

# Section 13

## Letters, Memos, and E-Mail

### **Letters (¶¶1301–1366)**

- Parts of Letters (¶1301)
- Establishing a Format (¶1302)
- Stationery Sizes (¶1303)
- Letter Placement (¶¶1304–1307)
  - Top Margin (¶1304)
  - Side Margins (¶1305)
  - Bottom Margin (¶1306)
  - Adjusting the Length of a Letter (¶1307)
- Punctuation Patterns (¶1308)
- Spacing (¶1309)
- Letterhead or Return Address (¶¶1310–1312)
  - Using a Letterhead (¶1310)
  - Designing a Letterhead (¶1311)
  - Using a Return Address (¶1312)
- Date Line (¶1313)
- Personal or Confidential Notation (¶1314)
- Reference Notation (¶1315)
- Inside Address (¶¶1316–1319)
  - Letters to an Individual (¶1316)
  - Letters to an Organization (¶¶1317–1319)
- Name of Person and Title (¶¶1320–1324)
- In Care of . . .* (¶1325)
- Name of Organization (¶1326)
- Building Name; Room, Suite, or Floor Number (¶1327)
- Street Address (¶¶1328–1330)
- Box Number (¶1331)
- City, State, and ZIP Code (¶¶1332–1335)
- International Address (¶1336)
- Attention Line (¶1337)
- Salutation (¶¶1338–1341)
- Subject Line (¶¶1342–1343)
- Message (¶¶1344–1345)
- Complimentary Closing (¶1346)
- Company Signature (¶1347)

Writer's Signature Block (¶¶1348–1354)  
 Reference Initials (¶1355)  
 File Name Notation (¶¶1356–1357)  
 Enclosure Notation (¶1358)  
 Delivery Notation (¶1359)  
 Confirmation Notation (¶1360)  
 Copy Notation (¶¶1361–1364)  
 Postscript (¶1365)  
 Continuation Pages (¶1366)

## **Envelopes (¶¶1367–1370)**

Selecting the Right Size (¶1367)  
 Addressing Envelopes (¶¶1368–1369)  
     The Inside-Address Style (¶1368)  
     The All-Cap Style (¶1369)  
 Folding and Inserting Letters (¶1370)

## **Social-Business Correspondence (¶¶1371–1372)**

### **Memos (¶¶1373–1374)**

#### **E-Mail (¶¶1375–1389)**

The Nature of E-Mail (¶¶1375–1377)  
 E-Mail Netiquette (¶1378)  
 Filling In the Heading (¶¶1379–1380)  
     The Recipients (¶1379)  
     The Subject Line (¶1380)  
 Composing the Message (¶¶1381–1384)  
     The Salutation (¶1381)  
     The Message (¶1382)  
     The Closing (¶1383)  
     The Writer's Signature Block (¶1384)  
 Sending Attachments (¶1385)  
 Responding to Messages (¶¶1386–1387)  
 Forwarding Messages (¶1388)  
 Saving Messages (¶1389)