

## **3-08/030.00 - General Instructions**

The following guidelines shall be used in preparing outgoing correspondence from this Department:

- Language shall be modern, professional, business English;
  - File numbers;
    - When answering correspondence from an outside agency, refer to the agency's file number and subject title if one is given; and
    - When correspondence concerns a Sheriff's case, refer to the file number of the case;
  - Certified mail shall be used rather than registered mail when a record of delivery is necessary; and
  - Personal names shall not be printed on form letters. The appropriate name shall be added by the preparer.
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