
















Reference Guide

SECTION A: PROOFREADERS' MARKS

SYMBOL	REVISION	EDITED AND CORRECTED COPY
	Transpose letter or words	to efficiently keyboard for a long period to keyboard efficiently for a long period
	Delete copy	Send two or three copies Send three copies
	Insert copy	When ^{we} receive the copy When we receive the copy
	Insert period	Donald P. Miller Donald P. Miller
      	Insert punctuation mark	Are you sure / I am sure. Are you sure? I am sure. Her father in law Her father-in-law Mary's comment was, "The project must be completed by 1:30; otherwise, it will be of no value." Mary's comment was, "The project must be completed by 1:30; otherwise, it will be of no value."
	Insert space	The text on [#] the shelf The text on the shelf
	Close up space	the letter head the letterhead
	Use lowercase letters	THE MAIN Event The Main Event
	Capitalize letters or words	eastern; pacific Eastern; Pacific

SYMBOL	REVISION	EDITED AND CORRECTED COPY	
<i>stet</i> or . . .	Let it stand; ignore correction	<i>stet</i> Our proposed conference will probably be held Our proposed conference will probably be held	
<u> </u> or <i>ital</i>	Underline or italicize	All requests <u>must</u> be All requests <u>must</u> be	
	Align copy	1. Call to order 2. Approval of minutes 1. Call to order 2. Approval of minutes	
Ⓢ	Spell out word or number	1945 Ⓢ N. Water Ⓢ St. Ⓢ 1945 North Water Street	
¶	Begin new paragraph	... at the last meeting. ¶ Beginning on December 18.... ... at the last meeting. Beginning on December 18...	
NO ¶	Run paragraphs together	Beginning on December 18, we will meet at noon. NO ¶ Our next meeting Beginning on December 18, we will meet at noon. Our next meeting	
⌈ ⌋ ⌊ ⌋	Move copy in the direction of the bracket	⌈ Sincerely yours Andrew Carter ⌋ Manager ⌊ jt ⌋	Sincerely yours Andrew Carter Manager jt
DS	Double-space copy	DS) Dear Miss Schindler Thank you for Dear Miss Schindler Thank you for	
SS	Single-space copy	SS) We are happy to announce that We are happy to announce that	

SECTION B: PUNCTUATION

Punctuation makes written communication clearer and easier to read. The proper use of the most commonly used punctuation marks is explained in this section.

APOSTROPHE (') An apostrophe is used

1. To form possessives.

- (a) The possessive of singular and plural common and proper nouns not ending with the *s* or *z* sound (except *ce*) usually is formed by adding an apostrophe and *s*.

student's book

women's rights

Ted's painting

Alice's workstation

- (b) The possessive of singular common and proper nouns ending with the *s* or *z* sound is formed by adding an apostrophe and *s* if the *s* is to be pronounced as an extra syllable. If not, add only the apostrophe.

class's assignment

business' benefits

Chris's paper

Hopkins' proposal

- (c) The possessive of plural common nouns ending with the *s* or *z* sound is formed by adding an apostrophe only.

secretaries' salaries

members' dues

- (d) The possessive of compound nouns is formed by adding an apostrophe or an apostrophe and *s* (according to Rules a, b, and c) to its final word or element.

chief executive officer's visit

City of New York's ordinance

- (e) The possessive of a series of names denoting joint ownership is formed by adding an apostrophe or an apostrophe and *s* to the final name in the series.

Bennington and Morris' proposal

Farber and Galbrieth's store

- (f) The possessive of a series of names denoting separate ownership is formed by adding an apostrophe or an apostrophe and *s* to each name in the series.

Adam's, Fred's, and Tony's suggestions

Ringman's and Turner's stores

- (g) The possessive of abbreviated words is formed by adding an apostrophe and *s* to the last letter of the abbreviation.

USA's resources

the CEO's office

- (h) The apostrophe is not used to form the possessive of personal pronouns or of the relative pronoun *who*.

mine

his

ours

its

yours

hers

theirs

whose

2. To show the omission of letters (in a contraction) or the omission of figures.

won't (will not) the

'92 edition (1992)

3. To form the plurals of figures, lowercase letters, signs, and words.

The bonds were available in denominations of 50's and 100's.

Her i's and e's were written poorly.

Use /'s to indicate division and *'s to indicate multiplication.

He wanted to hear no if's, and's, or but's.

4. To form the past tense of arbitrarily created verbs: the apostrophe is followed by a *d*.

She OK'd the final draft.

She x'd out several words.

COLON (:) The colon is used

1. To introduce formally a word, a list, a statement, a question, a series of statements or questions, or a long quotation. The colon should be followed by two spaces.

Only one thing matters to her: success.

Please follow these steps for inserting a diskette into the disk drive: open the disk drive door, grasp the diskette by its label, insert the diskette into the drive as far as it will go, and close the disk drive door.

2. Between hours and minutes whenever they are expressed in figures.

8:15 a.m.

2:45 p.m.

3. After salutations in some styles of business letters.

Dear Mrs. Conrad:

Ladies and Gentlemen:

COMMA (,) The comma is one of the most commonly used forms of punctuation. Errors in its use are frequent. The comma is used

1. To set off a subordinate clause preceding a main clause.

If you complete all four letters with no errors, you will receive an "A."

2. To set off a nonrestrictive (nonessential) phrase or subordinate clause.

James Macintosh, author of *Your Career Path*, will present a lecture.

3. To separate a compound sentence joined by the coordinating conjunctions *and*, *but*, *for*, *so*, *yet*, *neither*, *nor*, and *or*.

Mary was asked to key the manuscript, and Bill was asked to key the tables.

4. To set off introductory words or phrases. (This use of the comma varies from writer to writer.)

Therefore, you should mail the check.

By the way, the meeting was canceled.

5. To separate words, phrases, or clauses in a series. A comma is placed after each item in the series, except the last.

You will need a pen, paper, and calculator for the exam.

Please turn off the lights, lock the door, and return the key.

6. To separate two or more adjectives, provided they each modify the same noun. No comma is used between the two adjectives, however, if one adjective modifies a combination of the noun and the other adjective.

The harried, frustrated secretary was overworked.

Ms. Bickers was an important national figure.

7. To set off words and phrases used in apposition.

John Roberts, president of the company, presented the award.

8. To set off parenthetical words, phrases, or clauses.

I did, however, make a contribution.
She will, in spite of his argument, vote for the proposal.

9. To set off words in direct address.

John, please turn off the lights.

10. To set off the names of a city and state.

I worked in Chicago, Illinois, for three years.

11. To separate the day of the month from the year, and to set off the year when used with the month.

We met on April 1, 1992, in San Francisco.

12. To set off a participial expression used as an adjective.

Walking slowly, he approached the deserted building.

13. To separate unrelated numbers.

In 1990, 300 students were enrolled in the microcomputer course.

14. To divide a number of four or more digits into groups of three, counting from right to left.

8,246,301 \$12,500

15. To set off phrases that denote residence or position.

Dr. Evelyn Sanchez, from Columbia, has accepted the office.

16. To indicate the omission of a word or words readily understood from the context of the sentence.

The electric bill in January was \$380; in June, \$110.

17. Before a short, informal, direct quotation.

Mr. Collins asked, "Will Diane accept the position?"

18. To separate elements that might be misread if the comma were omitted.

Though I called, Anne had left her desk.

DASH (—) In keyboarding, a dash is created by keying two hyphens, with no space preceding or following them. Some word processing programs automatically convert the two hyphens to a dash. The dash is used

1. To indicate a change in the sense or construction of a sentence.

When the executive arrived—she had almost missed her flight—the meeting began.

2. Instead of a comma, semicolon, colon, or parentheses, when strong emphasis is desired.

His suggestion—and I think it is the most sound—is the best option.

HYPHEN (-) The hyphen is used

1. To divide a word between syllables at the end of a line.

The supervisor indicated that everyone would have to work over-time if the project was to be completed on time.

2. To show compound words.

She ordered double-sided, high-density diskettes.

PARENTHESES () Parentheses are used

1. To enclose figures or letters that mark a series of enumerated elements.

He made these points: (1) our profit margin is too low, (2) our gross sales have decreased, and (3) our distribution system is inadequate.

2. To enclose figures confirming a number that is written in words.

fifty (50) dollars eighty-seven dollars (\$87)

3. To enclose material that is indirectly related to the main thought of a sentence.

The schedule (as it stands now) is incomplete.

4. To enclose matter introduced as an explanation.

The microcomputer software (software for John's computer) arrived this morning.

PERIOD (.) The period is used

1. After a sentence that makes a statement or gives a command.

Basic guidelines for spacing after punctuation marks are provided.
Complete it now.

2. After initials in a name. Space once after each period.

Dr. N. R. Evans Ms. Robin E. Cook Fifth Ave. Market

3. Within some abbreviations. Do not space after these periods.

p.m. Ph.D. M.D. f.o.b.

4. After many abbreviations.

St. Co. Inc.

The following abbreviations usually are written without periods:

- (a) News and broadcasting organizations: UPI, KDKA, NBC
- (b) Business abbreviations: IBM, YWCA, COD
- (c) Data processing terminology: BASIC, LED, VDT
- (d) Geographic abbreviations: USA, USSR, NM, NC, CA
- (e) Government agencies: FBI, CIA, IRS
- (f) Shortened words: memo, photo

5. In decimal numbers and between dollars and cents when expressing figures. Do not space after a period that is used as a decimal point.

\$18.33 5.8% 16.227

QUESTION MARK (?) The question mark is used

1. After a direct question, but not after an indirect question or a polite request.

Will you accept the position?

She asked who was hired for the position.

Will you please take these materials to Mr. Jones.

2. After each question in a series, if special emphasis is desired. When the question mark is used in this way, it takes the place of the comma, and each element in the series begins with a lowercase letter.

What is the scheduled starting date? the duration? the completion date?

QUOTATION MARKS (“”) Quotation marks are used

1. To enclose direct quotations. Single quotation marks are used to enclose a quotation within a quotation.

The supervisor said, “This report must be completed by 2:30 p.m.”

Andrea whispered, “I heard the director say, ‘Don’t be late’; then she left the office.”

2. To enclose the titles of articles, lectures, reports, and so forth; and the titles of sections of publications (parts, chapters, and so forth). The titles of books and periodicals are not enclosed in quotation marks, but they are italicized, underscored, or keyed in all capital letters.

The chapter was titled “Effective Letter Writing.”

3. To enclose unusual, peculiar, or slang terms.

The television “news blurb” interrupted the regularly scheduled programming.

4. To enclose words used in some special sense, or words to which attention is directed in order to make a meaning clear.

The word is “picture,” not “pitcher.”

The “efficient” secretary lost the executive’s report.

Quotation Marks with Other Punctuation

At the end of quoted material, a quotation mark and another mark of punctuation often are used together. Follow these rules governing the placement of these marks.

1. A period or comma should precede the closing quotation mark, even though it may not be a part of the quotation.

“I’ll be back in ten minutes,” he said, “and will sign the letters then.”

2. A semicolon or colon should *follow* the closing quotation mark, even when it is part of the quotation.

Susan Hutchinson was named “Employee of the Month”; Dennis Jacobs was named “Employee of the Year.”

3. Other marks of punctuation should precede the closing quotation mark if they apply to the quotation only, and should follow the mark if they apply to the sentence as a whole and not just to the quotation.

Mr. Stem asked, “Have you completed the report?”
Did you read the article “Controlling Office Expenses”?

SEMICOLON (;) The semicolon is used

1. To separate clauses when a coordinating conjunction (*and, but, or, or nor*) is omitted between two independent clauses.

Several members attended the meeting; Rosa did not attend.

2. To separate independent clauses joined a coordinating conjunction (*and, but, or, or nor*) when one or both clauses have internal commas and use of a comma would be confusing.

I requested salad, steak, and carrots; and chicken, potatoes, and carrots were served instead.

3. Before a transitional expression linking two independent clauses. (A comma follows the transitional expression only if it is to be emphasized.) Some commonly used transitional expressions are *consequently, however, in fact, nevertheless, therefore, for example, and thus*.

Our earnings were up 15 percent in March; however, our earnings were down 11 percent in April.

4. To separate items in a series if any of the items already contain commas.

The travelers visited Albany, New York; Erie, Pennsylvania; Cleveland, Ohio; and Akron, Ohio.

5. To separate a series of dependent clauses that are very long or contain internal commas.

Jan indicated that she would fill the paper trays, clean the glass plates, and replenish the staples in the three copiers; that she would fill the paper trays, discard the used toner, and insert a new cartridge in the laser printer; and that she would fill the paper tray and change the ink cartridge in the fax machine.

GEOGRAPHIC NAMES

1. Capitalize the names of countries, regions of countries, cities, and sections of cities. The names of mountains, islands, bodies of water, and other such geographic places and sections are also capitalized.

Egypt Appalachian Mountains Paris Bahama Islands
Montego Bay the East Coast Mississippi River Greenwich Village

2. A geographic term such as river, ocean, country, city, and street that precedes a proper name, or a geographic term that is used in the plural and follows a proper name, should not be capitalized.

the river Thames the Antarctic and Indian oceans

NOTE: If the term is part of the legal name, it should be capitalized.

the City of New York

3. Capitalize points of the compass designating specific geographic sections of the country. Points of the compass used to indicate direction are not capitalized.

the North the South the Northeast the Southwest
Miami is south of Atlanta.
The storm moved west to east.

4. Capitalize proper names denoting political divisions.

Allegheny County Sixth Precinct

INDIVIDUAL NAMES

1. Capitalize all units in the name of an individual (except some surname prefixes such as *du*, *de*, *van*, and *von*, which are capitalized or lowercased according to the practice of the individual).

DeKoven deGaulle Demille deSoto

2. When a surname with a prefix that is usually lowercase begins a sentence, capitalize the prefix.

DeGaulle was known for his speeches.

SECTION D: MATH

Numbers are used by almost everyone who works in offices. This math review covers basic math skills and will help you complete the *Reinforcing Math Skills* activities included in the textbook.

ADDITION

- In addition, two or more numbers (called addends) are combined to get a sum, or total.
- If the sum of one column exceeds 9 ($6 + 7 = 13$), carry the excess digit (1) to the next column; then add the digits in that column ($1 + 2 + 5 = 8$).

$$\begin{array}{r} 1 \leftarrow \text{carry} \\ 26 \\ +57 \\ \hline 83 \end{array} \left. \begin{array}{l} \\ \\ \end{array} \right\} \begin{array}{l} \text{addends} \\ \\ \text{sum (total)} \end{array}$$

- Decimal points must be aligned one above the other before addends can be added correctly.

Decimals
Not Aligned

$$\begin{array}{r} 71.16 \\ 9.5 \\ + .872 \\ \hline \end{array}$$

Decimals
Aligned

$$\begin{array}{r} 111 \leftarrow \text{carry} \\ 71.16 \\ 9.5 \\ + .872 \\ \hline 81.532 \end{array} \left. \begin{array}{l} \\ \\ \\ \end{array} \right\} \begin{array}{l} \text{addends} \\ \\ \\ \text{sum (total)} \end{array}$$

- Prove the sum (total) of an addition problem by calculating the addends in opposite directions.

Add Down

$$\begin{array}{r} 71.16 \\ 9.5 \\ + .872 \\ \hline 81.532 \end{array} \downarrow \begin{array}{l} \\ \\ \\ \end{array} \begin{array}{l} \\ \\ \\ \text{sum (total)} \end{array}$$

Add Up

$$\begin{array}{r} 81.532 \\ 71.16 \\ 9.5 \\ + .872 \\ \hline \end{array} \uparrow \begin{array}{l} \\ \\ \\ \text{sum (total)} \end{array}$$

SUBTRACTION

- In subtraction, one number (the subtrahend) is deducted from another number (the minuend) to get a difference.
- If a digit in one column (the 4 in 24) is too large to be subtracted from a digit in the same column, (the 2 in 62), borrow 10 from the next column to the left ($60 - 10 = 50$, and the 2 becomes 12).

$$\begin{array}{r} 51 \\ 62 \text{ minuend} \\ -24 \text{ subtrahend} \\ \hline 38 \text{ difference} \end{array}$$

- Prove a subtraction problem by adding the subtrahend to the difference; the total should be the minuend.

$$\begin{array}{r} 1 \\ 38 \text{ difference} \\ +24 \text{ subtrahend} \\ \hline 62 \text{ minuend} \end{array}$$

MULTIPLICATION

1. In multiplication, the multiplicand is multiplied by the multiplier to get a product.

$$\begin{array}{r} 5 \text{ multiplicand} \\ \times 3 \text{ multiplier} \\ \hline 15 \text{ product} \end{array}$$

2. Determine the number of decimal places in a product by adding the number of decimal places in the multiplicand to the number of decimal places in the multiplier.

$$\begin{array}{r} 2.41 \text{ multiplicand} \quad (2 \text{ decimal places}) \\ \times 5.6 \text{ multiplier} \quad + (1 \text{ decimal place}) \\ \hline 13.496 \text{ product} \quad (3 \text{ decimal places}) \end{array}$$

3. Prove a multiplication problem by multiplying the original multiplier by the original multiplicand.

$$\begin{array}{r} 5.6 \text{ original multiplier} \\ \times 2.41 \text{ original multiplicand} \\ \hline 13.496 \text{ product} \end{array}$$

DIVISION

1. In division, the dividend is divided by the divisor to get a quotient.

$$\begin{array}{r} 3 \text{ quotient} \\ \text{divisor } 5 \overline{)15} \text{ dividend} \end{array}$$

2. If a decimal is in the dividend only, a decimal point is aligned in the quotient above the one in the dividend.

$$\begin{array}{r} .3 \text{ quotient} \\ \text{divisor } 5 \overline{)1.5} \text{ dividend} \\ \uparrow \end{array}$$

3. If decimals are in both the dividend and the divisor, move the decimal point in the divisor all the way to the right. Then move the decimal point in the dividend the same number of places to the right. Align the decimal point in the quotient with the decimal point in the dividend.

$$\begin{array}{r} 3. \text{ quotient} \\ \text{divisor } .5 \overline{)1.5} \text{ dividend} \end{array}$$

If necessary, add a zero (0) to the right of the dividend so the decimal point can be moved the proper number of places to the right.

$$\begin{array}{r} 30. \\ .5 \overline{)15.0} \end{array}$$

4. Prove a division problem by multiplying the divisor by the quotient to get the dividend.

$$\begin{array}{r} .5 \text{ divisor} \\ \times 30 \text{ quotient} \\ \hline 15.0 \text{ dividend} \end{array}$$

ROUNDING DECIMALS

Decimals are rounded so the number contains only as many decimal places as are actually necessary. For example, if a number with four decimal places is being used to represent a money amount, round the number to two decimal places for the cents.

If the third decimal place is 5 or more, the number in the second decimal place is increased by 1. If the third decimal place is 4 or less, the number in the second decimal place is not changed. Decimals can be rounded at any number of places using this procedure.

$$\begin{array}{r} 1.24 \\ \times .08 \\ \hline .0992 = .10 \text{ (10¢)} \end{array} \qquad \begin{array}{r} 6.21 \\ \times .02 \\ \hline .1242 = .12 \text{ (12¢)} \end{array}$$

CONVERTING FRACTIONS AND PERCENTAGES TO DECIMALS

Fractions, percentages, and decimals are all different ways of expressing parts of a whole. For example, a part of \$1 can be expressed as:

a fraction	$\frac{1}{4}$	(one quarter)
a percentage	25%	(25 percent)
a decimal	\$.25	(25 cents)

1. To convert a fraction to a decimal, divide the numerator (the upper number) by the denominator (the lower number).

$$\begin{array}{l} \text{(numerator)} \\ \text{(denominator)} \end{array} \frac{1}{4} = 4 \overline{)1.00} \begin{array}{l} \text{quotient} \\ \text{dividend} \end{array}$$

2. To convert a percentage to a decimal, delete the percent sign (%) and move the decimal point two places to the left.

$$\begin{array}{l} 25\% = \underline{25}\% = .25 \\ 25.5\% = \underline{25.5}\% = .255 \\ 148\% = \underline{148}\% = 1.48 \end{array} \qquad \begin{array}{l} 12\frac{1}{2}\% = \underline{12.5}\% = .125 \\ \frac{1}{2}\% = \underline{00.5}\% = .005 \end{array}$$

CONVERTING DECIMALS TO PERCENTAGES

To convert a decimal to a percentage, move the decimal point two places to the right and add a percent sign.

$$\begin{array}{l} .25 = \underline{.25} = 25\% \\ .255 = \underline{.255} = 25.5\% \\ 1.48 = \underline{1.48} = 148\% \end{array} \qquad \begin{array}{l} .125 = \underline{.125} = 12.5\% \text{ or } 12\frac{1}{2}\% \\ .005 = \underline{.005} = .5\% \text{ or } \frac{1}{2}\% \end{array}$$

CALCULATING PERCENTAGES

- To find the percentage of one number in relation to another, divide the part by the whole and show the quotient as a percentage.

$$1 \text{ is what percentage of } 4? \quad \begin{array}{r} .25 \\ 4 \overline{)1.00} \end{array} \quad \begin{array}{l} \text{quotient} = 25\% \\ \text{part} \end{array}$$

- To find a specific percentage of a single number, change the percentage to a decimal and multiply the number by that decimal.

$$\text{What is } 2\% \text{ of } 150? \quad \begin{array}{r} 150 \\ \times .02 \\ \hline 3.00 \end{array} \quad \begin{array}{l} \text{percentage to a decimal} \\ = 3 \end{array}$$

PERCENTAGE OF INCREASE OR DECREASE

The percentage of increase or decrease compares numbers from two different time periods. To find the percentage of increase or decrease, determine the amount of change between the first and second periods. Then divide this amount of change by the first period, which is called the “base period.”

$$\begin{array}{r} \text{second period sales} = \$75 \\ \text{first period sales} = \underline{50} \\ \text{amount of increase} = \$25 \end{array} \quad \begin{array}{l} (\$25) \\ \text{amount of} \\ \text{increase} \end{array} \quad \begin{array}{l} (\$50) \\ \div \\ \text{first} \\ \text{period} \end{array} \quad \begin{array}{l} (50\%) \\ = \\ \text{percentage of} \\ \text{increase} \end{array} \quad \begin{array}{r} .50 \\ 50 \overline{)25.00} \end{array}$$

Change the decimal to a percentage by moving the decimal point two places to the right and adding a percent sign.

$$\underline{.50} = 50\%$$

MULTIPLYING AND DIVIDING BY 10 AND MULTIPLES OF 10

- To multiply by 10 or any multiple of 10, mentally move the decimal point one place to the right for each zero in the multiplier.

$$\begin{array}{l} 47 \times 10 = 47.\underline{0} = 470 \\ 47 \times 100 = 47.\underline{00} = 4,700 \end{array} \quad \begin{array}{l} 47 \times 1,000 = 47.\underline{000} = 47,000 \end{array}$$

- To divide by 10 or any multiple of 10, mentally move the decimal point one place to the left for each zero in the divisor.

$$\begin{array}{l} 1,362 \div 10 = 136.\underline{2} = 136.2 \\ 1,362 \div 100 = 13.\underline{62} = 13.62 \end{array} \quad \begin{array}{l} 1,362 \div 1,000 = \underline{1.362} = 1.362 \end{array}$$

AVERAGES

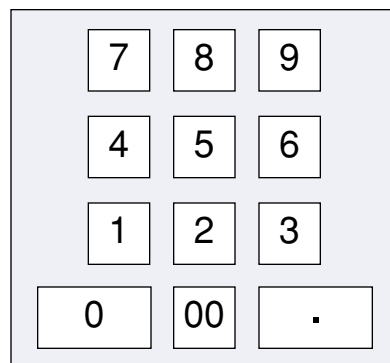
An average is obtained by dividing the total of addends by the number of addends.

$$\begin{array}{r} 13 \\ 7 \\ + 4 \\ \hline 24 \end{array} \quad \left. \begin{array}{l} \\ \\ \end{array} \right\} 3 \text{ addends} \quad \begin{array}{l} \text{number of} \\ \text{addends} \end{array} \quad \begin{array}{r} 8 \\ 3 \overline{)24} \end{array} \quad \begin{array}{l} \text{average} \\ \text{total} \end{array}$$

TEN-KEY NUMERIC TOUCH METHOD

The ten-key numeric touch method means striking the 0 through 9 keys without looking at the keyboard. The keys are located by keeping the index, middle, and ring fingers over the 4, 5, and 6 keys, which are called the home row. Strike each key with a quick, rhythmic stroke. The correct placement of your fingers is shown below.

Finger	Left Hand Operation	Right Hand Operation
Index	6, 9, 3	4, 7, 1
Middle	5, 8, 2, 00	5, 8, 2, 00
Ring	4, 7, 1	6, 9, 3
Little	0	Plus Bar
Thumb	Plus Bar	0



Ten-Key Keyboard

METRIC EQUIVALENTS

There are two methods of measurement, metric and English. The metric system is a decimal system, which means that you can convert from one measuring unit to another by moving a decimal point. For example, 10 decimeters = 1 meter. By moving the decimal point one place to the left, you have converted decimeters into meters. Length and weight measurements are illustrated below.

LENGTH MEASUREMENTS		
Metric System	English System	Equivalencies
10 millimeters = 1 centimeter	12 inches = 1 foot	1 inch = 2.540 centimeters
10 centimeters = 1 decimeter	3 feet = 1 yard	1 foot = 30.48 centimeters
10 decimeters = 1 meter	5,280 feet = 1 mile	39.37 inches = 1 meter
10 meters = 1 decameter		1 mile = 1.609 kilometers
10 decameters = 1 hectometer		
10 hectometers = 1 kilometer		
WEIGHT MEASUREMENTS		
Metric System	English System	Equivalencies
10 milligrams = 1 centigram	16 ounces = 1 pound	1 ounce = 28.35 grams
10 centigrams = 1 decigram	100 pounds = 1 hundredweight	1 pound = 453.6 grams
10 decigrams = 1 gram	2,000 pounds = 1 ton	1 ton = 907.2 kilograms
10 grams = 1 decagram		
10 decagrams = 1 hectogram		
10 hectograms = 1 kilogram		

SECTION E: TWO-LETTER STATE ABBREVIATIONS

U.S. State, District, Possession, or Territory	Two-letter Abbreviation	U.S. State, District, Possession, or Territory	Two-letter Abbreviation
Alabama	AL	North Carolina	NC
Alaska	AK	North Dakota	ND
American Samoa	AS	Ohio	OH
Arizona	AZ	Oklahoma	OK
Arkansas	AR	Oregon	OR
California	CA	Pennsylvania	PA
Colorado	CO	Puerto Rico	PR
Connecticut	CT	Rhode Island	RI
Delaware	DE	South Carolina	SC
District of Columbia	DC	South Dakota	SD
Florida	FL	Tennessee	TN
Georgia	GA	Texas	TX
Guam	GU	Utah	UT
Hawaii	HI	Vermont	VT
Idaho	ID	Virgin Islands	VI
Illinois	IL	Virginia	VA
Indiana	IN	Washington	WA
Iowa	IA	West Virginia	WV
Kansas	KS	Wisconsin	WI
Kentucky	KY	Wyoming	WY
Louisiana	LA		
Maine	ME	Canadian Province, Possession, or Territory	Two-letter Abbreviation
Maryland	MD	Alberta	AB
Massachusetts	MA	British Columbia	BC
Michigan	MI	Manitoba	MB
Minnesota	MN	New Brunswick	NB
Mississippi	MS	Newfoundland	NF
Missouri	MO	Northwest Territories	NT
Montana	MT	Nova Scotia	NS
Nebraska	NE	Nunavut	NV
Nevada	NV	Ontario	ON
New Hampshire	NH	Prince Edward Island	PE
New Jersey	NJ	Quebec	QC
New Mexico	NM	Saskatchewan	SK
New York	NY	Yukon Territory	YT

Address	Abbreviation	Address	Abbreviation
Avenue	AV & AVE	Heights	HTS
Boulevard	BLVD	Highway	HWY
Center	CTR	Lane	LN
Circle	CIR	Parkway	PKWY
Court(s)	CT(S)	Place	PL
Drive	DR	Plaza	PLZ
Expressway	EXPY	Road	RD
Extension	EXT	Route	RTE
Freeway	FWY	Square	SQ
		Street	ST

SECTION F: ALPHABETIC INDEXING RULES

1. Alphabetically compare the key unit (*Anderson* in *Elizabeth Anderson*) of one filing segment (a complete name such as *Elizabeth Anderson* is a filing segment) with the key unit (*Brown* in *Thomas Brown*) of another filing segment. File *Anderson* before *Brown* because *A* comes before *B* in the alphabet. In the example, an underscore is placed below the letter that determines the filing order.

Key Unit	Unit 2
Anderson	Elizabeth
<u>B</u> rown	Thomas

2. Alphabetically compare parts in the same filing unit of two names. File *Anderson* before *Andress* because, alphabetically, the *e* in *Anderson* comes before the *r* in *Andress*. All punctuation is disregarded when indexing personal and business names.

Key Unit	Unit 2
Anderson	Elizabeth
And <u>r</u> ess	M

3. When the first units of two names being compared are identical, determine the filing order by comparing the next unit of each in the filing order. The first filing unit in the example, *Anderson*, is identical for both names. *Anderson, Elizabeth*, is filed before *Anderson, Thomas*, because the *E* in *Elizabeth* comes alphabetically before the *T* in *Thomas*.

Key Unit	Unit 2
Anderson	Elizabeth
Anderson	<u>T</u> homas

4. When a name is the same as the first part of a longer name, the shorter name is filed first. In filing, *nothing comes before something*. When comparing *Anders* and *Anderson*, there is nothing after the *s* in *Anders*, which precedes the something (*on*) in *Anderson*.

Key Unit	Unit 2
Anders	Elizabeth
Anderson <u>s</u>	Elizabeth

Other applications of the *nothing before something* rule are

Key Unit	Unit 2	Unit 3
Anderson	T	
Anderson	<u>T</u> homas	
Anderson	Thomas	<u>L</u>
Anderson	Thomas	Lawrence

Rule 1 Indexing Order of Units

In a personal name, the surname (last name) is the first unit (also called the key unit), the given name (first name) or initial is the second unit, and the middle name or initial is the third unit. Business names are indexed as written using letterheads or trademarks as guides. Each word in a business name is considered a separate indexing unit.

If determining the surname in a personal name is difficult, consider the last name written as the surname. A unit consisting of just an initial precedes a unit that consists of a complete name beginning with the same letter—*nothing before something*. Punctuation is omitted. The underscored letter in the example shows the correct order.

Examples of Rule 1 for personal names:

Filing Segment Name	Index Order of Units		
	Key Unit	Unit 2	Unit 3
1. William H. Barnes	BARNES	WILLIAM	H
2. Johanna Barns	BARN <u>S</u>	JOHANNA	
3. Phillip A. Barrett	BAR <u>R</u> ETT	PHILLIP	A
4. A. Bennett	B <u>E</u> NNETT	A	
5. Carolyn Bennett	BENNETT	<u>C</u> AROLYN	
6. Z. Lisa Bernard	B <u>E</u> RNARD	Z	LISA
7. Jason Blake	B <u>L</u> AKE	JASON	
8. Michael Blake	BLAKE	<u>M</u> ICHAEL	
9. Michael Blakely	BLAK <u>E</u> L <u>Y</u>	MICHAEL	
10. Susan G. Brown	B <u>R</u> OWN	SUSAN	G

Examples of Rule 1 for business names:

Filing Segment Name	Index Order of Units			
	Key Unit	Unit 2	Unit 3	Unit 4
1. Bailey Construction Co.	BAILEY	CONSTRUCTION	CO	
2. Barker Metal Working	BARKER	METAL	WORKING	
3. Betsy Weil Law Firm	B <u>E</u> TSY	WEIL	LAW	FIRM
4. Bill Barker Consultants, Inc.	B <u>I</u> LL	BARKER	CONSULTANTS	INC
5. Billings Home Mortgage	BILL <u>I</u> NGS	HOME	MORTGAGE	
6. Blissful Desserts	B <u>L</u> ISSFUL	DESSERTS		
7. Blustery Day Kites	BL <u>U</u> STERY	DAY	KITES	
8. Branson Concert Company	B <u>R</u> ANSON	CONCERT	COMPANY	
9. Brown Barber Shop	B <u>R</u> OWN	BARBER	SHOP	
10. Brown Telecom Services	BROWN	<u>T</u> ELECOM	SERVICES	

Rule 2 Minor Words and Symbols in Business Names

Articles, prepositions, conjunctions, and symbols are considered separate indexing units. Symbols are considered as spelled in full. When the word *The* appears as the first word of a business name, it is considered the last indexing unit.

Articles: A, AN, THE

Prepositions: AT, IN, OUT, ON, OFF, BY, TO, WITH, FOR, OF, OVER

Conjunctions: AND, BUT, OR, NOR

Symbols: &, ¢, \$, #, % (AND, CENT OR CENTS, DOLLAR OR DOLLARS, NUMBER OR POUND, PERCENT)

Examples of Rule 2:

Filing Segment Name	Key Unit	Index Order of Units		
		Unit 2	Unit 3	Unit 4
1. A Cut Above	A	CUT	ABOVE	
2. An Excellent Shop	AN	EXCELLENT	SHOP	
3. Bonzo the Clown, Inc.	BONZO	THE	CLOWN	INC
4. Dollar Drug Store	DOLLAR	DRUG	STORE	
5. Douglas \$ Shop	DOUGLAS	DOLLAR	SHOP	
6. Going My Way Motel	GOING	MY	WAY	MOTEL
7. Golf By The Shore	GOLF	BY	THE	SHORE
8. The Grand Hotel	GRAND	HOTEL	THE	
9. Hunt & Jones, Attorneys	HUNT	AND	JONES	ATTORNEYS
10. # One Drug Store	NUMBER	ONE	DRUG	STORE

Rule 3 Punctuation and Possessives

All punctuation is disregarded when indexing personal and business names. Commas, periods, hyphens, apostrophes, dashes, exclamation points, question marks, quotation marks, and diagonals (/) are disregarded, and names are indexed as written.

Examples of Rule 3:

Filing Segment Name	Key Unit	Index Order of Units		
		Unit 2	Unit 3	Unit 4
1. Icandoit.com	ICANDOITCOM			
2. Illinois & Indiana Cooperative	ILLINOIS	AND	INDIANA	COOPERATIVE
3. Imagine! Toy Store	IMAGINE	TOY	STORE	
4. Jones' Homestyle Eatery	JONES	HOMESTYLE	EATERY	
5. Kelly Jones-Zeta	JONESZETA	KELLY		
6. Kelly & O'Donnell Realty	KELLY	AND	ODONNELL	REALTY
7. Kelly's Hair Salon	KELLYS	HAIR	SALON	
8. Why Not Travel?	WHY	NOT	TRAVEL	
9. Wiley's Information Service	WILEYS	INFORMATION	SERVICE	
10. Willy-Hill Ice Creamery	WILLYHILL	ICE	CREAMERY	

Rule 4 Single Letters and Abbreviations

Initials in personal names are considered separate indexing units. Abbreviations of personal names (Wm., Jos., Thos.) and nicknames (Liz, Bill) are indexed as they are written. Single letters in business and organization names are indexed as written. If single letters are separated by spaces, index each letter as a separate unit. An acronym (a word formed from the first, or first few, letters of several words, such as ARMA and ARCO) is indexed as one unit regardless of punctuation or spacing. Abbreviated words (Mfg., Corp., Inc.) and names (IBM, GE) are indexed as one unit regardless of punctuation or spacing. Radio and television station call letters (WBAP, KRDO) are indexed as one unit.

Examples of Rule 4:

Filing Segment Name	Key Unit	Index Order of Units		
		Unit 2	Unit 3	Unit 4
1. A C T Realty	A	C	T	REALTY
2. AT&T Wireless	A <u>T</u> ANDT	WIRELESS		
3. K & O Railway	<u>K</u>	AND	O	RAILWAY
4. KKRS Radio Station	<u>K</u> KRS	RADIO	STATION	
5. K-Nine Security	<u>K</u> NINE	SECURITY		
6. KOGO Television	<u>K</u> OGO	TELEVISION		
7. L A D Construction	<u>L</u>	A	D	CONSTRUCTION
8. LADD, Inc.	L <u>A</u> DD	INC		
9. U & I Nursery	<u>U</u>	AND	I	NURSERY
10. US Bancorp	<u>U</u> S	BANCORP		

Rule 5 Titles and Suffixes

In personal names, a title before a name (Mrs., Dr.), a seniority suffix (II, III, Jr., Sr.) or a professional suffix (CRM, DDS, M.D., Mayor) after a name is the last indexing unit. Numeric suffixes (II, III) are filed before alphabetic suffixes (Jr., Mayor, Senator, Sr.). If a name contains both a title and a suffix, the title is the last unit. Royal and religious titles followed by either a given name only or a surname only (Father Leo, Princess Anne) are indexed as written. Titles in business names are indexed as written.

NOTE: When a person's professional title appears after his or her name, it is referred to as a suffix, for example, CPA, CRM, CMA, Senator.

Examples of Rule 5 for personal names:

Filing Segment Name	Key Unit	Index Order of Units		
		Unit 2	Unit 3	Unit 4
1. Father John	FATHER	JOHN		
2. Ms. Ada Johnson, CPA	<u>J</u> OHNSON	ADA	CPA	MS
3. Dr. Ada Johnson	JOHNSON	ADA	<u>D</u> R	
4. Mr. Goro Nagai	<u>N</u> AGAI	GORO	MR	
5. Father Ron Nelson	<u>N</u> ELSON	RON	FATHER	
6. Ron Nelson, Jr.	NELSON	RON	<u>J</u> R	
7. Ron S. Nelson	NELSON	RON	<u>S</u>	
8. Ron S. Nelson II	NELSON	RON	S	<u>II</u>
9. Ron S. Nelson III	NELSON	RON	S	<u>III</u>
10. Ron Nelson, Sr.	NELSON	RON	<u>S</u> R	
11. Miss Ruth Nguyen	<u>N</u> GUYEN	RUTH	MISS	
12. Mrs. Ruth Nguyen	NGUYEN	RUTH	<u>M</u> RS	
13. Ms. Ruth Nguyen	NGUYEN	RUTH	<u>M</u> S	
14. Sister Mary Nunamaker	<u>N</u> UNAMAKER	MARY	SISTER	
15. Queen Mary	<u>Q</u> UEEN	MARY		
16. Sister Bernadette	<u>S</u> ISTER	BERNADETTE		

Examples of Rule 5 for business names:

Filing Segment Name	Key Unit	Index Order of Units		
		Unit 2	Unit 3	Unit 4
1. Aunt Sally's Cookie Shop	AUNT	SALLY'S	COOKIE	SHOP
2. Captain Roy Bean's Coffee	<u>C</u> APTAIN	ROY	BEANS	COFFEE
3. Dr. Carla's Chimney Works	<u>D</u> R	CARLAS	CHIMNEY	WORKS
4. Father Time's Antiques	<u>F</u> ATHER	TIMES	ANTIQUES	
5. Mister Oscar's Gym	<u>M</u> ISTER	OSCARS	GYM	
6. Mr. Video Connection	<u>M</u> R	VIDEO	CONNECTION	
7. Mrs. Mom's Day Care	<u>M</u> RS	MOMS	DAY	CARE
8. Ms. Salon of Beauty	<u>M</u> S	SALON	OF	BEAUTY
9. Professor Owl's Bookstore	<u>P</u> ROFESSOR	OWLS	BOOKSTORE	
10. The Prof's Tutorial Service	<u>P</u> ROF <u>S</u>	TUTORIAL	SERVICE	THE

Rule 6 Prefixes—Articles and Particles

A foreign article or particle (Mac, St., San, De, Von der) in a personal or business name is combined with the part of the name following it to form a single indexing unit. Spaces in the prefix or between the prefix and the name are disregarded.

Examples of articles and particles:

a la, D', Da, De, Del, De la, Della, Den, Des, Di, Dos, Du, E', El, Fitz, Il, L', La, Las, Le, Les, Lo, Los, M', Mac, Mc, O', Per, Saint, San, Santa, Santo, St., Ste., Te, Ten, Ter, Van, Van de, Van der, Von, Von der

Examples of Rule 6:

Filing Segment Name	Key Unit	Index Order of Units			
		Unit 2	Unit 3	Unit 4	
1. Arthur A'Costa, DMD	ACOSTA	ARTHUR	DMD		
2. A'Costa's Pizza Parlor	ACOSTAS	PIZZA	PARLOR		
3. Ms. Maria De Abreu	DEABREU	MARIA	MS		
4. Mario De La Torres, Jr.	DELATORRES	MARIO	JR		
5. Thomas DelFavero, CPA	DELEFAVERO	THOMAS	CPA		
6. LaVoy & McNeil Attys	LAVOY	AND	MCNEIL	ATTYS	
7. Mr. Timothy O'Brien	OBRIEN	TIMOTHY	MR		
8. O'Brien's Public House	OBRIENS	PUBLIC	HOUSE		
9. St. Anne's Arts & Crafts	STANNES	ARTS	AND	CRAFTS	
10. Edward Ste. Cyr	STECYR	EDWARD			
11. Eric Ten Eyck	TENEYCK	ERIC			
12. Ms. Lorraine TenPas, Ph.D.	TENPAS	LORRAINE	PHD	MS	
13. Mr. Pieter VanAmerongen	VANAMERONGEN	PIETER	MR		
14. VanCamp's Sports & Hobby	VANCAMPS	SPORTS	AND	HOBBY	
15. Lt. Jason Van de Hoef	VANDEHOEF	JASON	LT		

Rule 7 Numbers in Business Names

Numbers spelled out (Seven Acres Inn) in business names are filed alphabetically. Numbers written in digits are filed in ascending order before alphabetic letters or words (7 Acres Inn comes before Seven Acres Inn). Arabic numerals (2, 3) are filed before Roman numerals (II, IV). Names with inclusive numbers (33-37 Apartments) are filed by the first digits only (33 Apartments). For numbers containing *st*, *d*, and *th* (1st, 2d, 4th), ignore the letter endings and consider only the digits.

Examples of Rule 7:

Filing Segment Name	Key Unit	Index Order of Units		
		Unit 2	Unit 3	Unit 4
1. 7 Day Food Mart	7	DAY	FOOD	MART
2. 21st Century Graphics, Inc.	<u>21</u>	CENTURY	GRAPHICS	INC
3. 24 Carrot Cake Bakery	<u>24</u>	CARROT	CAKE	BAKERY
4. 405 Auto Repairs	<u>405</u>	AUTO	REPAIRS	
5. 500-510 DeLaRose Court	<u>500</u>	DELAROSE	COURT	
6. The 500 DeLaRose Shop	500	DELAROSE	SHOP	THE
7. 1001 Book Store	<u>1001</u>	BOOK	STORE	
8. 12500 Windows, Inc.	<u>12500</u>	WINDOWS	INC	
9. XXI Club	<u>XXI</u>	CLUB		
10. Fifth Dimension, Inc.	<u>FIFTH</u>	DIMENSION	INC	
11. Highway 395 Cafe	<u>HIGHWAY</u>	395	CAFE	
12. I-90 Road Services	<u>I90</u>	ROAD	SERVICES	
13. I-205 Towing, Inc.	<u>I205</u>	TOWING	INC	
14. One Main Place	<u>ONE</u>	MAIN	PLACE	
15. Sixty-Six Grand Ave. Apts.	<u>SIXTYSIX</u>	GRAND	AVE	APTS

Rule 8 Organizations and Institutions

Banks and other financial institutions, clubs, colleges, hospitals, hotels, magazines, motels, museums, newspapers, religious institutions, schools, unions, universities, and other organizations are indexed and filed according to the names written on their letterheads.

Examples of Rule 8:

Filing Segment Name	Key Unit	Index Order of Units		
		Unit 2	Unit 3	Unit 4
1. 1st National Bank	1	NATIONAL	BANK	
2. Assembly of God Church	<u>A</u> SSSEMBLY	OF	GOD	CHURCH
3. Assn. of Iron Workers	<u>A</u> SSN	OF	IRON	WORKERS
4. Associated Electric Workers	<u>A</u> SSOCIATED	ELECTRIC	WORKERS	
5. The Bank of Mississippi	<u>B</u> ANK	OF	MISSISSIPPI	THE
6. Bank of Nova Scotia	<u>B</u> ANK	OF	<u>N</u> OVA	SCOTIA
7. College of the Rockies	<u>C</u> OLLEGE	OF	THE	ROCKIES
8. Disabled American Veterans	<u>D</u> ISABLED	AMERICAN	VETERANS	
9. Eastern Living Enrichment Center	<u>E</u> ASTERN	LIVING	ENRICHMENT	CENTER
10. Federated Farm Workers	<u>F</u> EDERATED	FARM	WORKERS	
11. First Church of Christ	<u>F</u> IRST	CHURCH	OF	CHRIST
12. Foundation for the Blind	<u>F</u> OUNDATION	FOR	THE	BLIND
13. Hands and Feet Artists	<u>H</u> ANDS	AND	FEET	ARTISTS
14. Institute of Better Living	<u>I</u> NSTITUTE	OF	BETTER	LIVING
15. Jewish Historical Society	<u>J</u> EWISH	HISTORICAL	SOCIETY	
16. JFK High School	<u>J</u> FK	HIGH	SCHOOL	
17. Journal of Photography	<u>J</u> OURNAL	OF	PHOTOGRAPHY	
18. New York Times	<u>N</u> EW	YORK	TIMES	
19. Pacific University	<u>P</u> ACIFIC	UNIVERSITY		
20. Public Employees Union	<u>P</u> UBLIC	EMPLOYEES	UNION	
21. Roosevelt High School	<u>R</u> OOSEVELT	HIGH	SCHOOL	
22. Rotary Club of Detroit	<u>R</u> OIARY	CLUB	OF	DETROIT
23. The Sandman's Hotels	<u>S</u> ANDMANS	HOTELS	THE	
24. School of the Arts	<u>S</u> CHOOL	OF	THE	ARTS
25. Spokane Community College	<u>S</u> POKANE	COMMUNITY	COLLEGE	
26. St. Vincent's Medical Center	<u>S</u> TIVINCENTS	MEDICAL	CENTER	
27. Temple Beth Israel	<u>T</u> EMPLE	BETH	ISRAEL	
28. University of Iowa	<u>U</u> NIVERSITY	OF	IOWA	
29. Western Society of Jesus	<u>W</u> ESTERN	SOCIETY	OF	JESUS
30. Western X-Ray Technicians Assn.	<u>W</u> ESTERN	<u>X</u> RAY	TECHNICIANS	ASSN

Rule 9 Identical Names

When personal names or names of businesses or organizations are identical, filing order is determined by the address. Compare the addresses in this order: city names, state or province names, street names (including Avenue, Boulevard, Drive, Road, or Street), house or building numbers.

Examples of Rule 9:

Names of Cities Used to Determine Filing Order

Filing Segment Name	Key Unit	Index Order of Units			Unit 4
		Unit 2	Unit 3	Unit 4	
1. Snooze Inn Middlebury, Connecticut	SNOOZE	INN	MIDDLEBURY		
2. Snooze Inn New Haven, Connecticut	SNOOZE	INN	<u>N</u> EW		HAVEN

Examples of Rule 9:

Names of States and Provinces Used to Determine Filing Order

Filing Segment Name	Key Unit	Index Order of Units				Unit 5
		Unit 2	Unit 3	Unit 4	Unit 5	
3. William H. Miller Nelson, BC (British Columbia)	MILLER	WILLIAM	H	NELSON	BC	
4. William H. Miller Nelson, PA	MILLER	WILLIAM	H	NELSON	<u>P</u> A	
5. Nacho Mama's Franklin, NJ	<u>N</u> ACHO	MAMAS	FRANKLIN	NJ		
6. Nacho Mama's Franklin, OH	NACHO	MAMAS	FRANKLIN	<u>O</u> H		

Examples of Rule 9:

Names of Streets and Building Numbers Used to Determine Filing Order

Filing Segment Name	Index Order of Units						
	Key Unit	Unit 2	Unit 3	Unit 4	Unit 5	Unit 6	Unit 7
7. Ron's Deli 6570 – 8 St. Atlanta, GA	RONS	DELI	ATLANTA	GA	8	ST	
8. Ron's Deli 4560 – 48 St. Atlanta, GA	RONS	DELI	ATLANTA	GA	<u>48</u>	ST	
9. Ron's Deli 16450 Carter Ave. Atlanta, GA	RONS	DELI	ATLANTA	GA	<u>C</u> ARTER	AVE	
10. Ron's Deli 12800 Carter St. Atlanta, GA	RONS	DELI	ATLANTA	GA	CARTER	<u>S</u> T	12800
11. Ron's Deli 18800 Carter St. Atlanta, GA	RONS	DELI	ATLANTA	GA	CARTER	ST	<u>18800</u>
12. Ron's Deli 255 SW 15 St. Atlanta, GA	RONS	DELI	ATLANTA	GA	<u>S</u> W	15	ST
13. Ron's Deli 576 SW Eighth St. Atlanta, GA	RONS	DELI	ATLANTA	GA	SW	<u>E</u> IGHTH	ST
14. Ron's Deli 6224 SW Pecan Dr. Atlanta, GA	RONS	DELI	ATLANTA	GA	SW	<u>P</u> ECAN	DR

Rule 10 Government Names

Government names are indexed first by the name of the governmental unit—country, state, county, or city. For example, the first three indexing units of a United States government agency name are *UNITED STATES GOVERNMENT*. Next, index the name of the department, bureau, office, or board. Rearrange the units, if necessary, so the more distinctive parts come first. For example, the name *Dept. of Public Safety, Baltimore, Maryland* would be indexed in five units: *MARYLAND, PUBLIC, SAFETY, DEPT, OF*.

NOTE: If *of* is not a part of the official name as written, it is not added.

Examples of Rule 10:

United States Government Names

Key Unit	Unit 2	Unit 3	Index Order of Units				
UNITED	STATES	GOVERNMENT	Unit 4	Unit 5	Unit 6	Unit 7	Unit 8
Filing Segment Name							
1. Houston Office General Accounting Office			GENERAL	ACCOUNTING	OFFICE	HOUSTON	OFFICE
2. Antitrust Division Justice Department			JUSTICE	DEPARTMENT	ANTITRUST	DIVISION	
3. Bureau of Prisons Justice Department			JUSTICE	DEPARTMENT	PRISONS	BUREAU	OF

Examples of Rule 10:

State and Local Government Names

Filing Segment Name	Unit 1	Unit 2	Index Order of Units			Unit 5
			Unit 3	Unit 4		
1. Dept. of Commerce (State Government) Juneau, AK	ALASKA	COMMERCE	DEPT	OF		
2. Cincinnati Bridge Maint. Engineering Dept. Cincinnati, OH (City Government)	CINCINNATI	ENGINEERING	DEPT	BRIDGE	MAINT	
3. Highway Div. Marin County (County Government) San Raphael, CA	MARIN	COUNTY	HIGHWAY	DIV		
4. Dept. of Public Safety (State Government) Baltimore, MD	MARYLAND	PUBLIC	SAFETY	DEPT	OF	
5. Planning Commission Wheatland Municipal Dist. Strathmore, AB (Alberta)	WHEATLAND	MUNICIPAL	DIST	PLANNING	COMMISSION	

NOTE: For foreign government names, the distinctive English name is the first indexing unit. Then, index the balance of the formal name of the government, if needed, and if it is in the official name (CHINA REPUBLIC OF).

Examples of Rule 10:

Foreign Government Names

Foreign Government Name

1. Republik of Österreich
2. Druk-yul
3. République Gabonaise
4. Jamhuri ya Kenya
5. Al-Joumhouriya al-Lubnaniya
6. Repobli Kan'i Madagasikara

English Translation in Indexed Order

- AUSTRIA REPUBLIC OF
BHUTAN KINGDOM OF
GABON REPUBLIC OF
KENYA REPUBLIC OF
LEBANON REPUBLIC OF
MADAGASCAR REPUBLIC OF

2-inch top margin

Use bold and ALL CAPS for the main title

AGENDA

Center heading lines

Pikesville Improvement Council

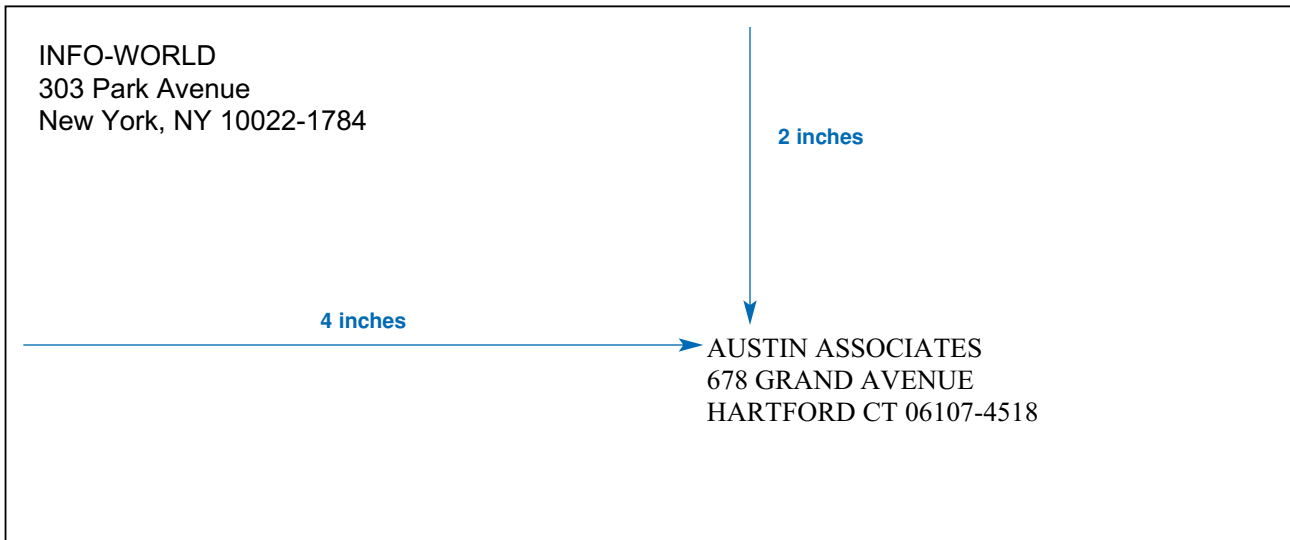
June 30, 20--

1-inch side margins

The meeting will begin at 9:30 a.m. in Conference Room C.

DS between items

- 1. Call to Order Nancy Hollingshead, Pikesville Improvement Council Chair
- 2. Roll Call Troy Jones, Secretary
- 3. Reading of the Minutes Troy Jones, Secretary
- 4. Treasurer’s Report Sean Petersen, Treasurer
- 5. Committee Report Briana King, Chairperson
 - Recognitions Committee
- 6. Unfinished Business Telecommunications Improvement Project
- 7. New Business East Pikesville Drive Improvement Project
- 8. Date of Next Meeting
- 9. Adjournment



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ITINERARY FOR CHARLENE STANFORD

May 17 to May 19, 20--

Use bold and ALL CAPS
for column heads

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margins

DATE AND TIME

ACTIVITY

Wednesday, May 17

Atlanta to Dallas

SS items
DS between items

9:43 a.m.

Leave Hartsfield Atlanta International Airport on Delta Flight 17.

10:50 a.m.

Arrive Dallas/Ft. Worth International Airport. Pick up rental car at Sun Rentals, confirmation number 388075.

Hotel reservations at Fairmont Hotel, 1717 W. Akard Street. Phone: 214-555-0102. Confirmation number 7K4995F.

2:30 p.m.

Meeting with George Thatcher of Fabric Wholesalers, 1314 Gaston Avenue (Phone: 214-555-0196) to discuss purchase agreement.

7:00 p.m.

Dinner with staff to review plans for Apparel Fair.

Thursday, May 18

Dallas to San Diego

12:02 p.m.

Leave Dallas/Ft. Worth International Airport on Delta Flight 444. Take Sun Rentals shuttle to airport.

12:55 p.m.

Arrive at Lindbergh Field International Airport and meet Richard Stanley (Phone: 619-555-0152) at baggage claim. Travel to Naples plant for meeting.

Hotel reservations at the Seven Seas Lodge, 411 Hotel Circle South (Phone: 619-555-1300). Confirmation number 4478S84.

Friday, May 19

San Diego to Atlanta

7:55 a.m.

Leave San Diego Lindbergh Field International Airport on Delta Flight 880.

3:52 p.m.

Arrive Hartsfield Atlanta International Airport.

INFO-WORLD
303 Park Avenue
New York, NY 10022-1784

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margins

January 20, 20-- **QS**

Mr. Ralph Morris, Office Manager
Becker Financial Management Services
105 South High Street
Columbus, OH 43230-9071

Dear Mr. Morris

Thank you for giving INFO-WORLD the opportunity to prepare a cost analysis and bid for your new office system. You should receive our bid by special courier within the next ten days.

Brochures describing the configuration of our Model 4000 office system are enclosed with this letter. If I can be of further assistance to you, please call me at (800) 555-0150.

Sincerely **QS**

Martin W. Gleneste

Martin W. Gleneste
President

jk

Enclosure

This letter has open punctuation: no colon after the salutation and no comma after the complimentary close.

INFO-WORLD
303 Park Avenue
New York, NY 10022-1784

January 20, 20--**QS**

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side
margins

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Martin W. Gleneste

Martin W. Gleneste
President

jk

Enclosure

This letter has mixed punctuation: a colon after the salutation and a comma after the complimentary close.

1-inch top margin

INFO-WORLD1-inch or
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margins**MEMO****TO:** Eric Palmer**FROM:** Martin Gleneste**DATE:** January 2, 20--**SUBJECT:** Project Bid

Charles Becker, of Becker Financial Management Services in Columbus, has requested a cost analysis and bid for a new office system. I have indicated to Mr. Becker that we will have our bid to him within ten days.

Offhand, I think the Model 4000 will be the best option for this company. I have sent Mr. Becker brochures describing this configuration. Please review the attached document to describe the company needs and be ready to offer your recommendation at our regular meeting on Friday.

je

Attachment

c Jasper Mitts

1-inch top margin

INFO-WORLD1-inch or
default
side
margins**MEMO****TO:** Eric Palmer**FROM:** Martin Gleneste**DATE:** January 20, 20--**SUBJECT:** Writing Memo Reports

A memo report is an informal report format often used to reply to a request for information. Memo reports are intended for internal use.

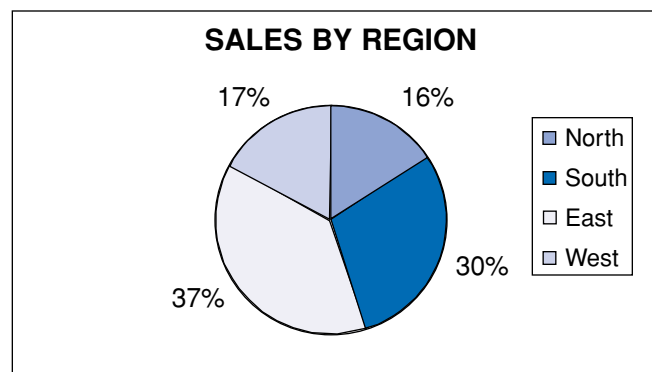
Formatting

To begin a memo report, key the heading words and information to print about one inch from the top of the page. Use 1-inch side margins or the default margins for your word processor. Leave one blank line between the heading words and the first paragraph. Single-space the paragraphs and leave one blank line between paragraphs.

Use side headings and paragraph headings as needed in your report to label sections of the report and make it easy to follow. See the unbound report sample document for sample side and paragraph headings. You may wish to use bold print or underlining for headings in a memo report to make them stand out from the rest of the text. References to other works should also be treated as shown in the unbound report sample document.

Tables or Charts

Tables or charts are often placed in a memo report to illustrate comparisons, growth rates, or other data. Leave one blank line before and after a table or chart.



Same margins as page 1

Eric Palmer
Page 2
January 20, 20--

Multiple Pages

Memo reports often have multiple pages. To identify the pages, key a heading on the second and subsequent pages at the left margin to print one inch from the top of the page. Include the recipient's name, the page number, and the date as shown at the top of this page. A similar heading is used for letters that require more than one page.

Notations

As with a regular memo, memo reports may have reference initials, an enclosure notation, or a copy notation placed after the last paragraph.

dr

Enclosure

c Jason Perez

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PIKESVILLE IMPROVEMENT COUNCIL

Center heading lines

Meeting Minutes

June 30, 20--

1-inch or default side margins

1. The regular weekly meeting of the Pikesville Improvement Council was held on June 30, 20--, in Conference Room C at City Hall. The meeting was called to order by President Nancy Hollingshead at 9:30 a.m. **SS items**
DS between items
2. All members were present. A guest, John Byrd, was also present.
3. The minutes of the June 23, 20--, meeting were read and approved.
4. Treasurer Sean Petersen reported that the Improvement Projects Fund has a balance of \$359,450.
5. Briana King gave the Recognition Committee report, recommending Jane Ann Adamson be submitted for employee of the month. Laura Johnson moved that Jane Ann Adamson be submitted to the city council as employee of the month. Steven Minnhausen seconded the motion, and the motion was approved by the Council. President Hollingshead directed the secretary to prepare the resolution for submission (attached to the minutes).
6. The Council addressed unfinished business. President Hollingshead reported that the three recorded bids for the Telecommunications Improvement Project have been forwarded to the City Engineering Department for evaluation.
7. The Council addressed new business. Douglas Ivey reported that a community meeting will be held on July 6, 20--, to discuss the project with residents.
8. President Hollingshead announced that the next meeting will be held on July 7, 20--, at 9:30 a.m., in Conference Room C at City Hall.
9. Douglas Ivey moved and Rodger Aycock seconded that the meeting be adjourned. The motion was approved and the meeting was adjourned at 10:30 a.m.

Troy Jones, Secretary

Nancy Hollingshead, President

Attachment: Resolution of Recognition

REPORT FORMATS

Sandra K. Marshall
Office Communications Consultants

February 16, 20--

2-inch top margin

Center title in ALL CAPS

REPORT FORMATS^{QS}

1-inch
side
margins

Short reports that are viewed in hard copy and fastened only with a staple or paper clip are often called *unbound reports*. To begin an unbound report, center the title of the report in all caps to print about 2 inches from the top of the page. Leave three blank lines and begin the paragraphs or body of the report.

Double space the paragraphs in the body and indent the first line of each paragraph 1/2 inch. Use the default side margins for your software or set the side margins to 1 inch. The bottom margin for each page should be at least 1 inch. Place a page number in the document header for the second and subsequent pages of the report. Place the page number at the right margin to print about 1 inch from the top of the page.

Internal Headings

Side headings, such as *Internal Headings* shown above, and paragraph headings, such as *Paragraph headings* shown below, are used to divide longer reports into sections. These headings make the report easier to read and understand.

Side headings. Key a side heading on a line by itself beginning at the left margin. Capitalize all important words in a side heading.

Paragraph headings. A paragraph heading describes the information in the one paragraph that it begins. Place a paragraph heading on the first line of the paragraph at the indent point. Capitalize only the first word and follow the heading with a period.

1-inch top margin

2

Quotations and Reference Notes

Cite references for quoted material within the body of the report. Use quotation marks to indicate direct quotes of up to three lines. “This is an example of a short quote.”

1-inch
side
margins

(Samson, 2002, 100)

Place quotes longer than three lines in a separate single-spaced paragraph. Indent all lines in a long quote 1/2 inch from the left margin of the report. If the long quote is a paragraph, indent the first line of the quote 1/2 inch from the left margin of the quote.

The following paragraph is an example of a long quote.

Textual citations include the name of the author or authors, the year of publication for the work being quoted, and the page numbers of the material being cited. In the example above, *Samson* is the author name, *2002* is the year of publication, and *100* is the page number. Remember to give credit in your reports for material that is paraphrased from another work as well as for direct quotes. (Rogers, 2002, 104)

List references cited in the report at the end of the report on the last page of the body or on a separate page. Arrange the references alphabetically by author surname. Single-space the references and leave one blank line between references. Indent the second and subsequent lines of a reference.

REFERENCES

Rogers, Matty. Effective Reports for Every Business. Chicago: Bridge Publishers, 2002.

Samson, Tomas. Unbound Reports. Cincinnati: Kilroy Press, 2002.

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