

	STANDARD OPERATING PROCEDURE State Form 39870(R/S-06)	Reference Number ENF-041
	Subject Correspondence – Official Written	
	Special Instructions Replaces ENF -044 dated January 1, 2012	Effective Date March 1, 2015

I. PURPOSE

Establish guidelines for official written correspondence by Department employees.

II. POLICY

Department employees shall follow accepted business styles in all official letters, memos, and other formal written correspondence.

III. PROCEDURE

A. Department letterhead shall be used for “official use” only. All memorandums or letters that are sent to a person or agency outside of the Department shall be on Department letterhead.

B. The date at the top of memorandums shall be left justified (even with the left margin of the memorandum) and evenly spaced between the header and the employee’s name receiving the memorandum.

C. Memorandums and letters should be centered on the page in such a manner as to give a balanced look.

D. Elected officials should be addressed as “Honorable.”

E. All lines of text shall be single spaced in the body of the letter or memorandum. There shall be double spacing between paragraphs of text.

F. When using an “[Attention](#)” line type the name and title of the person who will receive the memorandum or letter on the “Attention” line. If using an “Attention” line, the salutation should agree with the name of the main addressee. If possible, address the memorandum or letter to the person concerned and omit the “Attention” line.

G. When using a “[Reference](#)” line include text on the “Reference” line that indicates the name of the person and/or item that will be discussed in the body of the memorandum or letter. The “Reference” line text should be centered on the page. Correspondence with “Reference” lines may or may not have “Attention” lines.

H. When sending an [intradepartmental memorandum](#) to an officer of higher rank, the proper complimentary closing phrase “Respectfully submitted” shall be used. When sending the memorandum to an officer of equal or lower rank, the closing phrase shall be omitted. The “name” and “rank” shall be used in both cases. When using a complimentary closing insert four (4) blank lines between the complimentary closing and the typed signature; otherwise insert five

(5) or six (6) blank lines between the end of the body of the memorandum and the typed signature.

I. Department employees, sending written correspondence to the chief executive officer (CEO) of any state or federal agency outside of the Department shall submit the original, through the Office of the Superintendent, for approval, before mailing. When written correspondence is sent to persons outside of the Department, other than the chief executive officer of the agency, the original correspondence shall be submitted, through the division, section, zone, area, or district commander, for approval, before mailing.

J. The author's initials (all letters in capital case), a colon (no space before or after the colon), and the typist's initials (all letters in lower case), shall appear two (2) lines below the signature line at the left margin. Example: MJC:bjb. The "author's initials" shall be the initials of the author, not the initials of the person who the memo or letter is from.

K. If the name or type of an enclosure(s) is mentioned in the body of a letter or memorandum it is not necessary to have "Enclosure" or "Enclosures" at the bottom of the correspondence. If the name or type of an enclosure(s) is not included in the letter or memorandum, the word "Enclosure" or "Enclosures" shall be included at the bottom of the letter or memorandum. The word "Enclosure(s)" shall appear two (2) lines below the author's/typist's initials at the left margin. The word "Enclosure(s)" shall be followed by a colon, two spaces, and the name(s) or total number of enclosures. If there is more than one enclosure, the names designating each enclosure shall be listed vertically, with the first enclosure on the line with the word "Enclosure(s)". If the number of enclosures is used, parentheses shall be used to encompass the number, e.g., Enclosures (6).

L. If copies are sent to additional enforcement personnel, always list destination of copies of originals last unless there is a postscript. List all Department enforcement personnel by rank, in descending order.

M. This procedure is to be used in conjunction with all relevant Department regulations, rules, policies, and procedures.