

LETTERS

If you need help using the template or have any questions, please see someone in the Editorial or Graphics group.

Remember to apply styles throughout your document. Refer to the [Getting to Know the Process](#) section of this guidebook to make sure that you are applying them correctly.

USING THE LETTER TEMPLATE

- Download the letter template from our intranet site (<https://intranet.ctps.org/templates-home>) to ensure that you are working with the most up-to-date template. Rename your document according to the CTPS file-naming protocol. ([See How Should I Name My Document? on page 10.](#))
- Change “Letter” found in the Title field of the document Properties to the current title of your document and the current date. To access the Title field, click the File tab at the top of your Word document and select Info in the left navigation. The Title field is to the right under the image of the document and the Properties header. To change the text, click in the field and replace the existing text with your new information.
- Enter the date that the letter will be sent using the “month day, year” format.
- Enter the same date in the header of the second page.
- In one-page letters, add blank lines below the date so that the subsequent internal address is as far from the top of the page as the complimentary close (i.e., “sincerely” line) is from the bottom.
- Use the preferred honorific, such as “Mr.,” “Ms.,” “Dr.,” etc.; use Mx.
- Type the full name of the recipient of the letter.
- Add the recipient’s name (without honorific) in the header of the second page.
- Add more lines if the street address requires them. Spell out the state name, i.e., Massachusetts rather than MA.
- If you want to include a subject line, use the RE line in the template. If not, delete this line and leave two blank lines between the address and the salutation line (i.e., “dear” line).

ENDING YOUR LETTER

- If you are copying anyone, indicate so at the end of the letter, in the lower left-hand corner, after your signature, name, title, and organization.
- Add additional carbon copy (cc) lines, as necessary, as shown in the example below:

**cc: R. Smith, Massport[shift+return]
J. Jones, MBTA**

- Use the shortened form or acronym of any organization name, if available. If the copied recipient has no organization, delete the comma following the name.
- Use soft returns (Shift + Enter) when adding new lines to maintain the formatting. Or: hit Tab on subsequent lines to put them in line with the one above it.
- If you are not copying anyone, delete the cc: line from the template.
- If your letter has enclosures, indicate so below your signature, name, title, and organization (or cc: lines, if present).
 - Type “Enclosure” for only one and “Enclosures (N)” for multiple enclosures, where N is the number of items enclosed.
 - At the beginning of the letter, briefly describe each enclosure and explain why it is included and how the reader should use it.
 - If you do not have enclosures, delete the enclosure line from the template.

PREPARATION FOR EDITING AND POSTING

- Make sure that Track Changes is always on during the editing process of your draft. Editorial will turn off Track Changes when your document is finalized.
- Graphics will add the letterhead and notify you of the location of the final document.