

CORRESPONDENCE GUIDELINES



July 1, 1997

Revised November 1, 1999

North Carolina Division of Parks and Recreation

DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES

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1.0 GENERAL

- 1.1 Where possible, all correspondence within the Division will be in the form of an e-memorandum. (For e-memorandum format see Section 3a.0)
- 1.2 All correspondence within State government — with the exception of correspondence to the General Assembly or the Governor — will be in the form of a memorandum.
- 1.3 All correspondence to the public, the General Assembly, or the Governor will be in the form of a letter.
- 1.4 No exceptions to this format can be made without the approval of the Executive Assistant who is responsible for correspondence practices in this Division.

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2.0 STATIONERY

2.1 Memorandums

- 2.1.1 Memorandums within the Division (where e-memorandums are not appropriate), or to other divisions within the Department of Environment and Natural Resources, are to be printed on plain paper. (For memorandum format see Section 3.0.)
- 2.1.2 Memorandums to other departments within state government are to be printed on Division letterhead paper.
- 2.1.3 Memorandums drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR are to be printed on plain paper with the word "DRAFT" stamped at the top of the paper.

2.2 Letters

- 2.2.1 Letters from the Division to the public, the General Assembly, or the Governor are to be printed on Division letterhead paper.
- 2.2.2 Letters to the public, the General Assembly, or the Governor drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, the Secretary for DENR, or the Governor are to be printed on plain paper with the word "DRAFT" stamped at the top of the paper.

2.3 Subsequent pages

- 2.3.1 Division correspondence requiring the use of a second page is to be printed on plain paper.
- 2.3.2 Correspondence drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, the Secretary for DENR, or the Governor requiring the use of a second page is to be printed on plain paper with the word "DRAFT" stamped at the top of the paper.

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2.4 Envelopes

- 2.4.1 Correspondence from the Division requires the use a business envelope preprinted with the Division's return address.
- 2.4.2 Correspondence from the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR requires the use of a business envelope preprinted with DENR's return address.
- 2.4.3 Correspondence from the Governor requires the use of a business envelope preprinted with the Governor's return address.

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3.0 MEMORANDUM FORMAT

3.1 Margins

3.1.1 For Division memorandums printed on plain paper, set margins at 1" for both the top and bottom margin, and 1" for both the left and right margin.

3.1.2 For correspondence printed on Division letterhead paper or to be printed on letterhead paper for the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR, set the top margin at 1.5", the bottom margin at 1.5", the left margin at 2", and the right margin at .75".

3.2 The heading "DIVISION OF PARKS AND RECREATION" is typed in all capital letters and centered on the first line of Division memorandums printed on plain paper. This heading should not be used on memorandums printed on Division letterhead paper.

3.3 Date

3.3.1 The date is typed in text format (MMM DD, YYYY). Abbreviations should not be used for the month.

3.3.2 For memorandums printed on plain paper, the date is centered two lines below the heading.

3.3.3 For memorandums printed on Division letterhead paper, the date is positioned flush left with the margin on the first line.

3.3.4 For memorandums to be printed on letterhead paper for the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR, the date is centered on the first line.

3.3.3.1 For lead time, see Section 7.3.

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- 3.4 The word "**MEMORANDUM**" is underlined, typed in all capital letters with bold font, and positioned flush left, four lines below the date.
- 3.5 The word "TO:", followed by a colon, is typed in all capital letters and positioned flush left, four lines below the word **MEMORANDUM**. Two tabs¹ should separate the word TO: from the addressee's name and title. If used, the addressee's agency name is identified on the next line at the same distance from the margin as the addressee's name.
- 3.6 If used, the word "THROUGH:", followed by a colon, is typed in all capital letters and positioned flush left, two lines below the TO line. One tab separates the word THROUGH: from the name and title of the person that the memorandum is to be routed through. If used, the agency name is identified on the next line at the same distance from the margin as the name.
- 3.6.1 All Division memorandums to the Deputy Secretary for DENR or the Secretary for DENR require the use of the THROUGH notation with the Asst. Secretary for Natural Resources as the person that the memorandum is routed through.
- 3.7 The word "FROM:", followed by a colon, is typed in all capital letters and positioned flush left, two lines below the THROUGH line. One tab separates the word FROM: from the name and title of the person that the memorandum is from. If used, the writer's section or program name is identified on the next line at the same distance from the margin as their name.
- 3.8 The word "SUBJECT:", followed by a colon, is typed in all capital letters and positioned flush left, two lines below the FROM line. One tab separates the word SUBJECT: from the text on the subject line.

¹ The default tab settings are left-aligned, every ½ inch for 14 inches, from -1 inch to 13 inches.

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3.8.1 Where the text of the subject line exceeds one line in length, the text should continue on the next line using a block style.

Example: SUBJECT: XX
XXXXXXXXXXXXXXXXXXXX

3.9 If used, the word "REFERENCE:", followed by a colon, is typed in all capital letters and positioned flush left, two lines below the SUBJECT line. One tab separates the word REFERENCE: from the text on the reference line.

3.9.1 Where the text of the subject line exceeds one line in length, the text should continue on the next line using a block style. (See example of subject line above.)

3.10 Body of the memorandum

3.10.1 The body of the memorandum begins four lines below the subject line (or, if used, the reference line).

3.10.2 For paragraph style, see Section 11.1.

3.10.3 For paragraph spacing, see Section 11.3.

3.10.4 For enumerated lists, see Section 11.4.

3.10.5 For closing paragraph, see Section 11.5.

3.11 For subsequent pages, see Section 12.0.

3.12 For reference initial notations, see Section 14.0.

3.13 For enclosure/attachment notations, see Section 15.0.

3.14 For courtesy copy notations, see Section 16.0.

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3a.0 ELECTRONIC CORRESPONDENCE

3a.1 Where possible, all correspondence within the Division will be sent by e-mail in the form of a memorandum.

3a.2 Electronic memorandum will follow the same format as paper memorandum (see Section 3.0) with the following exceptions.

3a.2.1 The word "E-MEMORANDUM" will be used, instead of "MEMORANDUM"

3a.3 A signed copy of the e-memorandum will be retained by the sender.

3a3.1 The following statement will be typed on the bottom of the e-memorandum, positioned flush left two lines below the reference initial line:

"Signed copy retained by (followed by your name and location)."

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4.0 FONT STYLE AND SIZE

- 4.1 CG Times is the standard font to be used for all correspondence. Where CG Times is unavailable, Times Roman may be used.
- 4.2 12-point font is standard. However, in an effort to keep correspondence to one page in length, 11-point font may be substituted.

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5.0 JUSTIFICATION

- 5.1 Full justification is used for all Division correspondence.
- 5.2 Left justification is used for all correspondence drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, the Secretary for DENR, or the Governor

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6.0 MARGINS

- 6.1 For Division memorandums printed on plain paper, set margins at 1" for both the top and bottom margin, and 1" for both the left and right margin.
- 6.2 For correspondence printed on Division letterhead paper or to be printed on letterhead paper for the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR, set the top margin at 1.5", the bottom margin at 1.5", the left margin at 2", and the right margin at .75".
- 6.3 For correspondence to be printed on the Governor's letterhead paper, set the top margin at 2.75", the bottom margin at 1", the left margin at .75", and the right margin at 1".
- 6.4 For all correspondence requiring a subsequent pages, set margins at 1" for both the top and bottom margin, and 1" for both the left and right margin.
- 6.5 In an effort to keep correspondence to one page in length, the bottom margin may be adjusted as necessary.

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7.0 DATE

7.1 The date is typed in text format (MMM DD, YYYY). Abbreviations should not be used for the month.

7.2 Position

7.2.1 For Division memorandums printed on plain paper, the date is centered two lines below the heading.

7.2.2 For all correspondence printed on Division letterhead paper, the date is positioned flush left with the margin on the first line.

7.2.3 For all correspondence to be printed on letterhead paper for the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR, the date is centered on the first line.

7.3 Lead time

7.3.1 Post date correspondence drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary by three or more working days from the date that the correspondence is sent for signature.

7.3.2 Post date correspondence drafted for signature by the Governor by five or more working days from the date that the correspondence is sent for signature.

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8.0 INSIDE ADDRESS

- 8.1 The address is single-spaced and positioned flush left, four lines below the date.
- 8.2 No line of the address should be longer than four inches. Where any line of the address exceeds four inches, continue on the next line and indent the second line two spaces.
- 8.3 Limit the address to five lines.
- 8.4 The first line of the address contains the addressee's name.
 - 8.4.1 All names are preceded by a courtesy title (i.e., Mr., Mrs., Dr., etc) or a formal title. (See Appendix A.)
 - 8.4.2 The addressee's business title follows the addressee's name (e.g., Dr. Mike Rostigium, Director).
 - 8.4.2.1 A lengthy business title should be typed on the second line of the inside address.
- 8.5 The next line of the inside address contains the name of the addressee's organization or agency, if applicable.
- 8.6 The next line of the inside address contains the first line of the address.
 - 8.6.1 Where both the street address and post office box address are referenced, use the post office box address.
 - 8.6.2 Apartment or suite numbers are typed on the same line as the mailing address, separated by a comma.
 - 8.6.3 House numbers, with the exception of one, are typed as numerals.
 - 8.6.4 Where street names are numbers, spell out names below ten and use numerals for names above ten.

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8.7 Type both the names of the city and the state in full, separated by a comma.

8.8 The zip code follows the state name, separated by two spaces.

8.8.1 The nine-digit zip should be used if possible.

7

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9.0 SUBJECT AND REFERENCE LINE

- 9.1 The use of the subject and reference notation is optional.
- 9.2 Do not use a subject or reference line in letters drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, the Secretary for DENR, or the Governor.
- 9.3 A subject line may be used without also using a reference line, but a reference line should not be used without a subject line.
- 9.4 The subject of the correspondence is a brief statement, usually not more than ten words in length, summarizing the content of the letter.
- 9.5 The word "SUBJECT:", followed by a colon, is typed in all capital letters and positioned flush left, two lines below the address.
 - 9.5.1 One tab separates the word SUBJECT: from the text on the subject line.
 - 9.5.2 Where the text of the subject line exceeds one line in length, the text should continue on the next line using a block style. (See example in Section 3.8.1, page 6.)
- 9.6 The reference notation refers to either previously received or previously sent correspondence.
- 9.7 The word "REFERENCE:", followed by a colon, is typed in all capital letters and positioned flush left, two lines below the SUBJECT line.
 - 9.7.1 One tab separates the word REFERENCE: from the text on the reference line.
 - 9.7.2 Where the text of the reference line exceeds one line in length, the text should continue on the next line using a block style. (See example in Section 3.8.1, page 6.)

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10.0 SALUTATION

- 10.1 The salutation is positioned flush left, two lines below the address (or, if used, the subject and/or reference line).
- 10.2 The standard greeting for all letters is the word "Dear", followed by the addressee's courtesy title, last name, and a colon.
 - 10.2.1 If a formal courtesy title is used in the inside address, use the informal courtesy title in the salutation. (See Appendix A.)
 - 10.2.2 For letters addressed to a group composed of both men and women, such as a park advisory committee, the preferred salutation is "Ladies and Gentlemen".

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11.5 Closing paragraph

- 11.5.1 The standard closing paragraph for Division letters is "If you have any questions, or need additional information, please feel free to call . . ." followed by the name and number of the appropriate contact person.
- 11.5.2 The standard closing paragraph for letters drafted for the Governor's signature is "My warmest personal regards".

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12.0 SUBSEQUENT PAGES

12.1 Stationery

- 12.1.1 Division correspondence requiring the use of a second page is to be printed on plain paper.
- 12.1.2 Correspondence drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, the Secretary for DENR, or the Governor requiring the use of a second page is to be printed on plain paper with the word "DRAFT" stamped at the top of the paper.

12.2 Where possible, limit correspondence to one page.

- 12.2.1 11-point type may be used to reduce correspondence to one page.
- 12.2.2 The bottom margin may be adjusted to reduce correspondence to one page.
- 12.2.3 Lengthy enumerated lists should be formatted as an Enclosure/Attachment to the correspondence.

12.3 Where used, subsequent pages begin with a header.

- 12.3.1 The header should be single-spaced and positioned flush left at the top of the page.
- 12.3.2 The first line contains the addressee's courtesy title and full name.
- 12.3.3 The second line contains the word "Page" followed by the page number.
- 12.3.4 The third line contains the date.
 - 12.3.4.1 The date is typed in text format (MMM DD, YYYY). Abbreviations should not be used for the month.

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12.4 The body of the correspondence resumes three lines below the header.

Example: Mr. Mike Rostigium
Page 2
July 1, 1997

XX
XX
XX

12.5 For all correspondence requiring a subsequent pages, set margins at 1" for both the top and bottom margin, and 1" for both the left and right margin.

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13.0 COMPLIMENTARY CLOSING

- 13.1 The standard complimentary closing for all letters is "Sincerely."
- 13.2 The complimentary closing is positioned two lines below the closing paragraph.
 - 13.2.1 For Division letters, the complimentary closing is positioned flush left.
 - 13.2.2 For letters drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR, the complimentary closing is positioned 4.2" from the left margin.
 - 13.2.3 For letters drafted for signature by the Governor, the complimentary closing is positioned 4.25" from the left margin.
- 13.3 The signature line consists of the name of the person that the letter is from.
- 13.4 The signature line is positioned four lines below the complimentary closing.
 - 13.4.1 For Division letters, the signature line is positioned flush left.
 - 13.4.2 For letters drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR, the signature line is positioned 4.2" from the left margin.
 - 13.4.3 For letters drafted for signature by the Governor, the signature line is positioned 4.25" from the left margin.
 - 13.4.3.1 The Governor's name should read James B. Hunt Jr. A comma is not used between Hunt and Jr.
- 13.5 Where used, type the writer's business title on the line below their name, at the same distance from the margin as the writer's name.
 - 13.5.1 A business title is not used for letters drafted for the Division Director's signature.

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- 13.5.2 Business titles are used for correspondence drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR.
- 13.5.3 A business title is not used for letters drafted for signature by the Governor.
- 13.6 If you are required to sign for the writer, sign your name and the word "for" above the typed signature line.
- 13.7 If your office is located at an address other than the address listed on the Division letterhead paper, indicate your address under the signature line.
- 13.7.1 When using this format, the writer's business title is typed on the same line as the writer's name, separated by comma.

Example: Sincerely

Ann Hinga, Superintendent
Mt. McKnelly State Park
P.O. Box 123
X, North Carolina 12345

AH/gsr

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14.0 REFERENCE INITIALS

- 14.1 Reference initials identifying the signer, writer, and typist are positioned flush left, two lines below the signature line.
- 14.2 Division correspondence drafted by you for signature by another carries the signer's initials in all capital letters, the writers initials in all capital letters, and, if applicable, the typist's initials in lowercase letters.
 - 14.2.1 Reference initials are separated by a slash (/).
- 14.3 Correspondence drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR, carries no reference initials for anyone below the position of director.
- 14.4 Correspondence drafted for signature by the Governor carries no reference initials for anyone below the position of director.
 - 14.4.1 Reference initials are separated by a colon (:).
 - 14.4.2 The Division Director's initials are typed in lowercase letters.

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15.0 ENCLOSURE/ATTACHMENT

- 15.1 When an item is enclosed with a letter, it is indicated on the letter by typing "Enclosure" positioned flush left, two lines below the reference initials.
- 15.2 When an item is attached to a memorandum, it is indicated on the memorandum by typing "Attachment" positioned flush left, two lines below the reference initials.

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16.0 COURTESY COPIES

16.1 Indicate "courtesy copy" by typing "cc:", followed by a colon, positioned flush left, two lines below the reference initials (or, if used, the Enclosure/Attachment notation).

16.1.1 One tab separates the cc: notation from the recipient's name and title.

16.1.2 Identify the recipient's agency on the next line positioned the same distance from the margin as the name.

16.1.3 Additional recipients are listed using the same single-spaced format outlined above, with double spacing between each listing.

Example: cc: Jim Nocarpium, Head
Resource Management Program

Lizzie Machia, Head
Natural Heritage Program

16.2 Indicate "blind courtesy copy " by typing "bcc:" followed by a colon, positioned flush left, two lines below the cc: notation.

16.2.1 The bcc: notation is not typed on the original correspondence, but only on the file copy and the recipient's blind courtesy copy.

16.2.2 One tab separates the bcc: notation from the recipient's name and title.

16.2.3 Identify the recipient's agency on the next line positioned the same distance from the margin as the name.

16.2.4 Additional recipients are listed using the same single-spaced format outlined above, with double spacing between each listing. (See example above.)

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16.3 It is only necessary to identify the recipient's title and agency if the correspondence is going to someone outside the Division.

16.3.1 If the recipient's title and agency are not referenced in the courtesy copy notation, the list of recipients is single-spaced.

16.4 If more than one person is to receive a courtesy copy, the names should be listed in order of organizational rank.

16.4.1 Where recipients are of equal rank, names are listed alphabetically.

16.5 In an effort to reduce the length of correspondence, where there are two or more courtesy copy notations, the recipient's name, title, and agency may be typed on one line with single-spacing used to list additional recipients.

Example: cc: Billy Ray Xyris, Superintendent of State Parks
Iris Tridentata, Chief of Planning and Natural Resources
Andrew Pogon, South District Superintendent

16.6 Copy recipients

16.6.1 The Division Director receives a courtesy copy of correspondence drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR.

16.6.2 The actual writer receives a blind courtesy copy of correspondence drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR.

16.6.3 Both the Division Director and the actual writer receive blind courtesy copies of correspondence drafted for signature by the Governor.

16.7 Do not use courtesy titles in courtesy copy notations.

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17.0 DOCUMENT LOCATION CODE

17.1 The use of a document location code is optional.

17.2 If used, the document location code is typed two lines below the reference initials (or, if used, the Enclosure/Attachment notation, or, if used, the courtesy copy notation).

17.3 The document location code consists of a diskette number and the typist's identifying initials.

Example: 1SMR

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18.0 ENVELOPES AND LABELS

18.1 An envelope or label is prepared for any correspondence drafted for signature by the Division Director, the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, the Secretary for DENR, or the Governor.

18.2 * An envelope or label is prepared for any courtesy copies and blind courtesy copies referenced on the correspondence.

18.3 Stationery

18.3.1 Correspondence from the Division requires the use a business envelope preprinted with the Division's return address.

18.3.2 Correspondence from the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR requires the use of a business envelope preprinted with DENR's return address.

18.3.3 Correspondence from the Governor requires the use of a business envelope preprinted with the Governor's preprinted return address.

18.4 Addresses are typed in all capital letters with no punctuation.

18.5 Abbreviate state names using the U.S. Postal Service's two-letter abbreviations.

18.6 Use the nine-digit zip code where possible.

18.7 Courtesy titles

18.7.1 Envelopes prepared for Division and DENR correspondence do not require the use of a courtesy title.

18.7.2 Envelopes prepared for the Governor's correspondence require the use of a courtesy or a informal title. (See Appendix A).

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19.0 ASSEMBLY FOR SIGNATURE

19.1 File folders

- 19.1.1 Correspondence drafted for signature by the Division Director is placed in a yellow file folder.
- 19.1.2 Correspondence drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR is placed in a blue folder.
- 19.1.3 Correspondence drafted for signature by the Governor is placed in a red folder.

19.2 Cover memorandums

- 19.2.1 Correspondence initiated by the Division for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR requires a cover memorandum from the Division Director providing necessary background information.
- 19.2.2 Letters initiated by the Division for signature by the Governor require a cover memorandum from the Division Director to the Secretary of DENR through the Asst. Secretary for Natural Resources and a cover memorandum from the Secretary to the Governor providing necessary background information.

- 19.3 Include a disk copy of the correspondence, envelopes and/or labels for the addressee and recipients of courtesy copies, and copies of any Enclosures/Attachments for the addressee, and recipients of courtesy copies and blind courtesy copies with the correspondence.

19.4 Routing for review

- 19.4.1 Correspondence drafted for signature by the Division Director is routed for review through your program head, your section chief, and the Director's executive assistant.

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- 19.4.2 Correspondence drafted for signature by the Asst. Secretary for Natural Resources is routed for review through your program head, your section chief, the Director's executive assistant, and the Director.
- 19.4.3 Correspondence drafted for signature by the Deputy Secretary for DENR or the Secretary for DENR are routed for review through your program head, your section chief, the Director's executive assistant, the Director, and the Asst. Secretary for Natural Resources.
- 19.4.4 Letters drafted for signature by the Governor is routed for review through your program head, your section chief, the Director's executive assistant, the Director, the Asst. Secretary for Natural Resources, and the Secretary for DENR.

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20.0 CORRESPONDENCE FOR THE GOVERNOR (See sample in Appendix B)

20.1 General rules

- 20.1.1 Avoid florid, wordy letters.
- 20.1.2 Avoid abbreviations and hyphenations.
- 20.1.3 Print correspondence on plain paper with the word "DRAFT" stamped at the top of the paper.
- 20.1.4 Post date correspondence by five or more working days from the date that the correspondence is sent for signature.

20.2 Mass mailings

- 20.2.1 The content of the letter and the list of recipients must be approved by the Governor's Office in advance.
- 20.2.2 The date must be approved by the Governor's Office prior to preparation of the final mailing.

20.3 Format

- 20.3.1 Set the top margin at 2.75", the bottom margin at 1", the left margin at .75", and the right margin at 1".
- 20.3.2 Center the date on the first line
- 20.3.3 Use left justification.
- 20.3.4 Indent paragraphs one tab.
- 20.3.5 Do not use a subject or reference line.
- 20.3.6 The standard closing paragraph is "My warmest personal regards."

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- 20.3.7 The complimentary closing and signature lines are positioned 4.25" from the left margin.
- 20.3.8 Do not insert a coma between Hunt and Jr. in the Governor's name on the signature line.
- 20.3.9 Do not type "Governor" under the Governor's name on the signature line.
- 20.3.10 Reference initials are separated by a colon (:) with the Governor's initials in all capital letters and the Division Director's initials in lowercase letters.
- 20.3.11 Indicate the Division Director and the writer as recipients of blind courtesy copies.
- 20.3.12 Use a courtesy or informal title on the envelope.
- 20.4 Routing
 - 20.4.1 Letters drafted for the Governor's signature are placed in a red folder.
 - 20.4.2 Letters initiated by the Division for signature by the Governor require a cover memorandum from the Division Director to the Secretary of DENR through the Asst. Secretary for Natural Resources and a cover memorandum from the Secretary to the Governor providing any necessary background information.
 - 20.4.3 Letters drafted for signature by the Governor are routed for review through your program head, your section chief, the Director's executive assistant, the Director, the Asst. Secretary for Natural Resources, and the Secretary for DENR.

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21.0 CORRESPONDENCE FOR THE SECRETARY'S OFFICE (See sample in Appendix B)

21.1 General rules

- 21.1.1 Avoid florid, wordy letters.
- 21.1.2 Avoid abbreviations and hyphenations.
- 21.1.3 Print correspondence on plain paper with the word "DRAFT" stamped at the top of the paper.
- 21.1.4 Post date correspondence by three or more working days from the date that the correspondence is sent for signature.

21.2 Format

- 21.2.1 Set the top margin at 1.5", the bottom margin at 1.5", the left margin at 2", and the right margin at .75".
- 21.2.2 Center the date on the first line
- 21.2.3 Use left justification.
- 21.2.4 Indent paragraphs one tab.
- 21.2.5 The complimentary closing and signature lines are positioned 4.2" from the left margin.
- 21.2.6 Type the business title under the name on the signature line.
- 21.2.7 Reference initials are separated by a slash (/) with both the signer's initials and the Division Director's initials in all capital letters.
- 21.2.8 Indicate the Division Director as the recipient of a courtesy copy.
- 21.2.9 Indicate the actual writer of the correspondence as the recipient of a blind courtesy copy.

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21.2.10 Do not use a courtesy or informal title on the envelope.

21.3 Routing

21.3.1 Correspondence drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR are placed in a blue folder.

21.3.2 Correspondence initiated by the Division for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR requires a cover memorandum from the Division Director providing any necessary background information.

21.3.3 Correspondence drafted for signature by the Asst. Secretary for Natural Resources, the Deputy Secretary for DENR, or the Secretary for DENR is routed for review through your program head, your section chief, the Director's executive assistant and the Director.

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22.0 LEGISLATIVE CORRESPONDENCE

- 22.1 All correspondence to the General Assembly will be in the form of a letter.
- 22.2 All elected officials are listed as "The Honorable" on the inside address and the corresponding informal title is used in the salutation. (See Appendix A.)
- 22.3 When the General Assembly is in session, correspondence is mailed to the legislator's legislative office. When the General Assembly is not in session, correspondence is mailed to their preferred (home or business) mailing address.
- 22.4 Indicate the Director of Legislative and Intergovernmental Affairs, Richard Rogers, as the recipient of a courtesy copy.
 - 22.4.1 A legislative inquiry form accompanies the Director of Legislative and Intergovernmental Affairs' courtesy copy. (Appendix C.)
 - 22.4.1.1 The Division Director receives a copy of all legislative inquiry forms.

APPENDIX A
FORMS OF ADDRESS FOR OFFICIAL CORRESPONDENCE

FORMS OF ADDRESS FOR OFFICIAL CORRESPONDENCE

U.S. Government Officials

President

The President of the United States

Dear Mr. President:

Cabinet Members

The Honorable (full name)

Department of (name)

Dear Mr./Mrs./Ms. (last name):

Senate/Representative Members

The Honorable (full name)

U.S. Senate/U.S. House of Representatives

Formal

Dear Mr./Mrs./Ms. (last name):

Informal

Dear Congressman (last name):

Informal

Dear Senator (last name):

State Government

Governor

The Honorable (full name)

Governor of (state)

Formal

Dear Sir:

Informal

Dear Governor (last name):

Senate/Representative Members

The Honorable (full name)

N.C. Senate/N.C. House of Representatives

Formal

Dear Mr./Mrs./Ms. (last name):

Informal

Dear Representative (last name):

Informal

Dear Senator (last name):

Local Government

Mayor

The Honorable (full name)

Mayor of (name of city)

Formal

Dear Mr. (last name):

Informal

Dear Mayor (last name):

County Commissioners

The Honorable (full name)

Mayor of (name of city)

Formal

Dear Mr. (last name):

Informal

Dear Commissioner (last name):

Retired Officials

(Governor, Senator, Representative, Mayor, County Commissioners)

Mr./Mrs./Ms./Dr. (Full name)

Dear Mr. (Last name):

Clergy

Clergyman

The Reverend (full name)

Dear Mr. (last name):

Clergyman with Doctorate Degree

Dr. (full name)

Dear Dr. (last name):

Educators

President of a University or College

Dr. (full name)

President of (name of university or college)

Formal Dear President (name in full):

Informal Dear Dr. (last name):

Member of Board of Education

Mr./Mrs./Ms./Dr. (full name)

(name of city)

Board of Education

Dear Mr./Mrs./Ms./Dr. (last name):

Professor

Professor (full name)

Department of (name of department)

(Name of university or college)

Formal Dear Professor (last name):

Informal Dear Dr. (last name):

Principal

Mr./Mrs./Ms./Dr. (full name)

(name of school)

Dear Mr./Mrs./Ms./Dr. (last name):

Teacher

Mr./Mrs./Ms./Dr. (full name)

(Name of School)

Dear Mr./Mrs./Ms./Dr. (last name):

Superintendent of Schools

Mr./Mrs./Ms./Dr. (full name)

Superintendent of (name of city)

Dear Mr./Mrs./Ms./Dr. (last name):

APPENDIX B
SAMPLE CORRESPONDENCE