

# Memorandums

- *In contrast to the letter, which is directly outside your organization, the memorandums goes within your organization*
- *The stationery, parts, the layout, and envelopes are somewhat different from those of the letters.*

## Stationery

- *The e-mail memo is often printed is often printed on higher-quality stationery.*
- *Formal memo reports, compose on word processing systems and reproduced on laser printers, may also use higher quality paper.*
- *Preprinted memo stationery may include MEMORANDUM and the company's name, and various other memo parts.*

## *Parts of the Memorandum*

- *Standard memos consist of a leading with **TO, FROM, SUBJECT, and DATE.***
- *On printed office forms, the word **MESSAGE** may also appear.*
- *Optional parts are such items as reference **initials, enclosures, file number, routing information, and the sender's department and telephone number, unlike the letter, the memo requires no inside address or full signature.***
- *It is not unusual to sign the memorandum at the end along with a personal handwritten note.*
- *Using the combination message – and – reply memorandum from is and especially good time and expense saver for both sender and receiver. A packet of three or more perforated sheets plus carbons makes up a message – reply packet.*

- *Printed instructions at the top or bottom tell the sender and the reader how to use the sheets.*

## **Headings**

- *Whether to include a courtesy title after you “TO” heading depends on your relationship with your receiver; you omit your title before you won name.*
- *Whether you use initials, firsts names, or whole names, you must sign or initial you memo.*
- *If the memo will be filed, the names of the sender and receiver should be completely spelled out.*
- *If you are sending the same message to several persons, their names printed after the **TO**.*



## *Subject Line*

- *A subject line must make the content of the memorandum instantly clear.*
- *One word subject line communicate little.*
- *Busy executives who receive many memos daily desire an up – front, clear direction to the memo. Informative purpose; For example, **changes in Vacation Schedules.***
- *In brief, the subject line should give immediate direction to the memorandum.*

## *Layout of the Memorandum Body*

- *The memo body is not centered on the page and is lined up evenly on the left, with a triple space between the last of the memo headings and the first line of the body.*

- *Single spacing with double spacing between paragraphs is conventional.*
- *Headings are the same as those for the business letter; reader's name, page number, and date.*
- *Reference initials are typed a double space below the body at the left margin,*
- *Copy notations may be placed after the reference initials.*

### **Envelopes and Electronic Mail**

- *How your memo is sent to the addressee depends on where you and the receiver are located and the degree of high technology in the office.*
- *Firm's generally have messengers. Printed company envelopes, or electronic mail, the envelope address contains your name, and department in upper left corner the rest accordingly.*

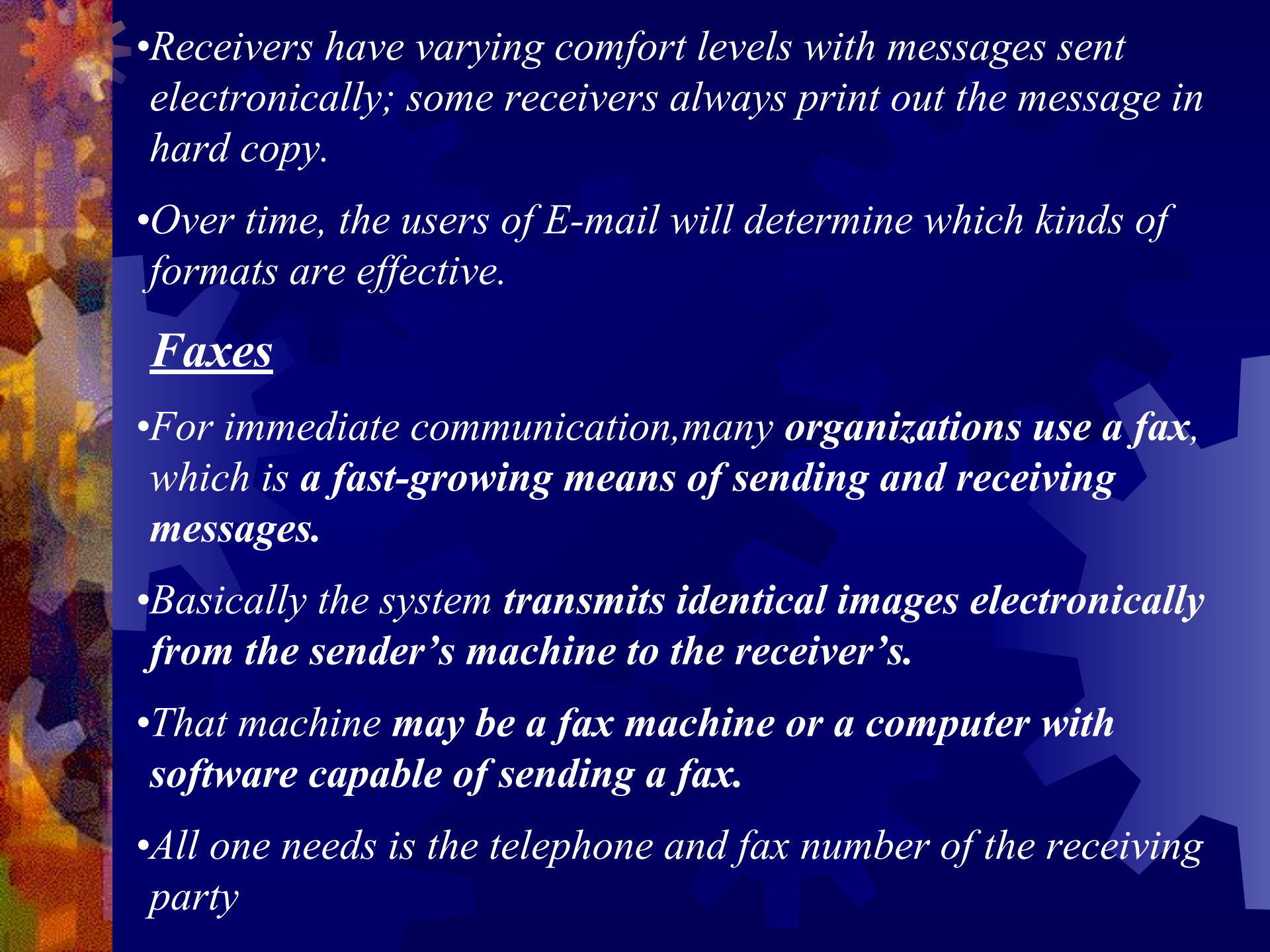
## *Special Time Saving Message Media*

- *Media that merit discussion here are the newer electronic forms of communication, such as **electronic mail (E – mail)** and **facsimiles (faxes)** as well as few other older forms, such as **telexes, telegrams**. **Teleconferencing** adds another dimensions to electric communication.*

### *Electronic Mail*

- *E-mail refers to messages sent over computers and includes everything from casual notes to friends to multimedia presentations sent across the world.*
- *E-mail is marked by informality and speed.*
- *Some receivers have varying comfort levels with messages sent electronically; some receivers always print out the messages in hard copy .*



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- *Receivers have varying comfort levels with messages sent electronically; some receivers always print out the message in hard copy.*
  - *Over time, the users of E-mail will determine which kinds of formats are effective.*

## *Faxes*

- *For immediate communication, many organizations use a fax, which is a fast-growing means of sending and receiving messages.*
- *Basically the system transmits identical images electronically from the sender's machine to the receiver's.*
- *That machine may be a fax machine or a computer with software capable of sending a fax.*
- *All one needs is the telephone and fax number of the receiving party*

## Telegrams, Mailgrams, Telexes

- *Telegrams , mailgrams, and , telexes are older forms of electronic communication, but they are still used .*
- *Mailgrams are used when you need to reach a number of people simultaneously in writing on the next business day.*
- *Telexes are also electronic messages that use telegraph lines for transmission.*

## Teleconferencing

- *It is often less expensive, there are three ways you can make this kind of arrangement:*
1. **Audio** – *Audio conferencing uses telephone lines to set up a conference.*
  2. **Video** - *Video conferencing uses closed – circuit television.*





3. **Computer** – *computer conferencing uses computer terminals to link participants.*