, submit an acknowledgment directly to

BUREAU CORRESPONDENCE HANDBOOK  
Conduct and Control of Correspondence

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the writer, stating that we are acknowledging his letter for the Secretary and that he will receive further information from the Secretary. Submit a final reply to the Department within 2 weeks.

(3) If the Department has sent an acknowledgment, submit a final reply to the Department within 10 days.

C. Other Matters Concerning Secretarial Correspondence. When the subject matter of correspondence for the Secretary's signature is highly technical because of its engineering, legal or other professional character, or is in the form of a report or an investigation, it should be submitted IN THE FORM OF AN UPDATED MEMORANDUM addressed to the Secretary and signed by the Assistant Secretary - Indian Affairs. It should be accompanied by a letter of transmittal to be signed by the Secretary and addressed to the correspondent. The memorandum and transmittal letter will be dated in the Department's Executive Secretariat office when signed.

D. Bureau Controlled Correspondence. Correspondence referred to the Bureau by the Department and correspondence received initially by the central office, will be controlled within the Bureau on a selective basis by the Bureau ES. Bureau ES will control all congressional correspondence. It will select other correspondence for control using a semiannually revised list of factors approved by the Assistant Secretary. Program offices may have Bureau ES control other selected correspondence to ensure prompt follow-up.

Listed below are the principal types of correspondence controlled by the Bureau's ES:

- (1) White House.
- (2) Congressional.
- (3) Freedom of Information Act Requests.
- (4) Privacy Act Requests.
- (5) Tribal Leaders.
- (6) Heads of Indian Organizations.
- (7) Department Controlled Correspondence.
- (8) State Governors.

E. Non-Controlled Correspondence. This category includes correspondence with the general public, with other agencies and within the Department. For these types of correspondence, the following guidelines apply:

- (1) When answered by original letter, and no other deadline is established by the incoming letter, reply within 10 working days.

BUREAU CORRESPONDENCE HANDBOOK  
Conduct and Control of Correspondence

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(2) When answered by form or guide letter, reply within 5 working days.

(3) When it is impossible to meet either of the above deadlines, send an acknowledgment within 5 working days stating that a complete reply will follow as soon as possible. If a final reply cannot be sent within 30 days, send a follow-up acknowledgment.

### 1.9 Staff Preparation of Correspondence and Reports.

#### A. Briefing Papers.

(1) In those instances when a change in existing bureau policy or procedures is proposed, and as a cover for large or complicated packages, a staff member will prepare a correspondence impact sheet form. The completed form will be attached to the left side of the correspondence folder. The purpose of this form is to make it unnecessary for the reviewing and signing officials to read the complete package. (See Illustration 13 for sample.)

(2) In advance of requesting a meeting to be scheduled with the Deputy Commissioner, a staff member will prepare a scheduled meetings briefing sheet form. This completed form will be provided to the secretary, office of the Deputy Commissioner for scheduling the meeting. (See Illustration 14 for sample.)

#### B. Reports.

(1) Area directors will prepare a monthly activities report of assessment of major accomplishments, problems and issues of concern in their respective areas. The monthly activities report is due in the Deputy Commissioner's office the first week of each month, submitted with a diskette in Word Perfect 5.1 format and one hard copy in memorandum form.

(2) Central office directors will prepare a weekly activities report of significant accomplishments, meetings, or problems occurring during the week ending each Friday; and meetings, important accomplishments, or problem areas expected the following week. A list of visitors desiring an appointment or already scheduled for an appointment with the Deputy Commissioner, Assistant Secretary or Deputy Assistant Secretary will also be included in the report. The weekly activities report is due in the Deputy Commissioner's office every Thursday morning, consisting of two pages and containing:

(a) A brief list of topics being reported or discussed and referred to as "bullets" on the first page. Each bullet entry should be restricted to three short sentences answering the basic interrogatives; i.e., what, when, where, who, and how much.

(b) The second page will restate the "bullet" and provide additional information about the subject and referred to as the "bullet backup." All backup items will be included on the second page and contain the minimum amount of information to fully explain and amplify the bullet reported on page 1. (See Illustration 15 for completed sample.)

BUREAU CORRESPONDENCE HANDBOOK  
Conduct and Control of Correspondence

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C. Correspondence for Signature of Solicitor. Submit proposed communications and documents prepared in the Bureau for signature of Solicitor to the Solicitor's office in rough draft form--double spaced.

D. Administratively Restricted Correspondence.

(1) The restrictive markings "FOR GOVERNMENT USE ONLY" and "ADMINISTRATIVELY RESTRICTED", whichever is considered appropriate, may be used on correspondence when it is desired to limit access to it. However, such markings will of themselves have no meaning or force whatsoever should a member of the public make request to inspect the correspondence after it has become a record. In this event, decision to withhold such restrictively marked correspondence can be made only under the exclusions in the Public Information Act (5 U.S.C. 552), and then only when there is sound reason not to disclose the document, over and above the literal satisfaction of one of the exclusions.

(2) Classified or administratively restricted correspondence must be hand-carried for surnaming and signature and may be done only by employees who are authorized to know the contents (including secretaries of office and division heads). If such correspondence is entrusted by one employee to another, it is the receiving employee's responsibility to protect the correspondence.

E. Interagency Agreements. For guidelines and instructions on preparation of Interagency Agreements and Memorandums of Understanding (MOU), refer to 19 BIAM, Supplement 10.

1.10 Bureau Reading File. The Bureau Reading File is a file of correspondence of significance or general interest to the Assistant Secretary and Deputy Commissioner or their staffs. The file is designed to keep the Assistant Secretary and Deputy Commissioner informed on matters which might have implications for their high level activities (e.g., public statements). It consists of correspondence with key members of the Congress and tribal leaders; correspondence defining programs or suggesting program changes to area directors; correspondence related to program development; and correspondence on other subjects which should be noted by the officials who review this file. The originator or reviewers of correspondence are responsible for ensuring that copies of appropriate documents are made for inclusion in the Bureau Reading File. This is true even for documents signed by the Assistant Secretary and Deputy Commissioner.

1.11 Bureau Policy Decisions. Significant policy pronouncements or interpretations MUST BE put into the BIAM manual issuance system. Policy determinations should not be put into correspondence or report format. Contact the Branch of Directives and Regulatory Control for specific guidelines in preparing manual issuance material.

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# United States Department of the Interior



BUREAU OF INDIAN AFFAIRS  
WASHINGTON, D.C. 20245

IN REPLY REFER TO:  
Personnel Management  
#7175

## LETTER FORMAT

**CERTIFIED—RETURN RECEIPT REQUESTED**

Mr. John L. Doe  
Chairman, Secretarial-Professional  
Association of the United States  
5906 Weaver Place, S.E.  
Altoona, Pennsylvania 16603

Dear Mr. Doe:

This sample shows the format for preparing a letter, which is the form of correspondence used to correspond with addresses outside the Department.

The following features of this format should be noted:

All paragraphs are completely blocked. This style minimizes the use of the space bar, tabulator key, and the tabulator bar.

Letters which are very short may have side margins wider than the standard 1 inch margin, and may be lowered on the page, beginning with the address, in order to center the letter on the page. All paragraphs are begun at the left margin (no indentation).

Sincerely,

Deputy Commissioner of Indian Affairs

Enclosure



# United States Department of the Interior

BUREAU OF INDIAN AFFAIRS  
WASHINGTON, D.C. 20245



IN REPLY REFER TO:

Water & Land Resources  
#3113

## MEMORANDUM FORMAT

### Memorandum

To: Assistant Secretary - Indian Affairs

Through: Director, Office of Trust and Economic Development

From: Chief, Division of Water and Land Resources

Subject: Correspondence to Addressees Outside Originating  
Organizational Level

This sample illustrates the format of a memorandum to be used when corresponding with an addressee within the Bureau or Department, but outside the originating organizational level.

When addressing memoranda to the Secretary or the Deputy Secretary, type their titles as "Secretary" and "Deputy Secretary."

Do not use salutations or complimentary closes in memoranda.

Material which accompanies a memorandum is identified in the body of the memorandum as an attachment or attachments. The notation "Attachment" or "Attachments" is typed flush with the left margin and nine lines below the text.

Attachment

## NUMBERING AND LETTERING OF PARAGRAPHS

1. The subdivision, numbering, and lettering of paragraphs is acceptable and helpful as a reference aid or for clearness.

a. All paragraphs and subparagraphs are typed so the number or letter is indented the appropriate distance, the start of the paragraph or subparagraph begins on the fifth space following, and succeeding lines in the paragraph and subparagraph start at the left margin. Paragraphs and subparagraphs are single spaced, with double spaces between them.

(1) When a paragraph is subdivided, it must have at least two subdivisions.

(a) When paragraphs are subdivided, numbered and lettered, they are identified in the following sequence: 1, a, (1), (a), (i).

(b) When a paragraph is cited, the reference numbers and letters are written without spaces; for example, "paragraph 3a(2)(c)."

(2) A paragraph is begun near the end of a page only if there is space for two or more lines on that page. A paragraph is continued on the following page only if two or more lines can be carried over to that page.

b. Paragraph titles are used in lengthy communications to increase ease of reading and reference. Treat the title as the first sentence of the paragraph. Underline all paragraph titles.

2. The arrangement specified here may be varied to meet legal document needs.



**FOLDER ASSEMBLY — LEFT SIDE**

1. Incoming letter or memorandum, if any

2. Interim reply or acknowledgment, if any

3. Background or explanatory material, if any

4. Copy of attachments, if applicable

**FOLDER ASSEMBLY — RIGHT SIDE**

1. Plastic cover

2. Original outgoing letter or memorandum

3. Courtesy copy, if required

4. Enclosures, if any

5. Addressed or plain white envelope

6. Informational copies going outside the Department  
with addressed envelopes attached

7. Brown envelope

8. Secretary's surname, secretary's reading  
file copies and informational copies to  
other Department offices

9. Bureau surname copy with copy of  
enclosures

10. Bureau reading file copy

11. Informational copies to other  
Bureau offices

12. Office chronological  
copy

13. Office hold copy





15 BIAM Supplement 1  
Illustration 7

SAMPLE COPY OF FORM DI-535

DI-535  
REV. (MAY 1991)

UNITED STATES  
DEPARTMENT OF THE INTERIOR

ROUTE SLIP

Indicate routing order by number. Strike out office when cleared.

TO		MAIL STOP	TO		MAIL STOP
S	SECRETARY	6217-MIB	FW	ASS'T SEC'Y FOR FISH & WILDLIFE & PARKS	3156-MIB
OCL	Office of Congressional & Legislative Affairs	6242-MIB	FNP	National Park Service	*3220-MIB
OPA	Office of Public Affairs	7013-MIB	FWS	Fish & Wildlife Service	*3012-MIB
OES	Office of Executive Secretariat	6217-MIB			
OBC	Office of HBC&U Programs & Job Corps	2759-MIB	IA	ASS'T SEC'Y - INDIAN AFFAIRS	4140-MIB
OEO	Office for Equal Opportunity	1324-MIB	ISG	Office of Self-Governance	2253-MIB
OSD	Office of Small & Disadvantaged Bus. Util.	2727-MIB	BIA	Bureau of Indian Affairs	*4140-MIB
DS	DEPUTY SECRETARY	6217-MIB	TIA	ASS'T SEC'Y-TERR. & INTER. AFFAIRS	4328-MIB
OQA	Office of Quality Assurance	6217-MIB			
TPA	Take Pride in America Staff	5121-MIB	PMB	ASS'T SEC'Y-POLICY, MGMT. & BUDGET	6214-MIB
			PBP	Directorate of Budget & Prog. Res. Mgmt.	*6214-MIB
SOL SOLICITOR		*6352-MIB	PPS	Directorate of Program Services	*6214-MIB
SOL-AD	Division of Administration	6346-MIB	PSE	Coordinator of Special Emphasis Progs.	*6214-MIB
SOL-AI	Division of Audit and Investigation	6024-MIB	PAM	Office of Acquisition & Property Mgmt.	5512-MIB
SOL-CW	Division of Conservation & Wildlife	6560-MIB	PAS	Office of Aircraft Services	*6214-MIB
SOL-ER	Division of Energy & Resources	6312-MIB	PCM	Office of Construction Management	2417-MIB
SOL-GL	Division of General Law	6531-MIB	PEA	Office of Environmental Affairs	2340-MIB
SOL-IA	Division of Indian Affairs	6456-MIB	PFM	Office of Financial Management	7258-MIB
SOL-SM	Division of Surface Mining	6412-MIB	PHA	Office of Hearings and Appeals	1103-BT #3
			PIR	Office of Information Resources Mgmt.	*5312-MIB
LM	ASS'T SEC'Y FOR LAND & MINERALS MGMT	6628-MIB	PMI	Office of Management Improvement	2242-MIB
LLM	Bureau of Land Management	*5660-MIB	PMO	Office of Administrative Services	*5412-MIB
LMS	Minerals Management Service	*4013-MIB	POB	Office of Budget	*4116-MIB
LSM	Office of Surface Mining Recl. & Enf	*233-SIB	PPA	Office of Program Analysis	4412-MIB
			PPM	Office of Personnel	*5203-MIB
WS	ASS'T. SEC'Y FOR WATER AND SCIENCE	6640-MIB	PEL	Ethics and Audit Liaison Staff	5140-MIB
WBM	Bureau of Mines	Col. Plaza	PPS-P	Secretarial Personnel Services	5459-MIB
WBR	Bureau of Reclamation	*7654-MIB	PPS-S	Enforcement & Security Management	5040-MIB
WGS	Geological Survey	*2646-MIB	PPS-SH	Safety & Health Program	6214-MIB
			OIG	OFFICE OF INSPECTOR GENERAL	5341-MIB

\* The mail stops listed above are for mail designated only to the immediate office of an Assistant Secretary or a Director of a bureau or office. Refer to the Mail Stop Directory for the Interior Complex to route mail for other organization levels within a bureau or office.

The attached communication has a due date or deadline of \_\_\_\_\_ Please call \_\_\_\_\_ on \_\_\_\_\_ for PICK UP.  
REMARKS: (Include a description of communication attached.)

FROM	BUREAU/OFFICE SYMBOL	MAIL STOP/BLDG	TELEPHONE NUMBER	DATE
------	----------------------	----------------	------------------	------

Supp. 1, Release

15 BIAM Supplement 1  
Illustration 8

SAMPLE OF INFORMAL REPLY ON BOTTOM OF INCOMING CORRESPONDENCE

PUBLIC SERVICE AGENCY

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Washington, DC 20405

October 16, 19XX  
APOO  
Records Management Seminar

XYZ Agency  
Fourth Street  
Washington, DC 50006

We would like to register Mr. John T. Blank of our agency in your forthcoming Records Management Seminar. He is a management analyst at the grade 12 level.

Thank you very much.

*John S. Brown*  
JOHN S. BROWN  
Paperwork Management Division

October 20, 19XX

Mr. Blank is now registered in our Records Management Seminar, January 1-5. The first session begins at 9:00 a.m.

*Thomas T. White*  
THOMAS T. WHITE  
Seminar Coordinator

October 14, 19XX

Dear Sirs:

Will you please send me a copy of your new booklet, "Seven Tips for Better Typing." Thank you very much.

Yours truly,  
*May Jones*  
Miss May Jones  
330 Ash Street  
Cleverton, MA 43676

*Oct 17, 19XX*

*Here is your copy of our  
publication. Hope you like it.*

*John Cumming*  
Administrator of Correspondence

SAMPLE COPY OF FORM OF-41

ROUTING AND TRANSMITTAL SLIP		Date	
TO: (Name, office symbol, room number, building, Agency/Post)		Initials	Date
1. <i>Am. C. Bonetto (BART)</i>		<i>CS</i>	<i>3/14</i>
2. <i>Miss Jones (BART)</i>			
3.			
4.			
5.			
Action	<input checked="" type="checkbox"/> File	Note and Return	
Approval	<input type="checkbox"/> For Clearance	Per Conversation	
As Requested	<input type="checkbox"/> For Correction	Prepare Reply	
Circulate	<input type="checkbox"/> For Your Information	See Me	
Comment	<input type="checkbox"/> Investigate	Signature	
Coordination	<input type="checkbox"/> Justify		
REMARKS *			
<p><i>This is the case we discussed yesterday. Note changes in paragraph 4.</i></p> <p><i>If you do not agree, return to me before routing for signature.</i></p>			
DO NOT use this form as a RECORD of approvals, concurrences, disposals, clearances, and similar actions.			
FROM: (Name, org. symbol, Agency/Post)		Room No.—Bldg.	
<i>John White (BAC)</i>			
		Phone No. <i>43123</i>	
5041-102		OPTIONAL FORM 41 (Rev. 7-76) Prescribed by GSA FPMR (41 CFR) 101-11.206	

Supp. 1, Release

SAMPLE COPY OF FORM 5-1524

Form 5-1524

Jan. 1988

**DEPARTMENT OF THE INTERIOR  
BUREAU OF INDIAN AFFAIRS  
WASHINGTON**

To: \_\_\_\_\_

From: Executive Secretariat

Re: Control No. \_\_\_\_\_

Your report to us — or your reply to the attached correspondence — should be signed within 5 working days after receipt in your office.

A letterhead tissue copy of the above, bearing control number identification, should be transmitted via "Special Attention" [Blue] Envelope to the Central Office, Attention: Executive Secretariat, MS-Room 4640-MIB.

\_\_\_\_\_ Direct reply to be made by Area Director.

\_\_\_\_\_ Area report required for Central Office follow-up.







# United States Department of the Interior



OFFICE OF THE SECRETARY  
WASHINGTON, D.C. 20240

**(TRANSMITTAL MEMO FOR WHITE HOUSE DRAFT LETTER)**

**Memorandum**

To: Ms. Sally Kelley  
Director of Agency Liaison  
Presidential Correspondence

Subject: White House Referral - Carleen Ledanski - WH ID #059159

In response to subject referral dated August 12, 1990, attached is a draft reply to an April 25, 1990, letter from Ms. Carleen Ledanski of Minocqua, Wisconsin, pertaining to the exercise of Indian treaty rights in the State of Wisconsin. The draft reply is essentially identical to many others transmitted in recent weeks.

Assistant Secretary - Indian Affairs

Attachment

**DEPUTY COMMISSIONER OF INDIAN AFFAIRS  
CORRESPONDENCE IMPACT SHEET:**

**SUBJECT:**

**BACKGROUND** (Include discussion of issues; Tribes involved; specify what is being accomplished by the proposed correspondence):

**TRIBAL IMPACT** (Specify which Tribes or Tribal programs will be impacted, what additional requirements will be placed on Tribes):

**FUNDING IMPACT** (State if a reprogramming is required):

**CONGRESSIONAL IMPACT** (State recent hearings, testimony, Congressional inquiries or directives which pertain):

**DEPARTMENTAL CLEARANCES REQUIRED** (SOL, PMB, Other):

**PREVIOUS CORRESPONDENCE** (List dates and general subject matter, attach copies if pertinent):

**DECISION REQUIRED:**

**CONTACT PERSON:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**DEPUTY COMMISSIONER OF INDIAN AFFAIRS  
WEEKLY ACTIVITIES REPORT**

**BULLETS**

Office of Data Systems  
Week of July 15-19, 1991

(Each bullet entry should be restricted, where possible, to three short sentences answering the basic interrogatives, i.e., what, when, where, who, and how much):

1. ODS representatives signed contract for MS-DOS, computer standardization, Bureau-wide. Contract cost is \$400K for 200 machines. Delivery scheduled to begin November 1, 1991.
2. ODS representatives met on July 18 with management team from Sun Computer Company to discuss purchase of 12 Sun work stations for Area Directors.
3. Problem expected with delivery date of next generation main frame computers to Albuquerque. Delay is vendor problem. Delivery now scheduled for December vice November 1991.

Week of July 22-26, 1991

1. Meeting scheduled for July 26 at 2 p.m. in room 4145-MIB with CEO, IBM to discuss future automation requirements.

**DEPUTY COMMISSIONER OF INDIAN AFFAIRS  
WEEKLY ACTIVITIES REPORT**

**BULLET BACKUP**

Office of Data Systems  
Week of July 15-19, 1991

(All backup items should contain the minimum amount of information to fully explain and amplify the bullet):

1. ODS representatives signed contract for MS-DOS, computer standardization, bureau-wide. Contract cost if \$400K for 200 machines. Delivery scheduled to begin November 1, 1991:
  - a. Machines are GSA approved and MS-DOS compatible. Each machine has CPU with 100 Megabyte hard drive, one 5 1/4" and one 3 1/2" floppy drive, 101 key expanded keyboard, and VGA color monitor.
  - b. Included in cost is following software: Word Perfect 5.1, Lotus 1,2,3, dBase III+, DOS utilities, and Harvard Graphics.
  - c. Delivery scheduled to begin November 1, 1991, at the rate of 40 machines per month for 5 months.
  - d. Priority of delivery is to Offices of Assistant Secretary and Deputy Assistant Secretary, Deputy Commissioner, all Program Directors, all Area Directors, and an equal distribution between field and central office of remainder.

Week of July 22-26, 1991

1. Meeting scheduled for July 26 at 2 p.m. in room 4145-MIB with CEO, IBM to discuss future automation requirements.
  - a. Local area networks, groupware, and totally automated work stations are primary areas for discussion.
  - b. All Program Directors have been invited.
  - c. Location is Assistant Secretary's Conference Room.