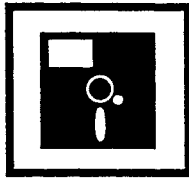
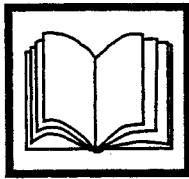




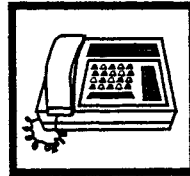
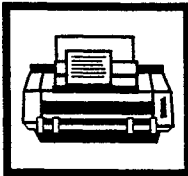
U.S. Department of Transportation



DOT

CORRESPONDENCE

H A N D B O O K



DOT H 1325.2C



U.S. Department of
Transportation

Office of the Secretary
of Transportation

ORDER

DOT 1325.2C

10-29-93

Subject: DEPARTMENT OF TRANSPORTATION CORRESPONDENCE POLICY

1. **PURPOSE.** This Order establishes policies and responsibilities for preparing correspondence for the Department of Transportation (DOT).
2. **CANCELLATION.** DOT Order 1325.2B, Department of Transportation Correspondence Manual, dated 5-1-80.
3. **POLICY.** Correspondence shall be clear, concise, responsive, and positive in tone and meet the standards of appearance, style, and consistency outlined in the DOT Correspondence Handbook, DOT H 1325.2C. It is the Department's policy to provide correspondence that is prompt, complete, and factual. The highest priority will be given to White House and congressional inquiries and requests, and replies will be concise, objective, and courteous.
4. **REFERENCES.**
 - a. U.S. Government Correspondence Manual, 1992.
 - b. Government Printing Office Style Manual, 1984.
 - c. The Elements of Style, William Strunk, Jr., E. B. White.
 - d. Essentials of English, Hooper, Gale, Foote, and Griffith.
 - e. DOT H 1320.23, DOT Mailer's Handbook, 1992.
 - f. DOT Order 1640.4C, Classification, Declassification and Control of National Security Information, 1983.
 - g. DOT H 1350.2, Departmental Information Resources Management Policy Manual, 1989.
5. **SCOPE.** This Order and the procedural guidelines in the DOT Correspondence Handbook, DOT H 1325.2C, apply to all secretarial offices, operating administrations, and the Bureau of Transportation Statistics (BTS). Variance in style or format shall be approved by the Office of the Secretary (OST) Executive Secretariat.
6. **RESPONSIBILITIES.**
 - a. The OST Executive Secretariat shall:
 - (1) establish DOT correspondence policy and ensure that this Order is current;

DISTRIBUTION: All Secretarial Offices
All Operating Administrations

OPI: Executive
Secretariat

- (2) provide any special guidelines or instructions to augment procedures in the DOT Correspondence Handbook; and
 - (3) review and approve requests for style or format variances.
- b. Secretarial officers, heads of operating administrations, and the Director, BTS shall:
- (1) ensure that the Correspondence Handbook procedures are followed when preparing, processing, and controlling DOT correspondence;
 - (2) establish, staff, and maintain a system for controlling correspondence;
 - (3) designate a staff member and an alternate to serve as the correspondence control point; and
 - (4) ensure staff receives the appropriate training, instructions, and references to perform the function.
- c. Executive secretariats and designated correspondence control points shall:
- (1) determine whether to control correspondence;
 - (2) route correspondence to the appropriate action office or officer;
 - (3) ensure proper and expeditious coordination of correspondence to be signed by the head of their particular organization;
 - (4) maintain data on the volume of mail referred from the White House, the dates of receipt of letters, and dispatch of replies;
 - (5) maintain a file for controlled correspondence; and
 - (6) advise the action office of approaching and controlled due dates.
- d. Action offices shall:
- (1) determine if correspondence requires controlled coordination;
 - (2) as appropriate, advise the correspondence control point to redirect controlled correspondence to another organization;

- (3) follow DOT Correspondence Handbook procedures when concurrence or coordination is required;
- (4) determine coordination offices;
- (5) ensure grammatical correctness; and
- (6) revise correspondence including making typographical or editorial corrections.

e. The coordinating office shall review correspondence in a timely manner.

7. **IMPLEMENTATION**. When appropriate, secretarial offices, operating administrations, and BTS shall develop additional guidance required to implement this Order and provide a copy of that guidance to the OST Executive Secretariat within 6 months of the date of this Order.

FOR THE SECRETARY OF TRANSPORTATION:



Jon H. Seymour
Assistant Secretary for
Administration



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INTRODUCTION

The Department of Transportation Correspondence Handbook has been prepared to assist employees in composing, coordinating, controlling, and routing the full range of letters, memoranda, and other written documents produced in the Department.

In issuing the Handbook, the Department is seeking to achieve high quality and consistency in all its written products. Since a letter or memorandum may be the first contact many individuals and organizations have with the Department, this first impression must be the best one we can give. Our goal is for all DOT correspondence to be cordial, responsive, clear, grammatically correct, and logically formatted.

We urge employees to use this Handbook as a quick and useful reference. It will enhance your correspondence skills and improve the timeliness and quality of departmental communications.

I look forward to working with you to achieve significant results in improved DOT correspondence and to extend DOT's image as a service-oriented organization.



Margarita Roque
Director, Executive Secretariat



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CHAPTER 1

MEMORANDA AND LETTERS

Memoranda versus Letters

Use memoranda for correspondence within the Department. Letters should be used for correspondence addressed to the President or the Vice President of the United States, members of the White House staff, Members of Congress, Justices of the Supreme Court, heads of departments and agencies, State Governors, mayors, foreign government officials, and the public. Letters may also be used to address individuals outside the Department when a personal tone is appropriate, such as in letters of commendation or of condolence.

Letterhead memoranda may be used by departmental officers and heads of operating administrations to correspond with their counterparts in other Government agencies or for longer notes within DOT. Letterhead memoranda are required for correspondence from the Secretary to the President, transmittal of draft suggested replies to the Assistant to the President at the White House, and other secretarial communications. (See page 13 for guidance in preparing letterhead memoranda.)

GENERAL GUIDELINES

The following guidelines apply to all types of memoranda and letters.

Stationery

Use stationery as follows:

	<u>First page</u>	<u>Succeeding</u>
Original	Letterhead	Plain bond
Courtesy copy or duplicate copy of original*	Letterhead or duplicate copy of original	Plain
Official file	Grid White (automated)	Plain White (automated)
All other copies	White	White

*NOTE: A courtesy copy that goes outside a major organization should include the letterhead emblem.

All correspondence to be signed by the Secretary must be on "The Secretary of Transportation" letterhead. Correspondence prepared for the Deputy Secretary's signature must be on "The Deputy Secretary of Transportation" letterhead.

Types of Copies

Always prepare an official file copy. Offices may use DOT F 1320. 65 or an automated official file copy grid (see Figure 1).

Prepare courtesy copies at the addressee's request or when required. Courtesy copies are designated by the "cc:" notation.

Date

The office signing the correspondence types or stamps the date on all copies. If typed, spell the month in full; type the numbers for the day of the month without -st, -nd, -rd, or -th; and type the year in full with no period at the end. *Example:*

June 3, 1993

Margins

Margins of at least 1 inch* and not more than 1-1/4 inches are recommended. Short letters may be balanced vertically on the page. In such cases, right and left margins may be increased up to 1-1/2 inches. Variations take more time to set up and may result in retypes, increased costs, and delays.

*NOTE: At the "To:" "From:" and "Subject:" lines for memoranda, typing should begin two spaces to the right of the colon, or as close as possible when using proportional spacing.

CONCURRENCES		
RTG SYMBOL		
INITIALS/SIG		
DATE		
RTG SYMBOL		
INITIALS/SIG		
DATE		
RTG SYMBOL		
INITIALS/SIG		
DATE		
RTG SYMBOL		
INITIALS/SIG		
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DATE		
RTG SYMBOL		
INITIALS/SIG		
DATE		
RTG SYMBOL		
INITIALS/SIG		
DATE		

Form DOT F 1320.65 (Rev. 5/83)
Supersedes previous edition

OFFICIAL FILE COPY

GRID

Figure 1
Official File Copy Grid

Style

Correspondence will be in full block style with all elements typed flush left.

Using Office Automation

Office automation can increase the speed and accuracy of correspondence preparation. Use it as much as possible.

Use office automation capabilities to program all correspondence formats that remain constant, such as margins, spacing, style, captions (if any), and the signing official's name and title. Recurring information can be stored for each signing official. This information may be used for memoranda, letters, and official file copy information.

Offices with storage and recall capabilities should store all names, titles, addresses, and correspondence symbols for frequently used officials or other addressees. This information should be updated regularly. Clerical staff and program officials should use software "spelling check" features before printing any correspondence.

Succeeding Pages

Type the second and succeeding pages on plain paper. Starting with the second page, type the page number six lines from the top flush left. Continue the body of the correspondence two lines below the page number.

Copy Block

Distribution notations for file and information copies are indicated only on internal copies. Type "cc:" flush with the left margin, two lines below the last line of type. List the recipients, including routing symbols and files as appropriate. If more than one copy is being forwarded to an addressee, indicate the number of copies in parentheses after the office symbol. Check a copy for each recipient and distribute. *Example:*

cc: M-10, M-30, M-40(3)
File: M-20 Correspondence

The preparing office may type the "cc:" notation on the original copy if a public listing of all the correspondence recipients is desired.

If the correspondence has been controlled by the OST Executive Secretariat, and/or internally, type the

control number and due date after the appropriate routing symbol in the distribution block. *Example:*

cc: M-1, M-20, S-20 (Control #67890, due 8/1/93)

Identification Line

The writer's identification line is shown on all internal copies of the letter or memorandum. Type the routing symbol of the preparing office, the writer's first initial and surname, the typist's initials, the writer's telephone number or extension, and the date. Separate each item with a colon. On the second line below the writer's identification line, type the electronic file identification. Place the entire notation flush with the left margin, two lines below the last line of typing.

Example:

M-22:JDoe:bjp:x65154:12/12/93
(computer network datafile information)

If the correspondence is subsequently rewritten and/or retyped, this information should be added directly below the first identification line. *Example:*

M-23:JDoe:m1a:x63456:8/12/93
Rewritten:M-1:JDoe:ela:x64532:8/15/93
and/or
Retyped:M-1:tmt:x65434:8/16/93

After assembling the package, fold the marked-up copy and clip to the top of the package. Draw a diagonal line through the original grid copy and attach it behind the rewritten and/or retyped grid.

Concurrences

Avoid both excessive coordination within an office and insufficient coordination between offices. Do not refer correspondence for concurrence to offices which merely need to be informed.

Refer to Chapter 3 for coordination policies and procedures.

When coordination is required, enter the routing symbol of each concurring office in the appropriate block of the ladder on the official file copy. Concurring officials will initial and date in the appropriate blocks.

Assembly for Signature

Assemble the memorandum or letter so it can be easily reviewed by the signing official and dispatched by

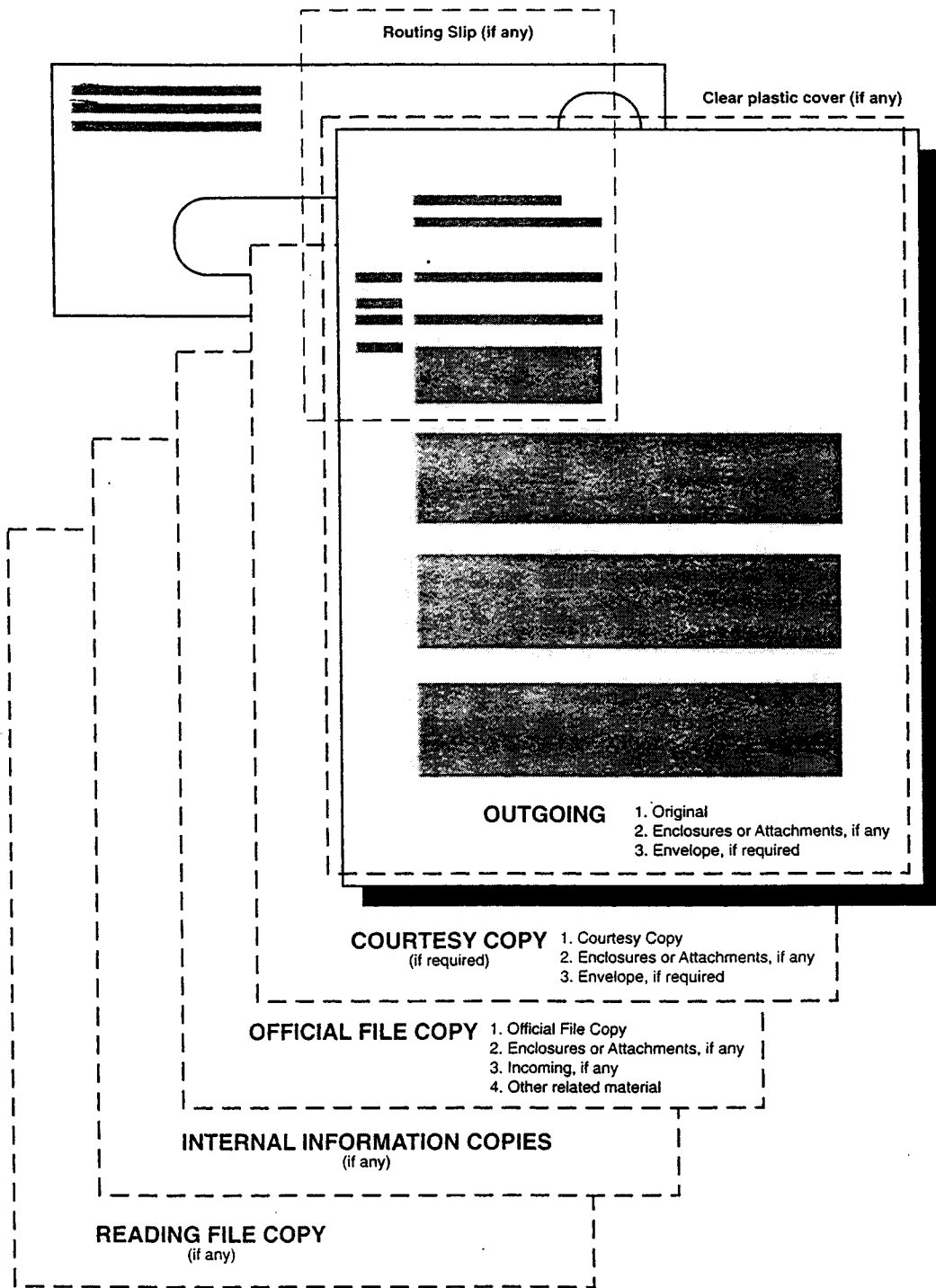


Figure 2
Assembly for Signature

the signing level office. As illustrated in Figure 2, memoranda and letters are assembled in the following order: first the routing slip (if any); the original letter; the envelope (if any); the enclosure or attachment (if any); the courtesy copy (if any); then the official file copy (grid) with background material and incoming correspondence; and finally any other copies.

Tabs

The correspondence assembly outlined above may be separated by tabs, e.g., FAA Form 1360-19. The front of this form indicates Signature, Attachment,

Incoming Material, and Initial. The back indicates Background and Clearances. The tab is designed to accommodate a paper clip and can be turned to the desired indicator. DOT F 1325.2 through DOT F 1325.5 are full page tabs that indicate Signature, Concurrence, Incoming, and Background. Both types may be used as a set or individually to highlight the contents of a package. See a diagram of each type of tab at Figures 3 and 4.

When a letter is two or more pages, correspondence tabs should be used to indicate on which page the signature/concurrence block appears.

MEMORANDA

A memorandum is used for correspondence within the Department and begins with the following captions: "Subject:" "From:" "To:" and "Reply to Attn. of:" (see Figure 5). Use a memorandum form with the appropriate organizational designation.

Senders Reference

A sender's reference includes the writer's name and telephone number so that questions can be referred to the appropriate person. The sender's reference is typed after the "Reply to Attn. of:" caption. If the memorandum is addressed to, or will be signed by, the Secretary or Deputy Secretary, include the drafter's name and telephone number. *Example:*

Reply to
Attn of: Doe: x62352

When the memorandum is to be signed outside the action office, type the action office's routing symbol as the sender's reference. This ensures later identification of the originating office. *Example:*

Reply to
Attn. of: S-60

Subject Line

Keep the subject short, preferably not more than 10 words. If more than one line is needed, type runover lines flush with the left margin.

Capitalize the first letter of all words in the subject line except articles, prepositions, and conjunctions.

Indicate at the beginning of the subject line whether the memorandum is for ACTION or INFORMATION.

Example:

Subject: ACTION: DOT Correspondence Handbook

When responding to a memorandum, use the same subject and refer to the incoming memorandum.

Example:

Subject: INFORMATION: Correspondence Handbook (Your memo, 9/11/92)

When sending a second memorandum to the same person before receiving a reply to the first, refer to the first outgoing memorandum. *Example:*

Subject: INFORMATION: Correspondence Handbook (our memo, 9/11/92)

From Line

The "From:" line contains the name, title, and routing symbol of the person signing the memorandum. Memoranda from secretarial/departmental officers and heads of operating administrations contain only the name and title.

A lengthy "From:" line is continued on a second line and indented two spaces from the left margin or as close as possible when using proportional spacing as follows:

From: Jane Doe
Director, Office of Administrative
Services and Property Management, M-40

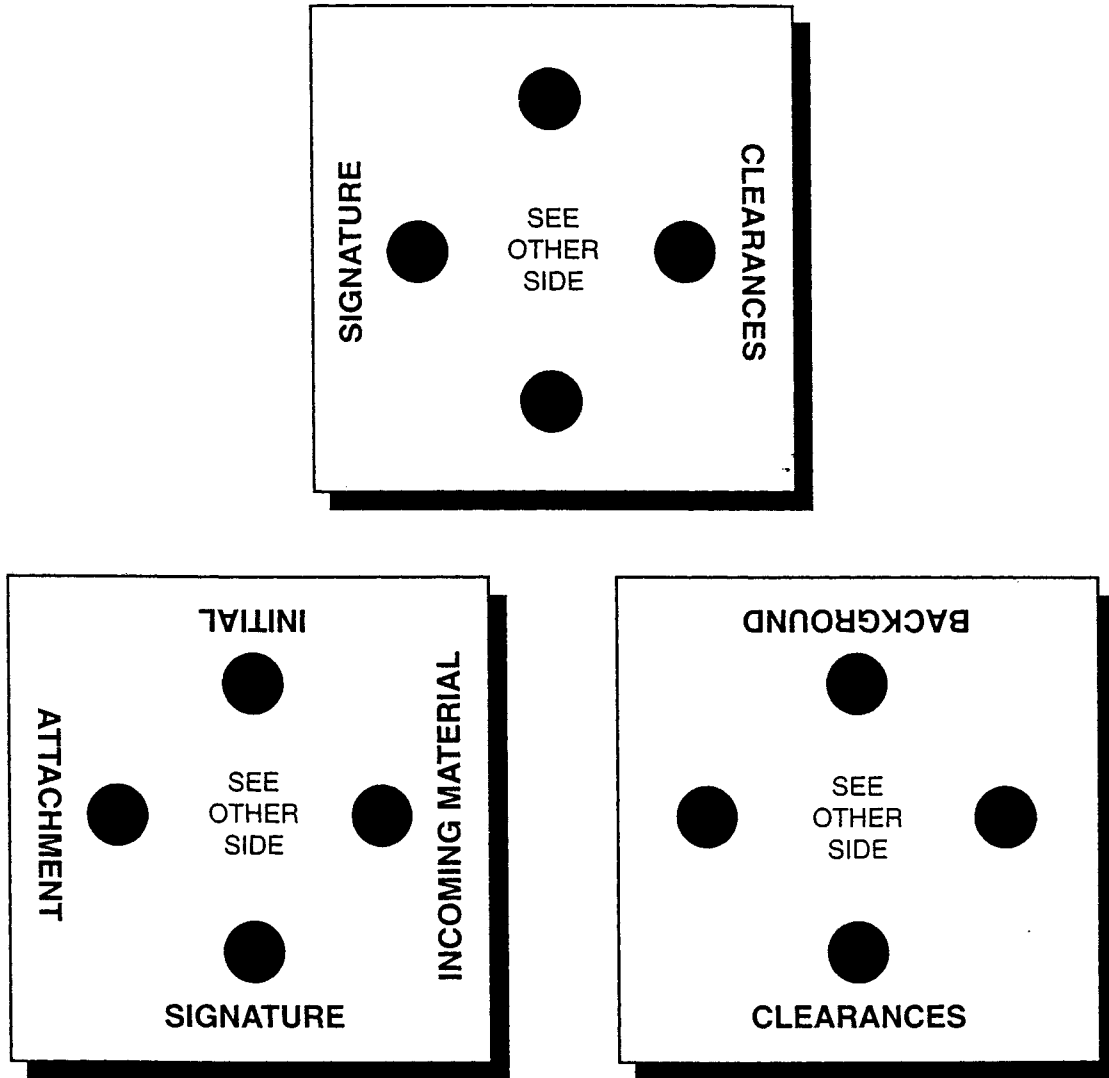


Figure 3
Correspondence Tab

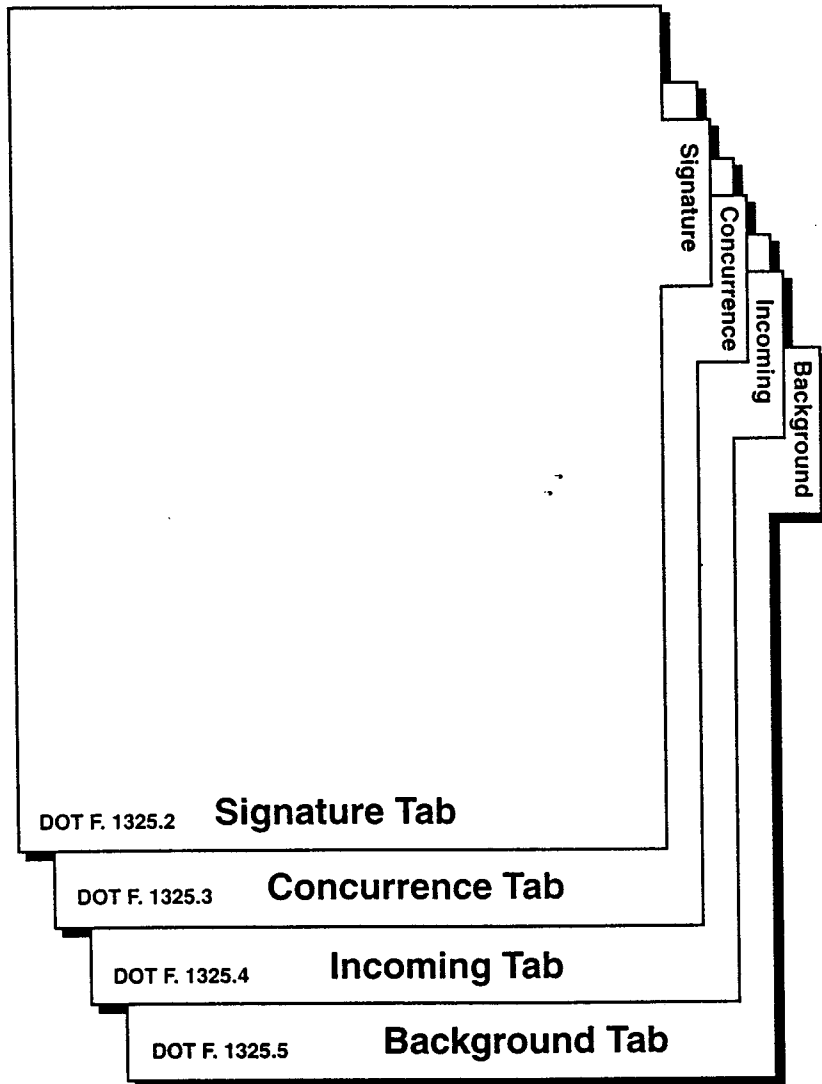



Figure 4
Tabs Used in Assembling
Correspondence

 **Memorandum**

U.S. Department of
Transportation
Office of the Secretary
of Transportation

Subject: **ACTION:** Format for U. S. Government Date: May 20, 1993
Memoranda

From: *Jane Doe* Reply to
Jane Doe Attn. of: Proctor: x64738
Director of Management Planning, M-20

To: John Doe
Chief, Management and Organization Division, MAR-318
THRU: Director of Management Services, MAR-310

[Redacted content]

**Figure 5
Memorandum**

When the memorandum is prepared for the signature of more than one person, type the signers' titles and routing symbols. *Example:*

From: Chief, Real Property Division, M-47
 Chief, Personal Property Division, M-44

When an individual is detailed to a position as the result of a personnel action, use the term *Acting* before the title in the "From:" line. *Example:*

From: John Doe
 Acting Manager, Management Systems
 Division, AEA-60

When an individual is acting in another position without a personnel action, the "From:" line will reflect the name and title of the incumbent, and the person will sign *For* the incumbent. *Example:*

From: John Doe *Mary Jones for*
 Manager, Management Systems
 Division, AEA-60

To Line

The "To:" line includes the name, title, and routing symbol of the addressee.

Memoranda addressed to secretarial/departmental officers and heads of operating administrations contain the title only. *Examples:*

To: The Secretary
 or
 To: Assistant Secretary for Administration

Memoranda addressed to office directors and below contain the name, title, and routing symbol. *Example:*

To: John Doe
 Director, Office of Management Planning, M-20

Multiple addressed memoranda to office directors and below contain *only* the *title* and routing symbol. A checkmark is placed to the right of the appropriate line to indicate which office will receive the copy. *Example:*

To: Director of Civil Rights, S-30✓
 Director of Administrative Services and
 Property Management, M-40

Multiple addressed memoranda to key officials of the Department, i.e., departmental officers, secretarial officers, and heads of operating administrations, contain the titles only. For detailed instructions on addressing key officials, please refer to Appendix 1, Forms of Address.

A distribution list is used when an identical memorandum is forwarded to more than *four* individuals. The distribution list is typed on a separate sheet containing the name, title, and routing symbol of the addressee and is attached to each copy of the memorandum. A checkmark is placed at the right of the addressee's title. At the "To:" line, type *See Distribution*. *Example:*

To: See Distribution

When identical memoranda are forwarded to all-inclusive groups such as division and staff members, write the routing symbol of each addressee in the upper right corner of the appropriate copy.

When identical memoranda are required for two or more persons, prepare an original for each addressee and only one set of official file copies. Type a list of the addressees on all internal copies, or if the list is too long, attach it to the file copies.

If the correspondence does not apply to one or more of the group, it is permissible to exclude them. *Examples:*

To: Regional Office and Center Directors
 (except Southern Region)
 or
 To: Division and Staff Managers
 (except Procurement Division)

Attention Line

Whenever possible, avoid using an attention line in correspondence. If you must use one, type "ATTN:" at the left margin on the first line below the "To:". *Example:*

To: Assistant Secretary for Administration
 ATTN: Director of Management Planning, M-20

Thru Line

When sending a memorandum through another office before going to an addressee, type "THRU:" at the left margin on the first line below the "To:" line followed by a colon. *Example:*

To: Jane Doe
Director of Management Planning, M-20
THRU: Chief, Policy Division, M-23
or
To: John Doe
Director, Acquisition and Material Service, ALG-1
THRU: Manager, Policy Branch, ALG-110
Manager, Property Branch, ALG-100

Body

Begin the body of the memorandum three lines below the last line of the caption. Single-space lines in the paragraph and double-space between paragraphs. Double-space one paragraph memoranda of 10 lines or less. Break long paragraphs into subparagraphs for easier reading. For easier reference, you may number or letter paragraphs (see Figure 6 for guidance).

Signature

The memorandum is signed at the "From:" line above the typed name and title. For multiple signatures, sign to the right of the titles and routing symbol.

Attachments

Any additional material included with a memorandum is called an attachment. (With a letter, it is referred to as an enclosure.) Type "Attachment" flush left two lines down from the text. If there is more than one attachment, indicate the number. When attachments have special importance or are not cited in the memorandum, list them. *Example:*

Attachments (2)
or
2 Attachments
or
Attachments:
Word Division Supplement to the GPO Style Manual
U.S. Government Correspondence Manual

<p>1. Numbering and lettering paragraphs can be helpful as a reference aid. When main paragraphs are not numbered, one may refer to them in numbers (such as "in paragraph 2") and assign letters to subparagraphs.</p> <p>a. Subdivided paragraphs are more easily understood when identified with alternating numbers and letters. The following sequence is suggested: 1, a, (1), (a), <u>1</u>, <u>a</u>, (1), (a).</p> <p>(1) When a paragraph is subdivided, it must have at least two subdivisions.</p> <p>(2) When citing a subparagraph, type it without spaces; for example, "subparagraph 1a(2)."</p> <p>b. When letters are lengthy, underlined titles or captions will make it easier to read and reference.</p> <p>2. Arrangements may differ from the one shown here to meet special requirements, such as those for legal documents.</p>
--

Figure 6
Numbering and Lettering Paragraphs

Response Block

A response block may be included on the memorandum as a convenient method of obtaining approval or disapproval from the authorizing official. Possible responses and a date line are typed in all capital letters flush with the left margin, beginning two lines below the last line of the correspondence or attachment notation.

The approving official will sign on the appropriate line. *Example:*

The Secretary

APPROVED: _____

DISAPPROVED: _____

COMMENT: _____

DATE: _____

LETTERS AND LETTERHEAD MEMORANDA

LETTERS

Letters are used to correspond with individuals outside of the Department such as White House officials, Cabinet officers, Members of Congress, business executives, etc. Letters do not have captions and use a salutation and complimentary close (see Figure 7).

Date

The date will be typed or stamped flush left after the letter has been signed.

Inside Address

Examples of addressing correspondence to recipients outside the Department are shown in Appendix 1, Forms of Address.

When the letter is a full page, begin the address at the left margin six lines below the organizational designation on the letterhead. When the letter is less than a page, arrange the typing so that it is balanced on the page. (See Figure 7.) Single-space the address and arrange it in block style. Type the ZIP Code two spaces to the right of the last letter of the state.

The address contains the name, street address, city, state, and ZIP Code. When addressing an individual in a company or Federal agency, the address contains the name, title, and company or Federal agency.

The entire address on the letter itself is no longer than five lines. No line in the address overruns the center of the page. Runover lines are continued on the sec-

ond line. Indent the continuation line two spaces from the left margin or as close as possible when using proportional spacing and begin typing. *Example:*

Mr. John Doe
Chairman, Professional Associates
of the United States
5906 Weaver Place
Clymer, PA 15728

When an identical letter is written to two or more persons, prepare an original for each addressee and one set of file copies. Type a list of the addressees on all internal copies, or if the list is too long, attach it to the file copies. *Example:*

IDENTICAL LETTERS TO:

Mr. John Doe
16 Main Street
Houston, TX 76895

Ms. Jane Doe
8544 North Alexander
Oklahoma City, OK 73119

Use the capitalized and unpunctuated two-letter state abbreviations recommended by the U.S. Postal Service. (See Appendix 2.)

Attention Line

When appropriate, type "Attention:" or "ATTN:" two lines below the address, flush left, followed by two spaces and the individual's name. The salutation should state the addressee of the letter, not the person

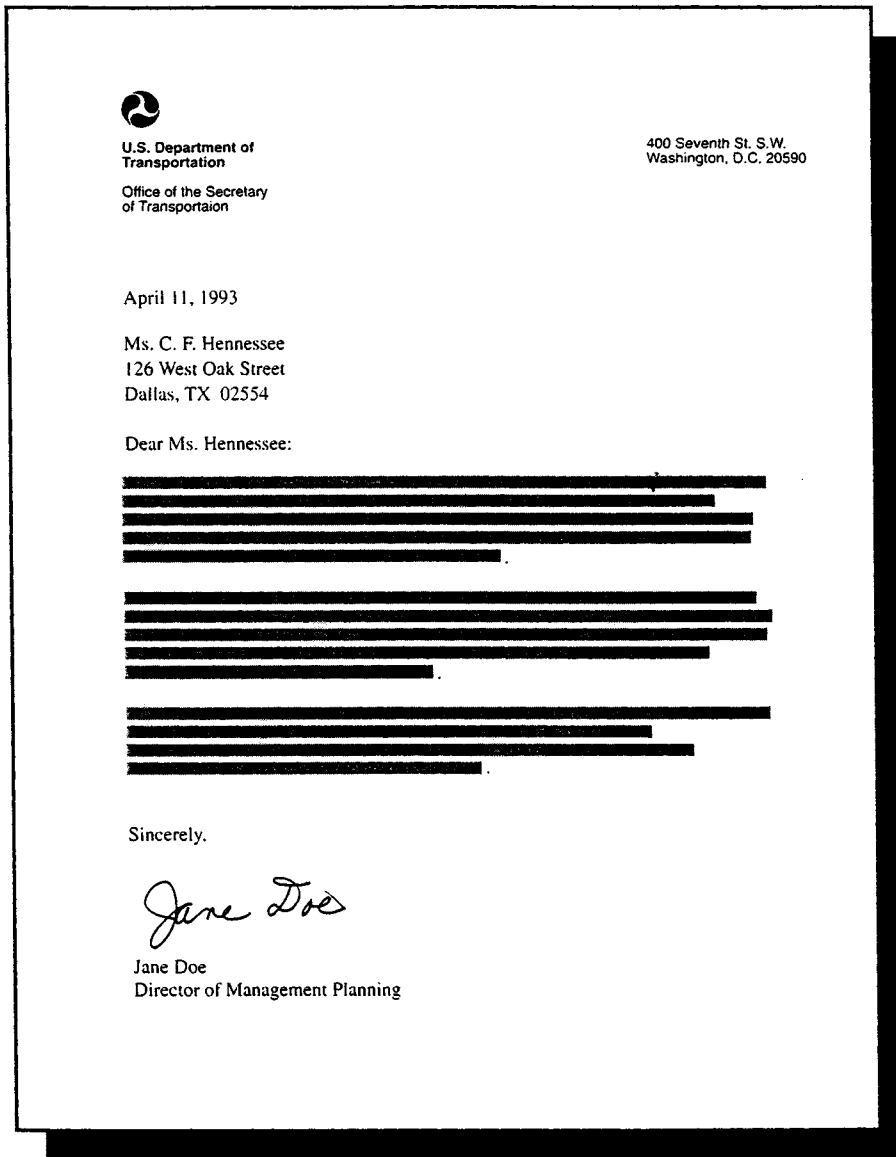


Figure 7
Formal Letter

named in the attention line. On the envelope, the attention line must be within the address. Information placed below the city, state, and ZIP Code line cannot be read by automated scanners and will require manual processing and result in slow delivery. (See Chapter 4 for more information on envelope preparation.)

Salutation

For formal letters, type "Dear" and the appropriate salutation flush with the left margin two lines below the last line of the address. Follow the salutation with a colon. See Appendix 1, Forms of Address, for the proper format for names and titles of addressees.

Body

Begin the body of a letter two lines below the salutation. Paragraphs are flush with the left margin. Single space the text and double-space between paragraphs. Correspondence that is one paragraph and less than 10 lines is double spaced.

Complimentary Close

Type the complimentary close flush left, two lines below the last paragraph. See Appendix 1 for appropriate complimentary closes.

Signature

Type the name of the sender five lines below and flush with the complimentary close. On the next line, type the title unless it is already preprinted on the letterhead. Use initial capital letters in the title except articles, prepositions, and conjunctions. If more than one line is needed for the title, indent succeeding lines two spaces. The name and titles should be no longer than four lines. *Example:*

Sincerely,

John Doe
Director of Information Resource Management

Enclosure(s)

Type "Enclosure(s)" flush left two lines below the signature element. If there is more than one enclosure,

show the number. When enclosures have special importance, or are not cited in the letter, list them.

Example:

Enclosures (2)

or

2 Enclosures

or

Enclosures:

Word Division Supplement to the GPO Style Manual
U.S. Government Correspondence Manual

When there is more than one enclosure, identify each enclosure by number in the upper right corner, e.g., Enclosure 1, Enclosure 2. When there is more than one lengthy enclosure, use tabs to identify each enclosure by number.

Separate Cover

When material referred to in the text is to be forwarded under separate cover, type *Separate Cover* flush with the left margin two lines below the enclosure notation. List the material whether or not it was identified in the text. Include a copy of the letter with the material mailed under separate cover. When sending more than one document under separate cover, indicate the number of copies in parentheses following the identification of the document as follows:

Separate Cover

Airmen Information Manual (2)

LETTERHEAD MEMORANDA

Letterhead memoranda may be used by departmental officers and heads of operating administrations to correspond with their counterparts in other Government agencies or for longer notes within DOT. (See Figure 8.)

Letterhead memoranda are required for correspondence from the Secretary to the President, transmittal of draft suggested replies to the White House, and other secretarial communications as outlined in Chapter 2.

To Line

Type "MEMORANDUM TO:" followed by the title and address on succeeding lines. *Example:*

MEMORANDUM TO: The Honorable John Jones
Assistant Secretary for
Management



THE SECRETARY OF TRANSPORTATION
WASHINGTON, D.C. 20590

October 19, 1993

MEMORANDUM TO : John Doe
Assistant to the President for
National Security Affairs

FROM: Federico Peña

SUBJECT: Civil Aviation Relations with France

[Redacted content consisting of multiple lines of blacked-out text]

Figure 8
Letterhead Memorandum

From Line

The "From" line contains the name and title of the sender. If the title of the sender is preprinted on the letterhead, as in Figure 8, type only the name of the sender.

Subject Line

Type "Subject:" flush left, two lines below the "From:" line. If more than one line is needed, type runover directly below previous line.

Body

Begin the body of a letterhead memorandum three lines below the "Subject:" line. Paragraphs are flush

with the left margin. Single-space the text and double-space between paragraphs. Correspondence that is one paragraph and less than 10 lines is double-spaced.

Signature

The letterhead memorandum is signed at the "From:" line above the typed name and title.

Attachment

Additional material forwarded with a letterhead memorandum is called an attachment. See previous discussion under "MEMORANDA" for format instructions for attachments.

OTHER TYPES OF CORRESPONDENCE

Introduction

Listed below are types of correspondence not considered routine. Refer to DOT Order 1640.4C, Classification, Declassification, and Control of National Security Information, 1993, for further information on handling classified correspondence.

Classified Correspondence

The level of security accorded correspondence (such as TOP SECRET, SECRET, CONFIDENTIAL, or others) depends on the degree of importance to national security. These designations are given to information which requires protection from unauthorized access. Classified documents being processed should be kept under constant control to ensure protection. Documents containing such information must be properly marked, transmitted, and safeguarded.

Sensitive Correspondence

Sensitive information is exempt from public disclosure by law and must be protected. Such information deals with personal privacy, privileged information furnished by persons or businesses, personnel, medical or investigative data, and internal policy matters.

Freedom of Information Act and Privacy Act Correspondence

Requests under the Freedom of Information Act (FOIA) and Privacy Act should be controlled. Responses to FOIA requests should be prepared according to statute and regulations in the Code of Federal Regulations (CFR), Part 7. Responses to Privacy Act requests shall be prepared according to DOT H 1350.2, Departmental Information Resources Management Policy Handbook.

CHAPTER 2 CONGRESSIONAL, WHITE HOUSE, AND SECRETARIAL CORRESPONDENCE

CONGRESSIONAL CORRESPONDENCE

Congressional correspondence includes letters sent or referred to the Department by Members of Congress or their staffs that require direct replies to either the constituent or the Member. Replies to congressional correspondence concerning the Department's policy or other substantive matters should be prepared for the signature of the Secretary or Deputy Secretary.

Replies to congressional correspondence on routine matters should be prepared for the signature of the appropriate official authorized by existing delegation of authority.

Time Limits for Replies

Record the date of controlled mail on the incoming letter by a time/date stamp on the back or an internal control sheet, if such a form is used, to ensure that due dates are met.

If the due date for a reply to controlled correspondence cannot be met, the action office will prepare an interim response which includes the best possible estimate when a reply can be expected. If the final response will be signed by the Secretary or Deputy Secretary, the interim response will also be signed by the Secretary /Deputy Secretary.

Additional guidelines on time limit for replies can be found in Chapter 5.

Copy Requirements

Prepare standard copies of all correspondence as instructed in Chapter 1.

If writing to a Member of Congress in a district office, send a copy to the Washington office.

When replying to correspondence signed by more than one Member of Congress, send each an original.

Additional guidelines on copy requirements can be found in Chapter 5.

Prepare one copy of all controlled congressional correspondence for the Office of the Assistant Secretary for Governmental Affairs.

Congressional Constituent's Mail

If the Member of Congress has specifically requested that DOT reply directly to the constituent, prepare the reply according to Chapter 1 instructions. When requested, return to the Member of Congress the original of any constituent's mail which has been forwarded to the Department by the Member. A letterhead copy of the reply to the constituent, including enclosures, will be forwarded to the Member of Congress.

Congressional Committee Correspondence

When a member of Congress writes as Chairperson of a Committee, address the Member as Chairperson in the reply. See Appendix 1, Forms of Address, for the correct format.

Congressional Staff Correspondence

When correspondence is received from a congressional staff member, address your reply to the Member of Congress or the Chairman of the Committee. Address the envelope to the Member of Congress, attention to the staff member.

WHITE HOUSE CORRESPONDENCE

White House correspondence includes letters prepared in the Department for the signature of the President or members of the White House staff and correspondence referred from the White House for direct reply by the Department. Most of the latter correspondence is routine, noncontrolled mail which is called bulk mail.

Time Limit for Replies

The due date for preparing replies to White House mail is 72 hours from date of receipt in the action office unless a different due date is specified. This deadline applies to all White House correspondence which is controlled in OST, including some nonroutine mail referred for direct reply. The due date for preparing replies to bulk mail referred for direct reply is 10 working days from date of receipt in the action office.

If not controlled, record the date of receipt of the incoming letter.

If the due date for a reply to either controlled or bulk White House mail cannot be met, the action office will prepare an interim response which includes the best possible estimate when a complete reply can be expected. The acknowledgement may be signed within the organization that will sign the final response. The action office may sign the interim response, as appropriate. If the final response will be signed by the Secretary or Deputy Secretary, the interim response will also be signed by the Secretary/Deputy Secretary.

Correspondence for White House Signature

Correspondence signed at the White House level is prepared as outlined in Figure 9, and as follows:

- Type the letter in double-spaced draft form on plain white bond. Type the words PROPOSED RESPONSE or SUGGESTED REPLY in all capital letters in the upper right corner, leaving one space between each letter. (See Figure 9.)
- Use Sincerely for the complimentary close.
- Do not type the name of the President or anyone else's name or title on the letter unless specified in the instructions received.

- Type the addressee's name and address at the end of the letter flush with the left margin, 10 lines below the complimentary close.

The copy requirements are as follows:

- Prepare standard copies for all correspondence as instructed in Chapter 1.
- Prepare one plain white courtesy copy. Additional copies may be prepared as requested. Type PROPOSED RESPONSE or SUGGESTED REPLY with one space between each letter in the upper right corner of each courtesy copy.

The transmittal is in the format of a letterhead memorandum described in Chapter 1 and summarizes the background of the letter, the action taken, and the justification. It also includes references to any pertinent precedents, laws, and policies. See Figure 10 for an example of transmittal correspondence.

A copy of incoming White House correspondence is made for the official file. Make the notation "Original of incoming correspondence returned to White House" on the grid.

White House Referrals for Direct Reply

When replying to Presidential mail, avoid phrases that contain the word *referred* or mention the White House as though it were a person. Use phrases such as:

- President (surname) has asked me to thank you for. . .
- Thank you for your letter to President (surname). . .
- On behalf of President (surname) thank you for. . .

Only when it is inappropriate to express appreciation use:

- President (surname) has asked me to reply to. . .
- Your letter to President (surname) has been received. . .

If the action office determines the reply to be of unexpected interest or significance, a copy may be sent to the White House. In such cases, attach a clean copy of the incoming letter to the White House copy of the outgoing letter. The reply copy should be on letterhead stationery.

(PLAIN WHITE BOND PAPER)

PROPOSED RESPONSE


Dear _____:

Sincerely,

Addressee
Street Address
City, State, Zip Code

Figure 9
Correspondence Signed at White House

11



THE SECRETARY OF TRANSPORTATION
WASHINGTON, D.C. 20590

MEMORANDUM TO: (current incumbent)
(title)
The White House

FROM: Jane Doe
Director, Executive Secretariat

SUBJECT: Correspondence from D. Robinson

(Summarize the background of the letter, the action taken, and the reasons for it.
Reference any pertinent precedents, laws, and policies.)

Attachment

Figure 10
Transmittal Letterhead Memorandum

SECRETARIAL CORRESPONDENCE

Secretarial correspondence includes correspondence prepared in DOT for the signature of the Secretary or the Deputy Secretary, or correspondence referred from them for direct reply.

Time Limit for Replies

The due date for replies to controlled secretarial mail is 5 working days from the date of receipt in the action office, unless a different due date is specified. This deadline applies to correspondence prepared for the signature of the Secretary or the Deputy Secretary. It also applies to controlled correspondence referred from the Secretary or the Deputy Secretary for direct reply. If the referred correspondence is routine mail which is not controlled, the due date for preparing replies is 10 working days from the date of receipt in the action office.

The date of receipt of the incoming letter in the action office should be recorded on the upper right-hand corner or by a time/date stamp on the back. This will establish the due date of the response.

If the due date for either controlled or noncontrolled correspondence cannot be met, the action office will prepare an interim response within 5 days, which includes the best possible estimate when a reply can be expected. The interim response is signed by the action office.

If the Secretary or Deputy Secretary will sign the final response, the interim response will also be signed by the Secretary or Deputy Secretary.

Format

Letters prepared for the signature of the Secretary or the Deputy Secretary should be prepared using the format described in Chapter 1 for letters.

Copy Requirements

Prepare the required number of copies for correspondence as described in Chapter 1. Make one copy of the original letter and enclosures, if any, for the OST Executive Secretariat.

Salutation

Use the same form of the addressee's name as used in the signature of the incoming letter. If there is no incoming letter, or you are not sure whether the

Secretary or the Deputy Secretary uses the addressee's first name, contact the OST Executive Secretariat for assistance.

Complimentary Close

Use the following complimentary closes for the Secretary and Deputy Secretary:

- Sincerely, for general correspondence;
- Respectfully, for correspondence going to the President; and
- Very truly yours, when required by protocol as described in Appendix I, Forms of Address.

Signature

Type the name of the Secretary or Deputy Secretary five lines below the complimentary close.

Transmittal Memorandum

On lengthy correspondence submitted for the Secretary's or the Deputy Secretary's signature, prepare a transmittal memorandum summarizing the background of the inquiry, the action taken, the justification, and the recommended course of action.

Routing and Assembly for Signature

All correspondence for the signature of the Secretary or the Deputy Secretary is submitted through the OST Executive Secretariat. The package is arranged as described in Chapter 1.

Referrals for Direct Reply

When correspondence has been referred from the Secretary or the Deputy Secretary for direct reply, advise the addressee of this in the response. Suggested opening statements include:

- Thank you for your letter to Secretary (surname) or Deputy Secretary (surname) regarding (Subject).
- Secretary (surname) or Deputy Secretary (surname) has asked me to thank you for your interest in (Subject).



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CHAPTER 3 COORDINATION

DEFINITIONS

For purposes of this Handbook, the following definitions apply:

- **Coordination**

Procedures performed by the action office to ensure a coordinated response prior to approval and/or signature.

- **Concurrence**

Agreement with the proposed response.

- **Nonconcurrence**

Disagreement with the proposed response.

- **Concurrence with Comment**

Agreement with the proposed response, but a recommendation/suggestion that the proposed response be revised to avoid incorrect, unresponsive, or misleading statement(s).

GENERAL

- Coordination of outgoing correspondence will be held to a minimum and completed by the quickest and most informal method appropriate for the action.
- Correspondence will be coordinated with those offices having a substantive interest in the subject matter.
- Coordination shall not be requested merely for courtesy or informational reasons.
- When practical, coordination will be accomplished by the action office during draft stages to avoid revisions to the final response.
- Coordination should be handled in an expeditious manner – normally within 1 working day.

COORDINATION METHODS

- **Simultaneous.** A copy of the correspondence is sent to each coordinating official at the same time. The coordinator should contact the drafter by tele-

phone or personal visit to resolve any differences. The coordinator should sign, date, and indicate his/her routing symbol on the official file copy.

- **Sequential.** Correspondence is sent to one office at a time for signature on the same official file copy.
- **Telephonic/Facsimile (FAX).** When the action office and coordinating office are geographically separated, coordination by telephone or FAX is advisable. Note on the official file copy when coordination was obtained by telephone.

COORDINATION RESPONSES

- **Concurrence.** The signer should indicate concurrence on proposed correspondence by initialing the official file copy along with the date and routing symbol. The package should be returned to the action office promptly to meet the deadline date.
- **Concurrence with Comment.** When the reviewing/commenting office agrees with the proposed response but has editorial comments, concurrence is documented by initialing the grid of the official file copy and indicating where suggested edits should be inserted. The coordination process should be complete before the action office revises the final response.
- **Nonconcurrence.** When a reviewing/commenting office nonconcurrs in a proposed response, a written statement should be submitted to the action office indicating the reason(s) for the nonconcurrence. The action office and the reviewing/commenting office should make every effort to resolve the disagreement(s).
- **Unresolved Issues.** Efforts must be made to resolve all nonconcurrences and comments made by coordinating offices before transmitting the correspondence. If comments cannot be adopted or nonconcurrences resolved, refer the matter to the next level of supervision, preferably with a summary cover sheet. The summary should clearly define the comment(s) and/or nonconcurrence(s) not adopted or resolved and the reasons for such non-adoption or nonresolution.



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CHAPTER 4 ENVELOPES AND MAILING

OFFICIAL MAIL

Official mail consists of communications, publications, and other materials, sent through the postal or other distribution systems, which relate exclusively to the business of DOT. Official mail is sent in DOT or operating administration envelopes, or in parcels using address labels which are the equivalent of the printed envelope. These envelopes are blank in the upper right-hand corner, referred to as the postage area. When mailed, either official postage stamps are applied or the envelope receives a postage meter imprint. Such mail is referred to as penalty mail due to the statement imprinted on each envelope or label indicating a monetary penalty for private use.

ADDRESSING THE MAIL

For mail to be automation compatible, envelopes and mailing labels must be prepared following strict guidelines issued by the Postal Service.

The **ADDRESS BLOCK** consists of four or five lines:

Information/Attention HARRY GORDON
PRESIDENT
Name of recipient GORDON INSURANCE CO.
Delivery Address 236 SUNSET AVE RM 101
Post office, State, ZIP LOS ANGELES CA 90012-0001

- **Information/Attention Line** (optional) tells name of receiver. If used, it should be the first line of the address.
- **Name of Recipient** refers to the company, agency, or office.
- **Delivery Address Line** is the street address, PO Box number, rural delivery route, suite, and/or apartment number. Use the following abbreviations on this line, as appropriate, with no punctuation.

N, S, E, W (North, South, East, West); NE, NW, SE & SW; AVE (Avenue), ST (Street), DR (Drive), RD (Road), PL (Place), BLVD (Boulevard), CIR (Circle), HWY (Highway); RM (Room), STE (Suite), or APT (Apartment) number.

- **Post Office, State, ZIP** are self-explanatory.

NOTE: The ZIP+4 code should be used if known, otherwise, the five digit ZIP Code must be used. If the ZIP Code will not fit on the last line, it may be put directly under, and in line with, the city name.

DUAL ADDRESSES

Dual addresses include both a street address and a Post Office box. Do not use dual addresses, if possible. If used, the mail will be delivered to the lower address of the two. The ZIP Code or ZIP+4 Code should always correspond to the lower address:

GRAND PRODUCTS INC
171 MAJOR ST
PO BOX 200
NEW YORK NY 10001-0200

The mail will be delivered to the PO Box, and the ZIP code must correspond with the PO box.

ADDRESSING RULES

- The entire address should be in capital letters.
- No punctuation except the hyphen in the ZIP+4.
- Use the correct two-letter state abbreviation. (See Appendix 2.)
- Use only one space between the state and the ZIP Code.
- The last line of international mail should be the country name only.
- Use the correct five digit ZIP Code. If not known, each mail room and/or post office has a copy of *The National Five-Digit ZIP Code & Post Office Directory*.

APO/FPO MAIL

The addressing format for the Army Post Office (APO) or Fleet Post Office (FPO) uses AA, AE, and AP in lieu of the state. AA is used for the Americas except in the continental United States and Canada; AP, for nations in the Pacific rim; and AE for the Atlantic area and Europe.

INTERNATIONAL MAIL

International mail should normally be sent by air. Surface mail can take 30 to 45 days to reach its destina-

tion. Overseas mail is expensive and should be prepared to limit costs, e.g., reports should always be printed on both sides of the page.

ENVELOPE AND ADDRESS LABEL PREPARATION GUIDE

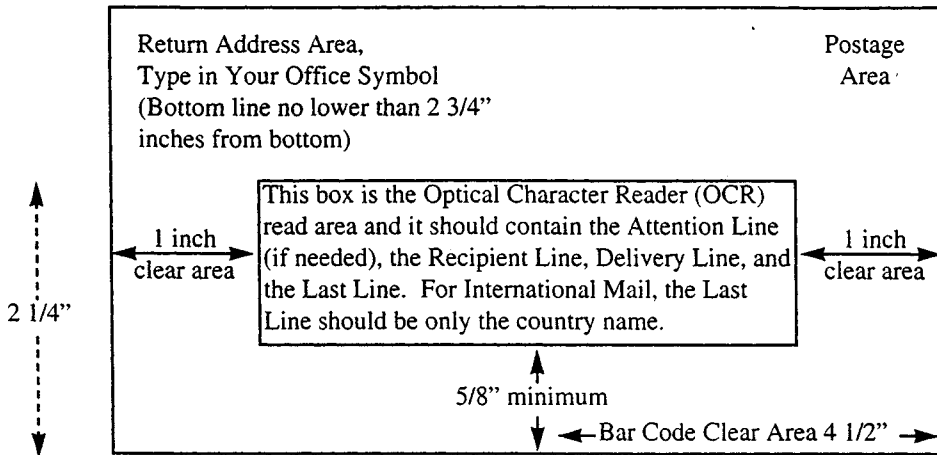


Figure 11

BUSINESS REPLY MAIL (BRM).

BRM is used when seeking information from others. An agency may send out requests for information to a selected audience and include preprinted BRM envelopes. The agency is then charged only for those envelopes which are returned. The Postal Service

charges the First-Class mail fee for the envelope plus a small accounting charge. For large mailings, this is much cheaper than metering or stamping each return envelope. Each of the departmental elements in DOT has its own BRM permit number. A sample BRM envelope/label is shown below:

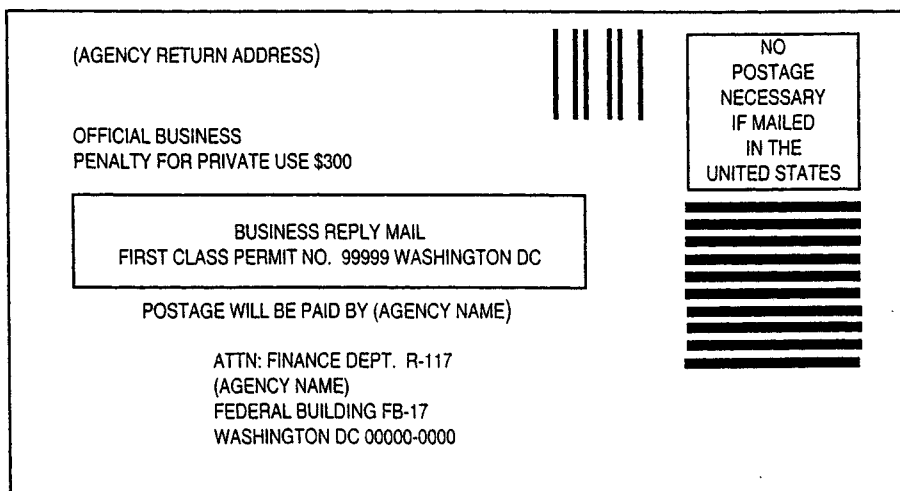


Figure 12

Please see the DOT Mailer's Handbook, DOT H 1320. 23, for additional information on mailing.

CHAPTER 5

EXECUTIVE SECRETARIAT GUIDELINES

Guidelines for Preparing Letters

The Secretary has a strong, personal interest in ensuring that all mail received in the Department is handled in a timely and responsive manner. The mail provides a unique opportunity to communicate our message, policies, and programs. Be sure the message is clear, concise, nonbureaucratic, and positive in tone. In preparing outgoing correspondence for the signature of the Secretary/Deputy Secretary, there are several general guidelines of style and format to be followed. These are presented in this section, along with other useful references.

Guidelines and Personal Preferences

- Respond to the issue.
- Answer all questions.
- Use simple, clear language.
- Do not hide behind the regulations.
- Stress openness.
- Write with the reader in mind.
- If the response will be late, prepare an interim reply.
- Apologize if the response is long overdue.
- Where appropriate, indicate a willingness on the Secretary's part to continue to work toward a resolution.
- Do not use "We" – especially in the closing paragraph. Use "I" or "The Department."
- Avoid redundancies. (Example: end result/final outcome)
- Do not use contractions in the Secretary's official correspondence. (Example: use do not instead of don't; I am instead of I'm.)
- Punctuation should be in accordance with the GSA U.S. Government Correspondence Manual and selected references.
- Be creative and, to the extent possible, positive.
- Avoid bureaucratic words and phrases. (Example: optimize/finalize/hopefully/interface/to impact/bottom line.)
- Correspondence to be signed by the Secretary should be written in the first person singular, e.g., "I have reviewed the..." and/or "If I can be of further assistance....," etc.
- When correspondence is initiated in the Department for the signature of the Secretary, a cover memorandum should accompany the document. The cover memorandum should contain a succinct summary and background of the correspondence and explain why it has been prepared for the Secretary's signature.
- If appropriate, provide, in the text, the name of a contact person and his/her telephone number so the reader may follow up if additional information is needed. An exception is congressional correspondence prepared for the Secretary/Deputy Secretary signature. In this case, use the Secretary/Deputy Secretary as the contact along with a designee from the OST Governmental Affairs office.
- The opening sentence for Secretary/Deputy Secretary correspondence should be "Thank you for your letter concerning..." and/or "I appreciate your concern...."
- For cosigned, congressional letters, opening and closing paragraphs should be as follows:
 - Two individuals: opening paragraph should be: "Thank you for your letter, cosigned by (Senator or Congressman's full name), concerning...." Closing paragraph should be: "An identical response has been sent to (Senator or Congressman's last name)."

Three or more individuals: opening paragraph should be "Thank you for your letter, cosigned by your congressional colleagues, concerning...." Closing paragraph should be: "An identical letter has been sent to each cosigner of your letter." or "Identical responses have been sent to the other cosigners of your letter."

- A closing sentence should be used to eliminate abrupt or impersonal endings. Often, the best method of ending letters is an offer to provide further information or assistance.
- Use five lines between the complimentary close and the signature.

OST Executive Secretariat Correspondence Control

All correspondence addressed to the Secretary and/or the Deputy Secretary, as well as all White House referral letters, are processed and controlled by the OST Executive Secretariat (S-10) by one of the following methods:

- **Transmittal Form.** Procedures for processing this type of correspondence are provided by the OST Executive Secretariat under the ACTION caption. (See Figures 13 and 14.)
- **Controlled Mail.** Internal departmental documents, correspondence from significant industries and associations, Members of Congress, other Federal agencies, State governments, and certified mail are controlled. Controlled mail is given a numbered label (based on the date received) as shown below.

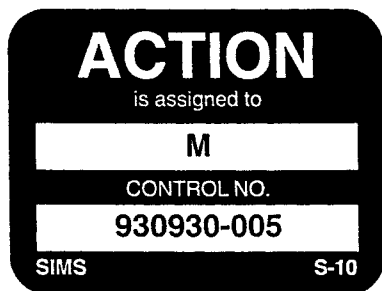


Figure 15

Controlled mail is forwarded to the action office for one of the following assignments:

- **Secretary/Deputy Secretary Signature.** Response is prepared by the action office for the Secretary's or Deputy Secretary's signature and has a due date of 5 working days.
- **Direct Reply/Comeback Copy (DRCMB).** If an incoming letter warrants a reply but not at the secretarial level, it is downgraded for signature at the

modal administrator or assistant secretary level for a direct reply on behalf of the Secretary or Deputy Secretary. It is also assigned a due date of 5 working days. A signed, dated copy of the response is required by S-10 to close out the document. These documents are tracked by S-10.

- **For Appropriate Handling (FAHNL).** Documents sent for appropriate handling are not tracked by the OST Executive Secretariat but a timely response is required, if warranted.
- **Sticker Mail.** Sticker mail is correspondence that generally expresses opinions on departmental issues. This mail is not assigned a due date by the OST Executive Secretariat, but an appropriate response is required by the action office. A red sticker will be placed on the correspondence and action assigned. Below is a sample sticker.

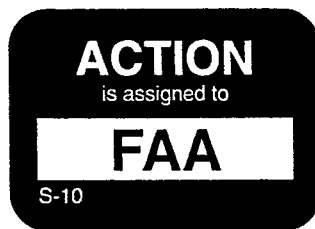


Figure 16

Interim Replies

Departmental offices should utilize interim replies when unusually long delays (more than 10 working days) are anticipated. The interim should be prepared within 5 days of receipt. As shown in Figure 17, interim replies should address the following:

- Acknowledge receipt of the incoming letter.
- Briefly state why the final response will be delayed.

10/07/93 11:12 OFFICE OF THE SECRETARY OF TRANSPORTATION
EXECUTIVE SECRETARIAT

- 931005-042 -
CONTROL NO.

ACTION OFFICE
P

TO: P/POLICY & INTERNATIONAL AFFAIRS

ACTION: PREPARE FOR THE SECRETARY'S SIGNATURE A REPLY
TO THE ATTACHED INCOMING LETTER FROM GOVERNOR
PEDRO ROSSELLO

SUBJECT: SUPPORTS POLICY STATEMENT ADOPTED BY THE
NATIONAL GOVERNORS' ASSOCIATION RE
CONFORMITY OF TRANSPORTATION PROJECTS TO
THE CLEAN AIR ACT

DUE DATE: 10/13/93

COMMENTS:

COORD: I-1 C-1 S-3

DIST: I-1 C-1 S-3 S-10 I-20 NHTSA

IF YOU ARE UNABLE TO PROVIDE THE REQUIRED INFORMATION,
PLEASE ADVISE YOUR ANALYST NO LATER THAN 24 HOURS AFTER
THE RECEIPT OF THIS DOCUMENT. THIS SHEET MUST REMAIN WITH
THE INCOMING DOCUMENT AND BE RETURNED WITH YOUR RESPONSE.
YOUR PROMPT ACTION IS APPRECIATED.

ANALYST: TONI FARGO 366-9760

Figure 13
Executive Secretariat Transmittal Form

10/07/93 OFFICE OF THE SECRETARY OF TRANSPORTATION
11:21 EXECUTIVE SECRETARIAT

- 931004-004 -
CONTROL NO.

ACTION OFFICE
M

TO: M/ADMINISTRATION

ACTION: APPROPRIATE HANDLING

SUBJECT: ENCLOSURES REPORT "AIRCRAFT CERTIFICATION:
NEW FAA APPROACH NEEDED TO MEET CHALLENGES
OF ADVANCED TECHNOLOGY" GAO/RCED-93-155

COMMENTS: BULKY ENCLOSURES TO ACTION OFFICE ONLY

COORD:

DIST: S-10 C-1 P-1 S-3 FAA I-1 I-20

IF YOU ARE UNABLE TO PROVIDE THE REQUIRED INFORMATION,
PLEASE ADVISE YOUR ANALYST NO LATER THAN 24 HOURS AFTER
THE RECEIPT OF THIS DOCUMENT. THIS SHEET MUST REMAIN WITH
THE INCOMING DOCUMENT AND BE RETURNED WITH YOUR RESPONSE.
YOUR PROMPT ACTION IS APPRECIATED.

ANALYST: PRISCILLA STROZIER 366-9755

Figure 14
Executive Secretariat Transmittal Form



THE SECRETARY OF TRANSPORTATION
WASHINGTON, D.C. 20590

INTERIM RESPONSE

The Honorable George B. Voinovich
Governor of Ohio
Columbus, Ohio 43266-0601

Dear Governor Voinovich:

Thank you for your letter regarding the use of transportation enhancement funds to preserve railroad corridors for future rail freight use, rail passenger use, or highway use.

As you requested, we are evaluating the decision, made last September, that this type of preservation is not eligible for transportation enhancement funds. I regret that the evaluation is taking longer than expected, but we hope to complete the review in the near future.

I apologize for the delay and will be in touch with you again soon.

Sincerely,

Federico Peña

Figure 17
Interim Response

- Identify approximately when the final response can be expected.

If the final response will be signed by the Secretary, then the Secretary should sign the interim. This also applies to Deputy Secretary correspondence.

Coordination Process

Offices within the Office of the Secretary or appropriate DOT modal administrations review, edit, and concur or nonconcur on correspondence prepared for the Secretary's and Deputy Secretary's signature.

Coordination folders are white with a red stripe. Coordination is simultaneous and is handcarried to the appropriate offices. Comments and/or top-level clear-

ances are expected within 24 hours or less if the document is time critical.

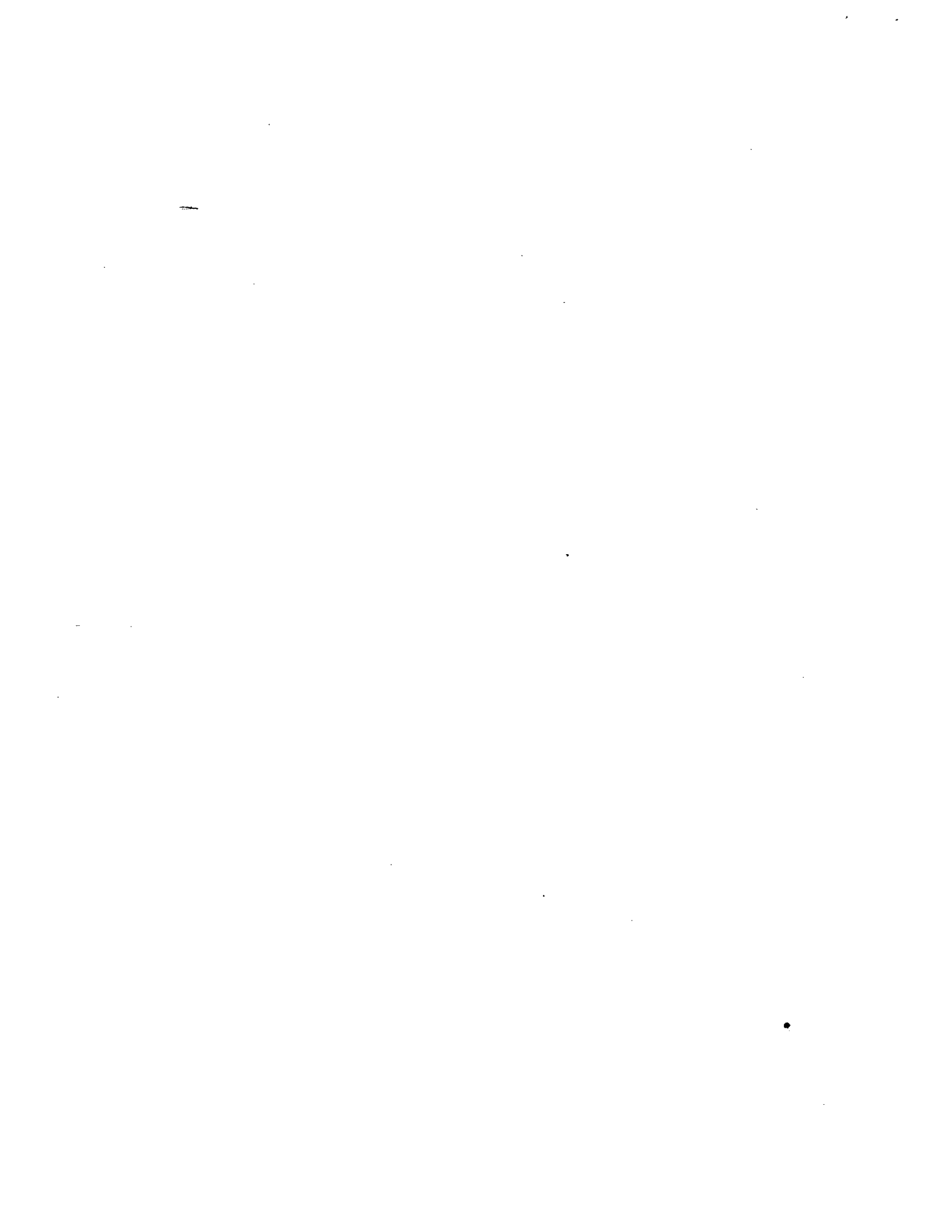
Delinquent Correspondence

Correspondence not received in S-10 by the assigned due date will appear on a delinquent list. Both action and coordination delinquent lists are prepared weekly and submitted to the Secretary/Deputy Secretary each Friday morning. Items received in S-10 prior to 3 p.m. the day before will not appear on these lists. Offices are responsible for providing an accurate, substantive status for items appearing on the delinquent list. If an item is more than 10 days overdue, the action or coordination office must prepare a justification memo explaining the reason for the delay.

CHAPTER 6

LEGISLATIVE PROPOSALS

Instructions for preparing legislative proposals are contained in "Instructions for Preparation of Legislative Packages" from The Assistant General Counsel for Legislation, C-40.



CHAPTER 7 REGULATORY PROPOSALS

Instructions for preparing regulatory proposals can be obtained from The Assistant General Counsel for Regulations and Enforcement, C-50.



APPENDIX 1 FORMS OF ADDRESS

GENERAL

The forms of address in this part are the conventional forms of address as determined by social and official custom. The style of salutation and complimentary close is informal. Since address forms may vary in certain instances, it is important to consult the following

rules in conjunction with the relevant address form in the "Example of Forms of Address." That way the existing address forms can be used as patterns for other addresses.

Internal Standard of address for corresponding within the Department are as follows:

Single Addressees

The Secretary
Deputy Secretary
Associate Deputy Secretary
General Counsel
Assistant Secretary for (Organizational Title)
Inspector General

General Counsel
Assistant Secretary for (Organizational Title)
Inspector General
Director, Executive Secretariat
Director, Civil Rights
Chairman, Contract Appeals Board
Director, Small and Disadvantaged Business Utilization
Director, Commercial Space Transportation
Director, Intelligence and Security
Director, Office of Intermodalism

Coast Guard Commandant
Federal Aviation Administrator
Federal Highway Administrator
Federal Railroad Administrator
National Highway Traffic Safety Administrator
Federal Transit Administrator
Saint Lawrence Seaway Development
Corporation Administrator
Maritime Administrator
Research and Special Programs Administrator

Bureau of Transportation Statistics Director

Director of (specific organizations)

Multiple Addressees

Secretarial Officers

Departmental Officers

Heads of Operating Administrations

Office Directors

TITLES OF ADDRESSEES

Flexibility may be exercised in the use of titles. For example, "The Honorable" may be replaced by a title such as "Dr." or "General," but it is not used in combination with another title.

A title need not be given a separate line. Depending on the length of the names of individuals and organizations and on the length of the address, the title could be placed after the last name or on a line by itself, preceding either the name or the organization.

After leaving a titled position, an individual may opt to retain his or her distinctive title (such as "Judge" or "General") throughout his or her lifetime. The addressee's personal preference should be taken into account when deciding whether or not to use a title in such cases.

The Honorable

Written in full, "The Honorable" is a title used to address, by name, current and former high officials – Presidential appointees, Federal and State elected officials, and mayors. As a general rule, other county and city officials are not so addressed. "Honorable" is not used by itself. *Example:*

Correct:

The Honorable May L. Smith
Attorney General

Incorrect:

Honorable May L. Smith
Attorney General

"The Honorable" is a courtesy title which may, in certain instances, be used with and official title without a name. Cabinet officers and Governors of States may be addressed in this manner. *Example:*

The Honorable
Secretary of State

The Honorable
Governor of Illinois

"The Honorable" is not used before a last name alone. When appearing in the text of a letter or other communication, "the" is not capitalized. For example:

"...the speech given by the Honorable John H. Doe."

In the United States, this title is also used to address ministers of foreign embassies in Washington (including career ministers serving as charge d'affaires).

Example:

The Honorable (full name)
Charge d'Affaires ad interim of Italy

Use "The Honorable" to address the heads of international organizations by name, unless the officials are entitled to "His (Her) Excellency" by virtue of a previous position. *Example:*

The Honorable (full name)
World Health Organization
Geneva, Switzerland

His (Her) Excellency

The title "His(Her) Excellency" is not, by custom, used to address high officials of the U.S. Government.

The title is used, as appropriate, to address by name officers, foreign ambassadors, foreign high officials, and former foreign high officials by name. *Example:*

Her Excellency (full name)
Ambassador of Canada

It is customary to omit "His (Her) Excellency" when addressing the British Prime Minister or the cabinet officers of certain countries within the British Commonwealth.

Any individual once entitled to the title "His (Her) Excellency" may retain it throughout his or her lifetime.

ABBREVIATIONS OF TITLES AND DEGREES

Before Name

With the exceptions of “Mr.”/”Mrs.”/and “Dr.,” do not abbreviate titles preceding full names in an address.

Long titles such as “Lieutenant Colonel” and “Brigadier General” may be abbreviated for the sake of balance and appearance in the address when necessary. *Example:*

Lt. Colonel John L. G. Smithson

Note that the basic rank is not abbreviated. As in the example immediately above, the salutation would read:

Dear Colonel Smithson:

After Name

Abbreviate designations of degrees, religious and fraternal orders, fellowships, and military service branch titles after a name. Type the initials of an individual degree or order with periods but no spaces between them; type military service designation in capital letters without periods.

Do not use scholastic degrees in combination with complimentary titles of address or with military service ranks, except in the case of “The Reverend.” When a name is followed by abbreviations designating religious and fraternal orders or scholastic and honorary degrees, their sequence is as follows: orders (religious first); theological degrees; academic degrees earned in course; and honorary degrees in order of the bestowal. Using more than two degrees is unnecessary. *Example:*

Lt. Colonel Mary Hill, USAF
John Doe, D.D., D.Lit.
Patricia L. Smith, M.D.
Henry Brown, LL.D., Ph.D.
The Reverend George Green, D.D.

Dr. (Doctor)

This abbreviated title is used before the names of persons who have acquired entitling degrees. It is not

used in combination with the abbreviation indicating such degrees. *Example:*

Dr. Jane Evans or
Jane Evans, M.D.

not

Dr. Richard Roe, Ph.D.

Reverend, Right Reverend, etc.

Written in full and preceded by “The,” these titles are used in addressing members of the clergy. They are not abbreviated. *Example:*

The Reverend Paul Carter (clergyman)
The Reverend Dr. Paul Carter (clergyman with doctorate)
The Right Reverend Paul Carter (bishop)

Spouse of Distinguished Individual

An individual does not share a spouse’s official title and, therefore, should be addressed individually by his or her own appropriate title and last name. *Example:*

The American Ambassador and Mrs./Mr. Doe

U.S. Citizens

In addressing U.S. citizens, complimentary titles should not appear in combination with any other title or with abbreviations indicating scholastic degrees (except “The Reverend”). *Example:*

John Smith, A.B., Ph.D.

not

Mr. John Smith, A.B., Ph.D.

but

The Reverend Dr. Geoffrey Ownye

Gender Unknown

Address an individual whose gender is unknown by first and last name. Do not use a complimentary title.

SALUTATION AND CLOSE

Salutations

When a woman occupies a high Government position, substitute the title "Madam" for "Mr." before such formal titles as "President," "Vice President," "Chairman," "Secretary," and "Ambassador." Substitute the appropriate title of "Miss," "Mrs.," or "Ms." for "Mr." when the surname, rather than a formal title, follows. *Example:*

Dear Madam Secretary:
(Cabinet officer)
Dear Madam Ambassador:
Dear Mrs. Smith:
(Member of the House of Representatives)

but

Dear Senator Smith:
(Member of United States Senate)
Dear Ms. Jones:

When it is not known if the addressee is a man or woman, use the name as given. *Example:*

Dear R.C. Roe:

Informal Salutation – This form of salutation is the most commonly used in the United States. Unless the person holds a title, the salutation is usually "Dear Mr./ Miss/ Mrs./ Ms. (last name)." *Example:*

Dear Mr./ Miss/ Mrs./ Ms. Jones
Dear Senator Doe:
Dear General Smith:
Dear Mr. Brown:

Examples of salutations to letters or petitions having multiple signers are listed in the Appendix to this Chapter.

In official correspondence, the titles of top-ranking Government officials such as the President, Vice President, Chief Justice, Secretary, and Ambassador are

never used with the individual's last name. Instead use the following salutation:

Dear Mr. President:

or

Dear Madam Ambassador:

In some correspondence, the signing officer may direct the use of a salutation on a first-name basis when the addressee is personally known. "My dear (first name)" is not used, however. *Example:*

Dear Bill:
Dear Mary:

but not

My dear Cathy:

Formal Salutation – "Sir:" or "Madam:" is sometimes used as a formal salutation in addressing high-ranking Federal, State, or local officials. Letters to court officers often carry the salutation "Sir:" or "Madam:" when they are addressed to the officer by title rather than by name. Likewise, letters to business firms or private organizations may bear the formal salutation "Sirs or Madams:" or "Sirs and Madams:" when the identity of the specific addressees is not known.

Modified or No Salutation – Some organizations may elect to omit the "Dear" or the entire salutation. Organizations might adopt this informal style for all correspondence or for instances where the gender is unknown or an informal tone is desired for multiple addressees.

Complimentary Close

Generally, the complimentary close should be as formal or informal as the salutation. Common practice is to use the informal complimentary close "Sincerely," unless otherwise specified in the following list or unless another form is preferred by the signing officer. "Sincerely yours," is another commonly used informal close. Where the salutation is omitted, the complimentary close is not used.

EXAMPLES OF FORMS OF ADDRESS

The following list shows the address element, salutation, and complimentary close, when used, for certain addressees.¹

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
THE WHITE HOUSE		
The President	The President The White House Washington, DC 20500	Dear Mr./Madam President: Respectfully, or The President: Respectfully submitted,
Spouse of the President	Mrs. (full name) or Mr. (full name) The White House Washington, DC 20500	Dear Mrs./Mr. (surname): ² Sincerely,
Assistant to the President	The Honorable (full name) Assistant to the President The White House Washington, DC 20500	Dear Mr./Mrs./Miss/Ms.(surname): Sincerely,
Former President ³	The Honorable (full name) (local address) (ZIP Code)	Dear President (surname): Sincerely,
The Vice President	Formal: The Vice President United States Senate Washington, DC 20510 Informal: The Honorable (full name) The Vice President of the United States Washington, DC 20501	Dear Mr./Madam Vice President: Sincerely, Dear Mr./Madam Vice President: Sincerely,
Former Vice President	The Honorable (full Name) (no title) (local address) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Director, Office of Management and Budget	The Honorable (full name) Director, Office of Management and Budget Washington, DC 20503	Dear Mr./Mrs./Miss/Ms.(surname): Sincerely,
THE FEDERAL JUDICIARY		
The Chief Justice	The Chief Justice The Supreme Court Washington, DC 20543	Dear Chief Justice: Sincerely,
Associate Justice	Justice (surname) The Supreme Court Washington, DC 20543	Dear Justice (surname): ⁴ Sincerely,

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
The Clerk of the Supreme Court	The Clerk of the Supreme Court The Supreme Court Washington, DC 20543	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
THE CONGRESS		
President of the Senate	The Honorable (full name) President of the Senate Washington, DC 20510	Dear Mr./Mrs./Miss/Ms. President: Sincerely,
President of the Senate Pro Tempore	The Honorable (full name) President Pro Tempore United States Senate Washington, DC 20510	Dear Mr./Madam President Sincerely,
Speaker of the House of Representatives	The Honorable (full name) Speaker of the House of Representatives Washington, DC 20515	Dear Mr./Madame Speaker: Sincerely,
Majority Leader United States Senate	The Honorable (full name) Majority Leader United States Senate Washington, DC 20510	Dear Mr./Madam Leader: Sincerely,
Minority Leader United States Senate	The Honorable (full name) Minority Leader United States Senate Washington, DC 20510	Dear Mr./Madam Leader: Sincerely,
United States Senator (in Washington, DC)	The Honorable (full name) United States Senate Washington, DC 20510	Dear Senator (surname): Sincerely,
(away from Washington, DC)	<i>or</i> The Honorable (full name) United States Senator (Congressional District office address) (City) (State) (ZIP Code)	
Majority Leader House of Representatives	The Honorable (full name) Majority Leader House of Representatives Washington, DC 20515	Dear Mr./Madam Leader: Sincerely,
Minority Leader House of Representatives	The Honorable (full name) Minority Leader House of Representatives Washington, DC 20515	Dear Mr./Madam Leader: Sincerely,

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
United States Representative (in Washington, DC)	The Honorable (full name) House of Representatives Washington, DC 20515	Dear Mr./Mrs./Miss/Ms. (surname):
(away from Washington, DC)	<i>or</i> The Honorable (full name) Member, United States House of Representatives (local address) (ZIP Code)	<i>or</i> Dear Congressman/ Congresswoman (surname): Sincerely,
Committee Chairman Chairwoman Chair	The Honorable (full name) Chairman, Committee on (name) United States Senate Washington, DC 20510	Dear Mr. Chairman/ ⁴ Madam Chairwoman/ Chair: Sincerely,
	<i>or</i> The Honorable (full name) Chairman, Committee on (name) House of Representatives Washington, DC 20515	
Subcommittee Chairman/ Chairwoman/ Chair (in Washington, DC)	The Honorable (full name) Chairman, Subcommittee on (name) (name of parent Committee) United States Senate Washington, DC 20510	Dear Senator (surname): Sincerely,
(away from Washington, DC)	<i>or</i> The Honorable (full name) Chairman, Subcommittee on (name) (name of parent Committee) House of Representatives Washington, DC 20515	Dear Mr./Mrs./Miss/Ms.(surname): Sincerely,
Joint Committee Chairman ⁵	The Honorable (full name) Chairman, Joint Committee on (name) Congress of the United States Washington, DC (ZIP Code)	Dear Mr./Madam Chairman: Sincerely,
Senator-elect Representative-elect	The Honorable (full name) United States Senator-elect	Dear Senator-elect (surname): Sincerely,
	<i>or</i> Representative-elect (address, if given) or Care of the United States Senate or House of Representatives	Dear Congressman-elect: Sincerely,

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
Office of a Deceased Senator or Representative	Office of the late Senator ⁶ (full name) United States Senate Washington, DC 20515 <i>or</i> Office of the late Representative (full name) House of Representatives Washington, DC 20515	Sir: or Madam: Sincerely,
Chaplain of the United States Senate or House of Representatives	The Reverend (full name) Chaplain of the United States Senate Washington, DC 20510 <i>or</i> The Reverend (full name) Chaplain of the House of Representatives Washington, DC 20515	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Secretary of the United States Senate	The Honorable (full name) Secretary of the Senate United States Senate Washington, DC 20510	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Clerk of the House	The Honorable (full name) Clerk of the House of Representatives House of Representatives Washington, DC 20515	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Resident Commissioner	The Honorable (full name) Resident Commissioner from Puerto Rico United States House of Representatives Washington, DC 20515	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
LEGISLATIVE AGENCIES		
Comptroller General	The Honorable (full name) Comptroller General of the United States Washington, DC 20548	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Librarian of Congress	The Honorable (full name) Librarian of Congress Library of Congress Washington, DC 20540	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Public Printer	The Honorable (full name) Public Printer U.S. Government Printing Office Washington, DC 20401	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
EXECUTIVE DEPARTMENTS AND INDEPENDENT AGENCIES		
Cabinet Members	The Honorable (full name) Secretary of (name of Department) Washington, DC (ZIP Code)	Dear Mr./Madam Secretary: Sincerely,
	<i>or</i> The Honorable (full name) Attorney General Washington, DC 20530	Dear Mr./Madam Attorney General: Sincerely,
Deputy Secretaries	The Honorable (full name) Deputy Secretary of (name of Department) Washington, DC (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Assistant Secretaries	The Honorable (full name) Assistant Secretary of (name of Department) Washington, DC (ZIP Code)	
Under Secretaries	<i>or</i> The Honorable (full name) Under Secretary of (name of Department) Washington, DC (ZIP Code)	
Postmaster General	The Honorable (full name) Postmaster General Washington, DC 20260	Dear Mr./Madam Postmaster General:
Head of a Federal Agency, Authority, or Board	The Honorable (full name) (title) (agency name) (address) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Head of a major organization within an agency, if a Presidential appointee	The Honorable (full name) (title), (organization name) (agency name) (address) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): (surname): Sincerely,
Chairman of a Commission (or Board)	The Honorable (full name) Chairman, (commission name) (address) (City) (State) (ZIP Code)	Dear Mr./Madam Chairman: Sincerely,
Chairman of a Permanently Chartered Council	Chairman (full name) (council name) (address) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
AMERICAN MISSIONS		
American Ambassador	The Honorable (full name) American Ambassador (City) (Country)	Sir/Madam: (formal) Dear Mr./Madam: Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)
Personal (Special) Representative of the President	The Honorable (full name) Personal Representative of the President of the United States of America to (country) (address) (City) State/Country)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
American Consul General or American Consul	Mr. (full name) American Consul General (or American Consul) (City) (Country)	Dear Mr./Mrs./Miss/Ms.(surname): Sincerely,
FOREIGN DIPLOMATIC MISSIONS TO THE UNITED STATES		
Foreign Ambassador in the United States	His (Her) Excellency (full name) Ambassador of (Country) Washington, DC (ZIP Code)	Excellency: (formal) Dear Mr./Madam Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)
Foreign Minister in the United States (head of a Legation)	The Honorable (full name) Minister of (Country) Washington, DC (ZIP Code)	Dear Mr./Madam Minister: Sincerely,
Foreign Minister or Counselor in the United States	The Honorable (full name) Minister/Counselor Embassy of (Country) Washington, DC (ZIP Code)	Dear Mr./Madam Minister: Sincerely,
INTERNATIONAL ORGANIZATIONS		
United States Representative to the United Nations or Organization of American States	The Honorable (full name) United States Representative to the United Nations (or Organ- ization of American States) (City) (State) (ZIP Code)	Sir/Madam: (formal) Dear Mr./Madam Ambassador: (informal) Very truly yours, (formal) Sincerely, (informal)

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
STATE AND LOCAL GOVERNMENTS		
Governor of State	The Honorable (full name) Governor of (State) (City) (State) (ZIP Code)	Dear Governor (surname): Sincerely,
Lieutenant Governor	The Honorable (full name) Lieutenant Governor of (State) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
State Senator	The Honorable (full name) (State) Senator (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
State Representative Assemblyman Delegate	The Honorable (full name) (State) House of Representatives (or Assembly or House of Delegates) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Mayor	The Honorable (full name) Mayor of (City) (City) (State) (ZIP Code)	Dear Mayor (surname): Sincerely,
CHURCH OFFICIALS		
Minister Pastor Rector (with doctoral degree)	The Reverend (full name, degrees) (name of church) (address) (City) (State) (ZIP Code)	Dear Dr. (surname): Sincerely,
Minister Pastor Rector (no doctoral degree)	The Reverend (full name) (name of church) (address) (City) (State) (ZIP Code)	Dear Mr./Mrs./Miss/Ms. (surname): Sincerely,
Presiding Episcopal Bishop	The Most Reverend (full name, degrees) Presiding Bishop of the Episcopal Church (address) (City) (State) (ZIP Code)	Dear Bishop (surname): Sincerely,
Episcopal Bishop	The Right Reverend (full name, degrees) Bishop of (diocese) (address) (City) (State) (ZIP Code)	Dear Bishop (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
Episcopal Dean	The Very Reverend (full name, degrees) Dean of (church) (address) (City) (State) (ZIP Code)	Dear Dean (surname): Sincerely,
Methodist Bishop	The Reverend (full name, degrees) Methodist Bishop (address) (City) (State) (ZIP Code)	Dear Bishop: Sincerely,
Mormon Bishop	Mr. (full name) The Church of Jesus Christ of Latter-day Saints (address) (City) (State) (ZIP Code)	Dear Mr. (surname): Sincerely,
Rabbi (with doctoral degree)	Rabbi (full name, degrees) (Synagogue) (address) (City) (State) (ZIP Code)	Dear Dr. (surname): Sincerely,
Rabbi (without doctoral degree)	Rabbi (full name) (Synagogue) (address) (City) (State) (ZIP Code)	Dear Rabbi (surname): Sincerely,
Catholic Cardinal	His Eminence (first name) Cardinal (surname) (address) (City) (State) (ZIP Code)	Dear Cardinal (surname): Sincerely,
Catholic Archbishop	The Most Reverend (full name) Archbishop of (archdiocese) (address) (City) (State) (ZIP Code)	Dear Archbishop (surname): Sincerely,
Catholic Bishop	The Most Reverend (full name) Bishop of (diocese) (address) (City) (State) (ZIP Code)	Dear Bishop (surname): Sincerely,
Catholic Monsignor (higher rank)	The Right Reverend (full name) (address) (City) (State) (ZIP Code)	Dear Monsignor (surname): Sincerely,
Catholic Monsignor (lower rank)	The Right Reverend (full name) (address) (City) (State) (ZIP Code)	Dear Monsignor (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
Catholic Priest	The Reverend (full name) (initials of order, if any) (address) (City) (State) (ZIP Code)	Dear Father (surname): Sincerely,
Catholic Mother Superior of an institution	The Reverend Mother Superior, (initials of order, if used) (name of institution) (address) (City) (State) (ZIP Code)	Dear Reverend Mother: Sincerely,
Orthodox Archbishop	His Eminence Archbishop (full name) 8 - 10 East 79th Street New York, NY 10021	Your Eminence: Sincerely,
Orthodox Bishop	His Grace (full name) Bishop of (name of diocese) (address) (City) (State) (ZIP Code)	Your Grace: Sincerely,
Orthodox Priest	The Reverend (full name) (Name of church) (address) (City) (State) (ZIP Code)	Dear Father: Sincerely,
Chaplain (military services)	Chaplain (full name) (rank, service designation) (address) (City) (State) (ZIP Code)	Dear Chaplain (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
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MILITARY SERVICES

Army, Air Force, Marine Corps

General Lieutenant General Major General Brigadier General	(full rank, full name abbreviation of service) (address) (City) (State) (ZIP Code)	Dear General (surname): Sincerely,
Colonel Lieutenant Colonel	(same as above)	Dear Colonel (surname): Sincerely,
Major	(same as above)	Dear Major (surname): Sincerely,
Captain	(same as above)	Dear Captain (surname): Sincerely,
First Lieutenant Second Lieutenant	(same as above)	Dear Lieutenant (surname): Sincerely,
Chief Warrant Officer	(same as above)	Dear Chief Warrant Officer (surname): Sincerely,
Warrant Officer	(same as above)	Dear Warrant Officer (surname): Sincerely,
Sergeant Major Master Sergeant Sergeant First Class Technical Sergeant Staff Sergeant Sergeant	(same as above)	Dear Sergeant (surname): Sincerely,
Corporal	(same as above)	Dear Corporal (surname): Sincerely,
Specialist classes 4 through 9	(same as above)	Dear Specialist (surname): Sincerely,
Private First Class or Private	(same as above)	Dear Private (surname): Sincerely,
Airman First Class Airman Second Class Airman Third Class Basic Airman	(same as above)	Dear Airman (surname): Sincerely,

Navy, Coast Guard

Admiral Vice Admiral Rear Admiral	(full rank, full name abbreviation of service) (City) (State) (ZIP Code)	Dear Admiral (surname): Sincerely, Dear Admiral (surname) Sincerely,
Captain	(same as above)	Dear Captain (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
Commander Lieutenant Commander	(full rank, full name abbreviation of service) (City) (State) (ZIP Code)	Dear Commander (surname): Sincerely,
Lieutenant Lieutenant (jg)	(same as above)	Dear Lieutenant (surname): Sincerely,
Ensign Chief Warrant Officer Enlistee	(same as above)	Dear (rank, surname): Sincerely,
All Services		
Retired Officer	(full rank, full name, abbreviation of service), Retired (address (City) (State) (ZIP Code)	Dear (rank, surname): Sincerely,
SERVICE ACADEMY MEMBERS		
Army or Coast Guard Cadet	Cadet (full name) (address) (City) (State) (ZIP Code)	Dear Cadet (surname): Sincerely,
Navy Midshipman	Midshipman (full name) (address) (City) (State) (ZIP Code)	Dear Midshipman (surname): Sincerely,
Air Force Air Cadet	Air Cadet (full name) (address) (City) (State) (ZIP Code)	Dear Air Cadet (surname): Sincerely,
EDUCATION OFFICIALS		
President of a College or University (with a doctoral degree)	Dr. (full name) President, (name of institution) (address) (City) (State) (ZIP Code)	Dear Dr. (surname): Sincerely,
President of a College or University (without a doctoral degree)	Mr./ Mrs./ Miss/ Ms. (full name) President, (name of institution) (address) (City) (State) (ZIP Code)	Dear Mr./ Mrs./ Miss/ Ms. (surname): Sincerely,
Dean of a School	Dean (full name) School of (name) (name of institution) (address) (City) (State) (ZIP Code)	Dear Dean (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
Professor	Professor (full name) Department of (name) (name of institution) (address) (City) (State) (ZIP Code)	Dear Professor (surname): Sincerely,
Associate Professor Assistant Professor	Mr. (full name) Associate (or Assistant Professor) Department of (name) (name of institution) (address) (City) (State) (ZIP Code)	Dear Professor (surname): Sincerely,
PHYSICIANS AND LAWYERS		
Physician	(full name), M.D. (address) (City) (State) (ZIP Code)	Dear Dr. (surname): Sincerely,
Lawyer	Mr./ Mrs./ Miss/ Ms. (full name) Attorney at Law (address) (City) (State) (ZIP Code)	Dear Mr./ Mrs./ Miss/ Ms. (surname): Sincerely,
MULTIPLE ADDRESSEES		
One Woman and One Man	Mrs./ Miss/ Ms. (full name) and Mr. (full name) ^a (address) (City) (State) (ZIP Code)	Dear Mrs./ Miss/ Ms. (surname): and Mr. (surname): Sincerely,
Two or More Men	Mr. (full name) and Mr. (full name) (address) (City) (State) (ZIP Code)	Dear Mr. (surname) and Mr. (surname): <i>or</i> Dear Messrs. (surname) and (surname): Sincerely,

ADDRESSEE	ADDRESS ON LETTER	SALUTATION AND COMPLIMENTARY CLOSE
Two or More Women	Mrs./ Miss/ Ms. (full name) and Mrs./ Miss/ Ms. (full name) (address) (City) (State) (ZIP Code)	Dear Mrs. (surname) and Ms. (surname): <i>or</i> Dear Mmes. (surname): (if married): and Mlles. (surnames): (if unmarried) Sincerely,
OTHER		
Unknown Gender	Leslie Smith (address) (City) (State) (ZIP Code)	Dear Leslie Smith Sincerely,

¹ All examples should be taken in context with the rules given in Appendix 1. Titles and names of individuals can be found in the "United States Government Manual."

² i.e., last name.

³ Use The Honorable unless the former President is entitled to another distinctive title (such as a military one) and prefers to be addressed by it. *Example:*

General (Full name):

Dear General (surname):

⁴ Dear Mr. Chairman is most commonly used; however, Madam Chairwoman and Chair are options. Consult your agency guidelines or the "Congressional Directory."

⁵ The names of the Standing Committees of the Senate and House of Representatives, as well as those of the Joint Congressional Committees, are listed in the "Congressional Directory."

⁶ If the name of the late Senator's secretary or administrative assistant is known, the letter may be addressed to that person by name.

⁷ The title is "Mr." or "Dr." as appropriate. "Reverend" is not used with the surname alone.

⁸ 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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CAPITALIZATION

Commonly used principles of capitalization are briefly stated and supported by examples in this section. When to capitalize is shown on the left; when to not capitalize is shown on the right. For more information consult the U.S. Government Printing Office Style Manual.

Consistency in capitalizing is important. Two primary rules govern the 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.

Proper Nouns

Names of Persons, Places, and Things

Capitalize names of persons, places, and things and their derivatives which retain proper noun meanings. Do not capitalize names which have become common or their derivatives which have general meanings.

<i>Do</i>	<i>Do Not</i>
John Macadam, Macadam family	macadamized
Paris, Parisian	plaster of paris
Italy, Italian	italics, italicize
Rome, Roman	roman (type style)
Capitol (building) in Washington, D.C.	a State capital

Common Nouns Used As Proper Nouns

Capitalize common nouns used as parts of proper name and titles. Do not capitalize nouns used to substitute for a name or to denote time, sequence, or reference.

<i>Do</i>	<i>Do Not</i>
Massachusetts Avenue	the avenue
Federal Express	the express to Boston
Cape of Good Hope	the southernmost cape
Union Station	the station
Budget and Accounting Procedures Act	act of 1951
Appendix C – State Structures	located in appendix C
Exhibit D7: Historic Background	a reprint of exhibit D7
Treaty of Versailles	treaty of 1919

Capitalize common nouns when they are used alone as well-known short forms of proper names. Do not capitalize when used in a general sense.

<i>Do</i>	<i>Do Not</i>
British Commonwealth: the Commonwealth	a commonwealth of nations
Cherokee Nation: the Nation	a nation of warlike people
United States: the States	state's evidence

Capitalize plural forms of common nouns when they are used as part of proper names. Do not capitalize when used in a general sense.

<i>Do</i>	<i>Do Not</i>
Lakes Erie and Ontario	the lakes
State and Treasury Departments: the Departments	other departments

Names of Organized Bodies

Federal Government Units

Capitalize titles of the Federal Government, its units, and their shortened forms. Capitalize other substitutes only to show distinction. Do not capitalize when they are used in a general sense or when referring to other than a Federal Government unit.

<i>Do</i>	<i>Do Not</i>
The U.S. Government: the Federal Government, the National Government, the Government	democratic government, a federal union, two national governments, city government
U.S. Congress: 101st Congress the Senate, the House	a congress of citizens a senate or house unit in Iowa
Committee of the Whole: the Committee	committees of the Senate, a PTA committee
House Ways and Means Committee: the Committee	a committee to consider ways and means
Department of Agriculture the Department	any department of the Government
Bureau of the Census: the Census Bureau, the Bureau	formation of a bureau; other bureaus of the Department
Geological Survey: the Survey	a survey of minerals
Interstate Commerce Commission: the Commission	a commission of trade rights, interstate commissions
American Embassy: the Embassy	a foreign embassy: also the consulate, consulate general
Department of Defense: Military Establishment, Armed Forces	a defense establishment, armed forces exploring the area, also armed services
U.S. Army: the Army, Regular Army, the Infantry, 81st Regiment, Army Band	an army, Grant's army soldiers, the regiment, the March King's band
U.S. Navy: the Navy, Navy (Naval) Establishment, Marine Corps	naval shipyard, naval station, a marine

International Organizations

Capitalize names of international organizations. Do not capitalize when used in a general sense.

<i>Do</i> United Nations: the Council, the Assembly, the Secretariat	<i>Do Not</i> nations united in the Middle East, a council of citizens, a town assembly, a secretariat for the director
the World Health Organization	funds for a world health organization

Names of Other Organized Bodies

Capitalize names of other organized bodies when used as titles. Do not capitalize when used in a general sense.

<i>Do</i> Virginia Assembly, West Virginia House of Delegates	<i>Do Not</i> the assembly, the State senate, the house of delegates
California State Highway Commission: Highway Commission of California	the highway commission the commission for highway construction
Dutchland Railroad Company: the Dutchland Railroad	the railroad company, the railroad in Pennsylvania

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. Do not capitalize when used in a general sense.

<i>Do</i> a Representative (U.S. Congress) a Republican (member of a political party) a Catholic (member of the Catholic Church) a Member of Congress	<i>Do Not</i> a representative of a group a republican form of government catholic (universal) interests member of congressional committee
---	---

Official Designation of Countries, Domains, and Their Divisions

Capitalize names of countries and their divisions when used as proper names. Do not capitalize when used in a general sense.

<i>Do</i> United States: the Republic, the Nation, the Union	<i>Do Not</i> a republic, both nations, national debt, union of States (U.S.) church and state, statewide, multistate, upstate
State of Ohio, New York State, the Empire State, the State	a dominion of the Western Hemisphere farming provinces of Canada
Dominion of Canada: the Dominion	
Province of Quebec: the Province	

Names of Regions, Localities, and Geographic Features

Capitalize names of regions, localities, and geographic features when used as proper names. Do not capitalize terms used to denote mere direction or position.

<i>Do</i> the North Atlantic States	<i>Do Not</i> north, south, east, west, northerly, northern, northward road to the west, a midwest direction road to the west, a midwest direction equatorial countries middle east of the State a land of promise continental boundaries
the West, the Midwest	
Equatorial Africa the Middle East (Asia) the Promised Land the Continent	

Names of Calendar Divisions, Holidays, Historic Events, and Periods of Time

Capitalize names of months of the year and days of the week. Do not capitalize names of the seasons or the words year and century when used with numbers.

<i>Do</i> January, February, March	<i>Do Not</i> spring, summer, autumn, fall, winter
Monday, Tuesday, Wednesday	the year 2000, the 21st century

Capitalize names of events and holidays. Do not capitalize when used in a general sense.

<i>Do</i> Battles of First and Second Manassas War of 1812, World War II Feast of the Passover Fourth of July (a national holiday): the Fourth	<i>Do Not</i> the battles also known as Bull Run the war years, Vietnam war a religious feast on July the fourth
--	---

Titles Used With Names or Titles Standing for Persons

Titles Preceding Names

Capitalize titles preceding proper names. Do not capitalize when used in a general sense.

Do

President Lincoln
King George
Chairman McDowell
Ambassador Page

Do Not

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

Titles Following Names or Titles Used Alone

Capitalize titles following proper names or used alone as substitutes for names when they indicate preeminence. Do not capitalize when used in a general sense, or when not indicating preeminence.

Do

William Clinton,, President of the United States; the President; the President-elect; the Executive; the Commander in Chief; Ex-President George Bush; a former President

Albert Gore, Vice President of the United States; the Vice President

Warren Christopher, Secretary of State; the Secretary; the Acting Secretary; the Under Secretary; the Assistant Secretary; the Director; the Chief; the Assistant Chief

Do Not

Burns Mason, president of the Potomac Railway; president-elect of the union; the executive 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

Capitalize titles in the second person.

Do

Your Excellency
Mr. Chairman, Madam Secretary

Titles of Publication, Documents, Acts, Etc.

Capitalize all words in titles of publications and documents, except a, an, the, by, for, in, of, on, to, up, and, as, but, if, or, and nor. Do not capitalize when used apart from titles or in a general sense.

Do

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

House Resolution 68
Kellogg Pact, North Atlantic Pact
Treaty of Ghent
Social Security Amendments of 1954

Do Not

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
the Baker amendment

The Definite Article

Capitalize the word the when used as part of a name or title. Do not capitalize when the is used adjectively or with titles of newspapers, periodicals, vessels, airships, or firm names.

Do

The Dalles (Oregon)
The Weirs (New Hampshire)
The Hague (city)

The Attorney General (U.S.)
The Mall (Washington, DC)

Do Not

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

Particles in Names of Persons

Capitalize particles (d, da, della, du, van, and von) in foreign names or titles - unless individual preference is known. Do not capitalize in foreign names when preceded by a forename, initial(s) or title.

Do

Da Ponte
Du Pont

Do Not

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

Capitalize particles in anglicized names, even if preceded by a forename or title. Do not capitalize when an individual prefers lowercase.

Do

Justice Van Devanter
Samuel F. Du Pont
Reginald De Koven

Do Not

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

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

Do

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, 3.

Do Not

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

SPELLING

The Government Printing Office recognizes Webster's Third New International Dictionary as its guide to spelling. To achieve further standardization, the U.S. Government Printing Office Style Manual lists the preferred forms of many words that are spelled more than one way in Webster's. Users of this manual are encouraged to refer to GPO's manual for specific spelling guidance.

This part 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 the section devoted to punctuation in this chapter.

This 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.

Plural Forms

In forming the plurals of compound terms, make the significant word plural. For example:

Significant word first
adjutants general

ambassadors at large

attorneys at law
attorneys general
brothers-in-law
commanders in chief

heirs at law
notaries public
reductions in force
rights-of-way
secretaries general

Significant word last
assistant attorneys
assistant commissioners
assistant secretaries
deputy sheriffs
lieutenant colonels
trade unions
vice chairmen, vice chairs
vice presidents

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 supervisors
secretaries-treasurers

No word significant in itself
fly-by-nights
hand-me-downs
Johnnies-come-lately

When a noun is hyphenated with an adverb or preposition, make the noun plural. For example:

goings-on
hangers-on

listeners-in
lookers-on

makers-up
passers-by

When neither word is a noun, make the last word plural.
For example:

also-rans	go-betweens	run-ins
come-ons	higher-ups	tie-ins

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. For example:

five bucketfuls of the mixture (one bucket filled five times)	three cupfuls of flour (one cup filled three times)
five buckets full of earth (separate buckets)	three cups full of coffee (separate cups)

The plurals of these words may cause difficulty.

appendix, appendixes, appendices	minimum, minimums
basis, bases	minutia, minutiae
crisis, crises	parenthesis, parentheses
curriculum, curriculums	phenomenon, phenomena
datum, data	stimulus, stimuli
formula, formulas	synopsis, synopses
index, indexes	<i>but</i>
maximum, maximums	the two Germanys, both
medium, mediums	Kansas Citys, several Marys
memorandum, memorandums	
memoranda	

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 it ends a word of one syllable, or if it ends an accented syllable. For example:

bag, bagging	transfer, transferred
get, getting	<i>but</i>
input, inputting	total, totaled
red, reddish	travel, traveled
rob, robbing	

Indefinite Articles

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. For example:

a procedure	a union	but
a historic event	a European atlas	an hour
a hotel	a one-sided argument	an onion
a humble man	a HUD directive	

Use *an* before words beginning with vowels, and words beginning with a silent *h*. For example:

an order	an herdseller	an FCC ruling
an electric light	an honor	an AEC report
an initial	an oyster	an NIH decision

COMPOUND WORDS

A compound word conveys a unit idea that is not as clearly conveyed by separate words. The hyphen not only unites but also separates the component words, thus aiding readability and correct pronunciation. Consistency remains the paramount goal.

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

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

Basic Rules

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

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	

Print solid two nouns that form a third when the compound has one primary accent, especially when the prefixed noun consists of one syllable or when one of the elements loses its original accent. For example:

decisionmaking	keyboarding	staffing	right-of-way
bookkeeping	newsprint	workday	keyboard
governmentwide	input/inputting	workplan	

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

footnoting	praiseworthiness	T-square
creditworthiness	ill-advisedly	

Print a hyphen between the elements of technical compound units of measurement. For example:

light-year	staff-hour	crop-year
------------	------------	-----------

Solid Compounds

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	somewhere
anyone	everybody	no one	someone
<i>but</i>	everything	nothing	something
any one of the staff			

Type compound personal pronouns as one word. For example:

herself	myself	ourselves	yourself
himself	oneself	themselves	yourselves
itself			

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

northeast	north-northeast
-----------	-----------------

Unit Modifiers

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

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

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. For example:

atomic energy power	life insurance	Social Security
civil service	company	pension
examination	parcel post delivery	soil conservation
ground water levels	per capita expenditure	measures
income tax form	real estate tax	special delivery mail
land bank loan		

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

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

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

Celtic-Pictish period	Red Cross nurse
Spanish-American descent	Winston-Salem regional office
Latin American countries	Minneapolis-St. Paul region

Do not confuse a modifier with the word it modifies. For example:

average taxpayer	<i>but</i> income-tax payer
well-trained schoolteacher	<i>but</i> high school teacher
abandoned wastesite	<i>but</i> hazardous waste site
American flagship (naval)	<i>but</i> American-flag ship (commerce)

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. For example:

8-, 10-, and 16-foot boards	moss- and ivy-
2- by 4-inch boards	covered walls
<i>(but</i> boards 2 to 6 inches wide)	

Do not use a hyphen in a foreign phrase used as a unit modifier. For example:

ex officio member	bona fide transaction
per diem employee	prima facie evidence

Do not use a hyphen in a unit modifier which contains a letter or a number as its second element. For example:

article 3 provisions grade A milk ward D patients class II railroad

Do not use a hyphen in a unit modifier within quotation marks unless the modifier is usually a hyphenated term. For example:

“blue sky” law “good neighbor” policy “tie-in” sale

Prefixes, Suffixes, and Combining Forms

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

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

Use a hyphen to avoid confusion. For example:

anti-hog-cholera serum	re-treat (treat again)
co-op	re-sort (sort again)
mid-decade	un-ionized (not ionized)
non-civil-service position	<i>but</i>
pre-position	rereferred

Follow the prefixes *ex*, *self*, and *quasi* with a hyphen. For example:

ex-Governor	self-control	quasi-academic
ex-serviceperson	self-educated	quasi-governmental
ex-trader		quasi-judicial

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

anti-Arab	post-World War II	<i>but</i>
non-Federal	pro-British	nongovernmental
	un-American	transatlantic

Numerical Compounds

In those instances where numbers are spelled out, use a hyphen between the elements of compound numbers from twenty-one to ninety-nine and in adjective compounds with a numerical first element. For example:

8-hour day	3-week vacation	<i>but</i>
6-footer	24-inch ruler	one hundred and twenty-one
10-minute delay	twenty-one	100-odd
6-foot-11-inch depth	twenty-first	foursome
	thirty-(30-) day period	

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. For example:

one-thousandth	twenty-one thirty-seconds
three-fourths of an inch	twenty-three thirtieths
two-thirds	two one-thousandths
one-half inch	
<i>but</i>	
half an inch	

Improvised Compounds

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

first-come-first-served basis	let-George-do-it attitude
hard-and-fast rule	one-man-one-vote principle
how-to-be-more-efficient course	penny-wise and
	pound-foolish policy
know-how	stick-in-the-mud
know-it-all	state-of-the-art

When the noun form is printed in separate words, always hyphenate the corresponding verb form. For example:

blue-pencil	cold-shoulder	cross-brace	red-line
-------------	---------------	-------------	----------

To enclose the abbreviation sic when it is used to show that an error in a quotation has been recognized but not changed.

It's (sic) counter~~part~~ is missing.

To enclose parenthetical material appearing within parentheses to avoid the confusion of double parentheses.

The Voyages of the English Nation to America Before the Year 1600, from Hakluyt's Collection of Voyages (1598-1600 [III, 121-128]). Edited by Edmund Goldsmid.

Use a single bracket:

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

Colon

Use the colon:

To separate an introductory statement from explanatory or summarizing material that follows. For example:

The board consists of three officials: chairman, vice chairman, and recorder-secretary.

These are necessary while we are at war: give up conveniences, do not demand special privileges, and do not stop work.

To introduce formal statements, questions, or quotations. For example:

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?"

Note: If the quotation is not more than one sentence, use a comma instead of a colon.

To follow a formal salutation. For example:

Dear Mr. Franklin:
Sirs and Madams:

Ladies and Gentlemen:
To Whom It May Concern:

To separate the hour and the minutes in clock time. For example:

8:15 a.m.

11:59 p.m.

To follow an introductory phrase leading into two or more successive lines and indicating repetition of that phrase. For example:

I recommend that we: accept the rules, submit them for review, and publish them.

To indicate proportion. (Use double colon as ration sign.) For Example:

1:2::3:6

Comma

Use the comma:

To separate words or figures that might otherwise be misunderstood or misread. For example:

Instead of hundreds, thousands came.

To John, Smith was very helpful.

In 1988, 89 managers were promoted.

Out of each 20, 10 are rejected.

What the difficulty is, is not known.

but

She suggested that that be changed.

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. For example:

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.

To indicate the omission of an understood word or words. For example:

Then he was enthusiastic; now, indifferent.

To separate a series of modifiers of equal rank. For example:

It is a young, eager, and intelligent group.

but

He is a clever young man. (No comma. Final modifier considered part of the noun modified.)

To follow each of the words within a series of three or more, when the last two words are joined by *and*, *or*, or *nor*. For example:

horses, mules, and cattle, neither snow, rain, nor heat
by the bolt, by the yard, or by 5, 10, or 20
in remnants

To separate an introductory phrase from the subject it modifies. For example:

Beset by the enemy, they retreated.

Before and after Jr., Sr., academic degrees, and names of States preceded by names of cities or other geographic location, within a sentence, except where possession is indicated. For example:

Henry Smith, Jr., chairman Smith, Henry, Ph.D.
Washington, DC, schools *but*
Alexandria, VA's waterfront Al Smith III

To set off parenthetical words, phrases, or clauses. For example:

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.)

To set off words or phrases which further describe or identify expressions that provide additional, but nonessential, information about a noun or pronoun immediately preceding in apposition or in contrast. For example:

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

To set off words or phrases used in contrast or apposition. For example:

Ms. Geesay, not Mr. Geesay, authored the book.
Mr. Barfield, the librarian, edited the newsletter.

To separate the clauses of a compound sentence if they are joined by a simple conjunction such as *or*, *nor*, *and*, or *but*. For example:

The manual's rules have been reviewed and updated, and they reflect current usage.

To set off a noun or phrase in direct address. For example:

Mr. President, the motion has carried.

To separate the titles of officials and the names of organizations in the absence of the words *of* or *of the*. For example:

Chief, Insurance Branch
Chair, Committee on Appropriations

To separate thousand, millions, etc., in numbers of four or more digits. For example:

4,230 50,491 1,000,000
but
1450 Hertz, 1100 meters (no comma unless more than four digits, radio only)

To set off the year when it follows the day of the month in a specific date within a sentence. For example:

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

To separate a city and State. For example:

Cleveland, OH Washington, DC

Do not use the comma:

To separate the month and year in a date. For example:

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

To separate units of numbers in built-up fractions, decimals, page numbers, serial numbers, telephone numbers, and street addresses. For example:

1/2500 Motor No. 189463
1.9047 1-202-555-1212
page 2632 1727-1731 Broad Street

To separate two nouns, one of which identifies the other. For example:

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

Dash

Use the dash (two hyphens without space before, between, or after):

To mark a sudden break or abrupt change in thought. For example:

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

To indicate an interruption or an unfinished word or sentence. For example:

He said, “Give me lib—”
Q. Did you see—A. No, sir.

To serve instead of commas or parentheses, if the meaning is clarified by the dash. For example:

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

To introduce a final clause that summarizes a series of ideas. For example:

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

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. For example:

How beautiful!	Who shouted, “All aboard!”
“Great!” he exclaimed.	(question mark omitted)
O Lord, save Thy people!	

Hyphen

Use the hyphen:

To connect the elements of certain compound words.

mother-in-law	self-control	walkie-talkie
ex-Governor	H-bomb	quasi-academic

To indicate continuation of a word divided at the end of a line.

To separate the letters of a word which is spelled out for emphasis. For example:

d-o-l-l-a-r-s my name is S-m-y-t-h It is M-c not M-a-c

Parentheses

Use parentheses:

To set off matter not part of the main statement or not a grammatical element of the sentence, yet important enough to be included, and to minimize repetitive use of long and awkward terms or names. For example:

The result (see figure 2) is most surprising.
General Services Administration (GSA)

To enclose a parenthetical clause where the interruption is too great to be indicated by commas. For example:

Three old destroyers (all now out of commission) will be scrapped.

To enclose an explanatory word that is not part of the statement. For example:

The Erie (PA) Tribune News, *but* the Tribune News of Erie, PA.
The Washington (DC) Post, *but* the Post of Washington, DC.

To enclose letters or numbers designating items in a series, either at the beginning of paragraphs or within a paragraph. For example:

We must set forth (1) our long-term goals, (2) our immediate objectives, and (3) the means at our disposal to accomplish both.

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. For example:

The specimen exhibits both phases (plate 14, A,B). They vary greatly. (See plate 4.)
Note that the word “confirm” is set in italic in the recommendation line. (See sample 6, page 246.)

When a figure is followed by a letter in parentheses, no space is used between the figure and the opening parenthesis. If the letter is not in parentheses and the figure is repeated with each letter, there is no space between the opening parentheses and the figure.

15(a) Classes, grades, and sizes. 15a. Classes, grades, and sizes.

Period

Use the period:

To end a declarative sentence that is not exclamatory and to end an imperative sentence. For example:

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

To end an indirect question or a question intended as a suggestion and not requiring an answer. For example:

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

To indicate omission of a word or words within a sentence by typing three spaced periods at the end of a sentence use four periods spaced to indicate which period ends the sentence. Use spaced periods on a separate line to show omission of one or more paragraphs. For example:

He called (the office) and left. (That was Monday.) He returned Tuesday.
He called . . . and left . . . he returned Tuesday.
"I'd like to . . . that is . . . if you don't mind . . ."
He faltered and then stopped speaking.

To follow abbreviations, unless by usage, the period is omitted. For example:

c.o.d.	NE.	p.m.	
<i>but</i>			
HHS	USDA	qt	NY

Question Mark

Use the question mark:

To indicate a direct query, even if not in the form of a question. For example:

Did he do it?	Can the money be raised? is the question.
She did what?	Who asked, "Why?" (Note single question mark.)

To express more than one query in the same sentence. For example:

Can she do it? or you? or anyone?

To express doubt. For example:

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

Quotation Marks

Use quotation marks:

To enclose a direct quotation. Single quotation marks are used to enclose a quotation appearing within a quotation. For example:

"The question before Congress is, 'Can the President take such action on his own initiative?'"

To enclose any matter following the terms called, so-called, known as, entitled, the word, the term, marked, endorsed, or signed. Use them to enclosed expressions that are misnomers or slang or when ordinary works are used in an arbitrary way. For example:

Congress passed the act entitled	After the word "treaty"
"An act . . ."	insert a comma.
It was signed "John."	The so-called "investigating" body

To enclose titles or addresses, articles, books, captions, chapter and part headings, editorials, essays, headings, headlines, hearings, motion pictures and plays (including television and radio programs), papers, short poems, reports, songs, studies, subheadings, subjects, and themes. All principal words are to be capitalized. For example:

An address on "Uranium-235 in the Atomic Age"
The article "Germany Revisited" appeared in the last issue.
Under the caption "Long-Term Treasurys Rise"
The subject was discussed in "Courtwork." (chapter heading)
It will be found in "Part XI: Early Thoughts."
"Compensation," by Emerson (essay)
"United States to Appoint Representative to U.N." (heading or headline)
In "Search for Paradise" (motion picture); "South Pacific" (play)
A paper on "Constant-Pressure Combustion" was read.
"O Captain! My Captain!" (short poem)
The report "Atomic Energy: What It means to the Nation," *but* annual report of the Secretary of the Interior.
Under the subhead "Sixty Days of Turmoil will be found . . ."
The subject (or theme) of the conference is "Peaceful Uses of Atomic Energy."
Also Account 5, "Management Fees."
Under the appropriation "Building of Ships, Navy."

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

"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?'"

Place punctuation inside or outside quotation marks, as follows:

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 "fax"?

"Have you an application form?"

Who asked, "Why?"

Why call it a "gentlemen's agreement"?

but

Change "the following examples:" to "the following examples:."

Semicolon

Use the semicolon:

To separate independent clauses not joined by conjunction, or those joined by a conjunctive adverb (such as *consequently*, *therefore*, *however*, *moreover*, etc.). For example:

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

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

To separate two or more phrases or clauses with internal punctuation. For example:

Robert M. Roman, chairman of the board, will travel in most of southern Europe; in all of the Near East; and, in the event 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 to be interesting, give it emphasis.

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

No; we receive one-third. War is destructive; peace, constructive.

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

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

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

ABBREVIATIONS

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 part lists abbreviations for names of states, for civil and military titles, and for a few other selected groups of words. For a more complete listing, consult the U.S. Government Printing Office Style Manual.

Capitals, Hyphens, Periods, and Spacing

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 or the abbreviation, unless through usage the period is omitted. Allow no spaces after periods except when they follow the initials in names of persons. For example:

EST or e.s.t. (eastern standard time)	J. M. Jones
B.A. (bachelor of arts)	e.g. (for example)
AM or a.m. (ante meridiem)	i.e. (that is)

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

NIH TVA DOD ARC AFL-CIO USAF

Geographic Terms

You may abbreviate United States when preceding Government or the name of a Government organization, except in formal writing (such as proclamations and Executive Orders). Spell out United States when it is

used as a noun or when it is used in association with names of other countries as an adjective. For example:

U.S. Government U.S.S. Brooklyn (note abbreviation for ship)
 U.S. Congress
 U.S. Department of Agriculture *but*
 The climate of the United States is moderate.
 British, French, and United States
 Governments

With the exception of the instances noted in the preceding paragraph, the abbreviation U.S. is used in the adjective position. However, United States should be spelled out when used as a noun. For example:

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

In other than formal writing, you may abbreviate Canal Zone, Puerto Rico, Virgin Islands, and the names of states of the United States. For example:

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

Addresses

Words in an address are usually spelled out. Abbreviations following a name or a number should be used when addressing an envelope. For example:

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

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

Other commonly accepted abbreviations appearing before numbers are:

APO—Army post office	RR—rural route
FPO—fleet post office	RFD—rural free delivery

Names and Titles

Use abbreviations in firm names as they are shown on the firm's letterhead. For example:

J. Dillard & Son's, Inc.

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

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

Do not abbreviate Company and Corporation in names of Federal Government units. For example:

Saint Lawrence Seaway Development Corporation
 Metals Reserve Company
 Panama Railroad Company
 Commodity Credit Corporation

In other than formal usage, you may abbreviate a civilian or a military title preceding a name if followed by a given name or initial; but abbreviate Mr., Ms., Mrs., M., MM., Messrs., Mses., Mlle., Mme., and Dr., with or without a given name or initial. For example:

Gov.—Governor	Prof.—Professor
Lt. Gov.—Lieutenant Governor	Supt.—Superintendent

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.

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

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

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

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.

When the name is followed by abbreviations designating religious and fraternal orders and academic or 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. For example:

Jeanne J. Jones, D.D., M.A., D.Lit.
 Richard R. Row, C.E.C., Ph.D., LL.D

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. For example:

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

Terms Relating to Congress

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

101st Cong., 1st sess. 1st sess., 101st Cong.
 Public Law 84, 92d Cong.

Calendar Division

When brevity is required, you may abbreviate the names of months (except May, June, July) when used with day or year, or both. For example:

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

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.

NUMERALS

Whether to express a number in figures or to spell it out is often a troublesome choice. This part 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 area covers large numbers, some of which may be written in text by combining figures and words. Further instructions on writing numerals may be found in the U.S. Government Printing Office Style Manual.

Guidance for choosing the best method of expressing a number follows:

- Spell out numbers at the beginning of a sentence. Numbers under 10 should be spelled out, except when they express time, money, or measurement; they are always typed as numerals.
- Arabic numerals are preferable to Roman numerals.
- Except in legal documents, avoid repeating in numerals a number which has been spelled out.

Numbers Spelled Out

Single numbers of less than 10 within a sentence. For example:

six goals and objectives five recommendations
 three times as large seven agencies

Numbers of less than 100 preceding a compound modifier containing a figure. For example:

two 3/4-inch boards *but*
 twelve 6-inch rulers 120 5-by-8-inch writing pads

Round numbers and indefinite expressions. For example:

a hundred cows, dollars, men midsixties
but *but*
 100-odd pupils, 250-fold mid-1961

the early seventies a thousand and one reasons
but less than a million dollars

the 1870's (not the 70's)

in the nineties
but
 the 1990's
not
 the 90's, or the '90's

Time

6 hours 8 minutes 20 seconds
 10 years 3 months 29 days
 400 years; 30 years
but
 four centuries, three decades
 10 o'clock *or* 10 p.m.
not
 10 o'clock p.m. *or* 10:00 p.m.

half past 4 *or* 4:30 a.m.
 12 noon; 12:01 p.m.
 12 midnight; 12:01 a.m.
 1300 (military time)
not
 1300 hours

Unit modifiers

5-day week 8-hour day
 8-year-old wine 10-foot pole

but
 a two-story house
 a five-member board
 \$20-million airfield

Ordinal numbers of 10 or more

21st century 102d Congress 20th Congressional District
 17th region 171st Street 20th Place

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. Preference is based on the ease with which the number can be grasped in reading. For example:

Amount expressed in figures	Preferable in text	Acceptable in text
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.....	3- 1/4 million or three and one-fourth million or three and one-quarter million.
750,000,000*	750 million.....	3/4 billion or three-fourths of a billion or three-quarters of a billion.
9,000,000 to	9 million to	nine million to
1,000,000,000*	one billion	one billion

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

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WORD DIVISION

It is preferable that correspondence not contain hyphenated words. However, when words must be divided, they should be separated between syllables. One-syllable words are never divided. Guidelines on proper syllabic division may be found in the U.S. Government Printing Office Style Manual's supplement Word Division and in any dictionary.

Divide Words

So that the part of the word at the end of the line suggests to the reader the whole word. For example:

capac-ity *not* capa-city extraor-dinary *not* extra-ordinary

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

physi-cal *not* phys-ical particu-lar *not* partic-ular
sepa-rate *not* sep-arate criti-cism *not* crit-icism

Between the components of solid compounds. For example:

rail-road proof-reader

- At the hyphen in hyphenated compounds. For example:

court-martial above-mentioned

Between adjoining vowels in separate syllables. For example:

estu-ary gene-alogy cre-ation

After prefixes of three or more letters. For example:

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

Before suffixes of three or more letters. For example:

portable handwrit-ing correspond-ing

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

access-ing express-ing

Between double consonants that are doubled because a suffix is added. For example:

remit-ted thin-ning program-ming

According to their grammatical function. For example:

pro-gress (verb)	in-va-lid (noun)	but
prog-ress (noun)	in-val-id	proc-ess (noun, verb)
pro-ject (verb)	(adjective)	pro-test (noun, verb)
pro-ject (noun)	rec-ord (verb)	
steno-grapher (noun)	rec-ord (noun)	
steno-graphic	pro-duce (verb)	
(adjective)	prod-uce (noun)	

Do Not Divide Words

At the ends of more than two consecutive lines.

Of five or fewer letters, even though containing more than one syllable. For example:

avoid begin into also every area

Between a one- or a two-letter terminal syllable and the rest of the word. For example:

ammonia proceeded period

Between a one- or a two-letter initial syllable and the rest of the word. For example:

identify around behavior

At the end of a page.

So that the last word of a paragraph is hyphenated.

Do Not Separate Closely Related Word Units

Avoid separating words that are closely associated with one another, such as the elements of dates and of proper names, groups of initials and surnames, and abbreviated titles (Dr., Mrs., etc.) and names. When absolutely unavoidable—

- Dates containing month, day, and year may be divided by carrying the year over to the next line.
- Proper names may be divided by placing the last name on the next line.
- Do not separate figures, letters, or symbols from their accompanying words when used as a group. For example:

Chapter III Article 14 1234 Fifth Street NW \$125.35