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WAR RELOCATION AUTHORITY
CENTRAL UTAH PROJECT
TOPAZ, UTAH

*Yasuko Isoge & all
other clerks*

July 17, 1943

MEMORANDUM TO: All Secretaries and Stenographers

SUBJECT: WRA Communication Procedures

Since many of you are new employees and are not fully acquainted with WRA communication procedures, I am asking that you review and familiarize yourselves with the Stenographer's Manual, Administrative Instruction No. 15 with its supplements, and Office Letter No. 27 dated July 6, 1943. For your assistance and guidance, I am listing below the required number of copies of all outgoing communications, together with the manner in which outgoing correspondence must be assembled.

LETTERS AND MEMORANDA

INTRA OFFICE

Original - Addressee
Two copies - Central Files
One copy - For return to originating department

INTER PROJECT

Original and one copy - Addressee
Two copies - Central Files
One copy - For return to originating department

WRA WASHINGTON

Original and one copy - Addressee
Two copies - Central Files
One copy - Denver WRA office
ONE copy - For return to originating department

OTHER AGENCIES, FIRMS, OR INDIVIDUALS

Original - Addressee ✓
Two copies - Central Files ✓
One copy - For return to originating department

Outgoing correspondence must be assembled in the following manner:

1. Original on top
(If to Washington or another project, the extra copy should be stapled to the original)
2. Enclosure, stapled to the original
3. Envelope clipped to the original and enclosure
4. Information copies, if any
5. Central File copies - two

SUBJECT: WRA Communication Procedures

July 17, 1943

6. The letter being answered, if any
7. Previous file, if any

TELEGRAMS AND TELETYPES

INTER PROJECT

- Original and two copies - Central Files
- One copy - Confirmation
- One copy - Appropriate Field Assistant Director
- One copy - For return to originating department

WRA WASHINGTON

- Original and two copies - Central Files
- One copy - Confirmation
- One copy - ~~Denver~~ WRA office
- One copy - For return to originating department

OTHER AGENCIES, FIRMS, OR INDIVIDUALS

- Original and two copies - Central Files
- One copy - Confirmation
- One copy - For return to originating department

The original copy of all outgoing telegrams or teletypes must be initialed by the appropriate Section Chief and Division Head before transmission can be made from this office. In addition, telegrams and teletypes involving matters of policy must be initialed by the Project Director or the Deputy Project Director.

In accordance with Administrative Instruction No. 15, Part I, Supplement I (Revised), you are requested to prepare three extra copies of all teletype messages for the Colorado River Relocation Center. One will be sent to the Field Assistant Director at San Francisco, one to the Commissioner of Indian Affairs at Chicago, and one to the Commissioner of Indian Affairs at Washington.

Your adherence to the foregoing procedures will be greatly appreciated.

Lois Tofte

Lois Tofte
Office Services Section

APPROVED BY:

James F. Hughes
James F. Hughes
Deputy Project Director

WAR RELOCATION AUTHORITY
CENTRAL UTAH PROJECT
Topaz, Utah

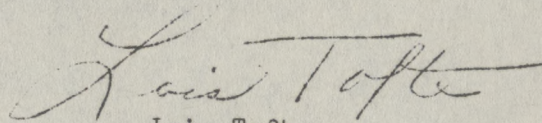
August 17, 1943

MEMORANDUM TO: All personnel handling official
correspondence

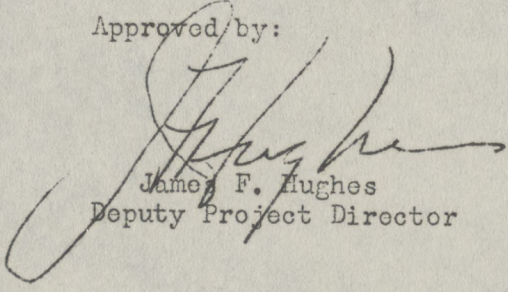
SUBJECT: Instructions for dating correspondence

It has been suggested that we follow the practice of the Washington office in affixing the date on all outgoing correspondence leaving the project. Such correspondence should be date-stamped in the mail room at the time it is actually mailed. The office of origin, therefore, will not insert the date when the letter leaves for mailing.

Intra-project communications will be dated by the originating department. The date on such correspondence should be placed on the upper right hand side of the letterhead so as to balance the page. It should be at least three spaces below the printed heading.


Lois Tofte
Office Services Section

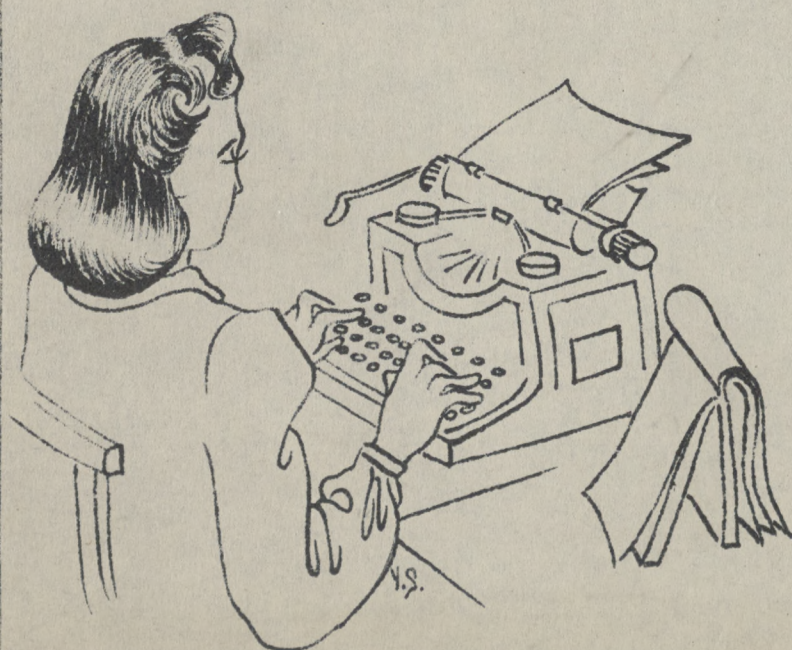
Approved by:


James F. Hughes
Deputy Project Director

Stenographer's Manual

WAR RELOCATION AUTHORITY
CENTRAL UTAH PROJECT

TOPAZ, UTAH



INCOMING MAIL

In the Mail Room official mail is opened, numbered, time-and-date stamped, routed, indexed, and delivered by messenger. Personal and confidential mail is delivered unopened.

Official mail is indexed on an assembly of six cards of various colors as follows:

1. Green (original): This card remains attached to the correspondence from the time it leaves the Mail Room until it is returned for filing in the Central Files. It is used not only as an index and a permanent record, but also as a route slip. Correspondence can be sent on to any division or person simply by writing in the desired name if such name is not contained in the original routing.

After the correspondence has been reviewed or acted upon, the name of the division (or person) should be crossed off on the green card, the correspondence initialed, and placed in the out-box for further routing or filing as the case may be.

If the correspondence is of the type which becomes a supporting document to a voucher, a bid, etc., and is, therefore, to be permanently retained in a special document file, it is necessary to write the word "retained" on the green card together with the number or title of the document.

If correspondence is to be held for a lengthy period before being returned for filing in the Central Files, the green card should not be returned separately but should be held with the correspondence until it is returned for filing.

After being returned for filing, the green card is detached from the correspondence and filed in a permanent numerical record file.

2. Pink (1st copy): This card is retained in the Mail Room and sets up a charge against the divisions to which the correspondence has been routed. From this 'charge file' the Mail Room will issue follow-up memorandums from time to time to check on the disposition of incoming mail. In most cases correspondence should not be held for longer than one week.

As soon as the green card with its accompanying correspondence is returned to the Mail Room, the matching pink card is removed from the 'charge file' and placed in a permanent alphabetical file, thus removing the charge and indicating that the correspondence has been filed in the Central Files.

3. Orange (2nd copy): This card is for the use of the Mail Room as a cross reference and is retained there.

4. White: Three white cards are provided for the use of the divisions to which the correspondence is routed. By taking off one of these white cards, properly filing it, a division can easily maintain a complete record of the correspondence which has passed thru its hands. This practice has proved very successful wherever it has been used, and is highly recommended.

The data contained on the above mentioned cards is as follows:

The name and location of the sender in the upper left hand corner; the date of the letter following the name of the sender; the date on which the correspondence was received following the date of the letter; the serial number of the letter in the upper right hand corner (e.g. the number '100' indicates that that particular letter was the hundredth letter received in the Mail Room). A brief, identifying digest of the contents of the correspondence is typed in the body of the card. A routing is determined by the Head of the Mail & Files Section and is typed below the digest.

If a letter which was thought to be personal proved to be official upon opening, it should be returned to the Mail Room immediately for recording. It is necessary to the proper functioning of this, or any office, where a large number of letters are received every day, that a record be made upon receipt of the correspondence. The date received often plays an important part in the exchange of correspondence.

OUTGOING MAIL

Official outgoing mail is sent to the Mail Room by regular messenger pick-up, where it is checked for signature, date, etc., placed in envelopes, and dispatched to the Post Office twice daily. Necessary postage is placed on Parcel Post, Air Mail, Registered Mail, etc.

Correspondence to the Regional Office must be prepared in the original and four copies. The original and one copy go to the Regional Office; two copies are removed for the use of the Central Files; the fourth copy is returned to the originating division.

Correspondence to individuals and firms outside the WRA must be prepared in the original and three copies. The original goes to the addressee; two copies are for the Central Files; the third copy is returned to the originating division.

Inter-office memoranda must be prepared in the original and three copies, the original for the addressee, two copies for Central Files, the third copy returned to the originating division.

The purpose in returning a copy of the correspondence to the originating division is to show that the correspondence has actually been signed and has gone out, particularly when the dictator of the letter is not the signer. It is unnecessary for any division to prepare an extra copy for its tickler file since an extra copy is returned by the Mail Room.

Copies for other persons to be routed or sent out for their information, are of course, in addition to the copies described above, and must be clearly marked. A check mark in colored pencil, preferably, is necessary to indicate to whom the information copies should go.

Outgoing correspondence must be assembled in the following manner:

1. Original on top
If to the Regional Office, the extra copy mentioned above should be stapled to the original.
2. Enclosure, stapled to the original
3. Envelope clipped to the original and enclosure.
4. Information copies, if any.
5. File copies
6. The letter being answered, if any.
7. Previous file, if any

The whole clipped together with a paper clip.

OUTGOING MAIL

The file copy of the outgoing correspondence must be initialed by the dictator. All file copies will be stamped "signed" by the Mail Room, when signed, but because of the ease with which a rubber stamp can be used, it is necessary to carry written initials on one copy retained in the files. The Mail Room will not send out a letter not accompanied by 2 file copies, one of which is initialed.

All outgoing correspondence should be prepared on WRA letter-heads. Inter-office memos may be prepared on plain bond.

Envelopes should be addressed by the stenographer preparing the letter for individuals, firms, and agencies outside the WRA. Envelopes should not be addressed for the following, as they are provided by the Mail Room:

San Francisco Regional Office
San Francisco Office for Emergency Management
Salt Lake Office for Emergency Management
Salt Lake Branch Office

Official letters should not be mailed at the Post Office by any division other than the Mail Room. Government regulations require the counting and weighing of all outgoing franked mail.

Sample copies of the forms to be used for the above correspondence will be found on the next two pages. These forms have been prescribed as standard WRA procedure and should be used in all cases.

Copies for other persons to be routed or sent out for distribution, use of course, in addition to the copies described above, and must be clearly marked. A check mark in colored pencil, preferably, is necessary to indicate to whom the original copies should go.

Outgoing correspondence must be assembled in the following manner:

1. Original on top.
If to the Regional Office, the extra copy retained above should be stapled to the original.

2. Enclosure, stapled to the original.

3. Envelope clipped to the original and enclosure.

4. Information copies, if any.

5. File copies.

6. The letter being answered, if any.

7. Previous file, if any.

The whole clipped together with a paper clip.

WAR RELOCATION AUTHORITY
Central Utah Project
Topaz, Utah

In reply, please refer to:

Date

Name of Division and Section
(e.g. Adm - Personnel)
No. of Inc. Letter

Charles F. Ernst
Project Director

Enclosure

MEMORANDUM TO: Mr. E. R. Fryer
Regional Director

ATTENTION:

SUBJECT: Form to be used for correspondence
directed to the Regional Office

All correspondence to be directed to the Regional
Office will be in a memorandum form and addressed
to the Regional Director. If the memorandum is to
be called to the attention of another individual in
the office, use an Attention line as illustrated.

In reply, please refer to:

Name of Division and Section
(e.g. Adm - Personnel)
No. of Inc. Letter

Charles F. Ernst
Project Director

Enclosure

(cc:

Dictator: Steno's initials: Date of Dictation
(full name) (Not shown on Ribbon Copy)

(Prepare original on WRA letterhead, copies on plain tissue)

WAR RELOCATION AUTHORITY

In reply, please refer to:
Name of Division and Section

Date

MEMORANDUM TO: Mr. Charles F. Ernst
Project Director

SUBJECT: Interoffice memoranda

When writing an interoffice communication to any member of the Project office, this type and style of memorandum should be used.

J. F. Hughes
Asst. Project Director

Attachment

(cc:

(Dictator's name: Steno's initials: Date of Dictation
(Not shown on ribbon copy)

WAR RELOCATION AUTHORITY
CENTRAL UTAH PROJECT
TOPAZ, UTAH

In reply, please refer to:
Division and Section
No. of Incoming Letter, if any

Date

The X Y Z Company
1129 10th Street
Salt Lake City, Utah

Attention: Mr. John Doe

Gentlemen:

Letters to firms and individuals outside the WRA will be prepared in this form. Single spacing is preferable, although they may be double spaced if length and appearance so indicate.

All letters to outside individuals and firms must be prepared on WRA printed letterhead.

In most cases these letters will be prepared for the signature of the Project Director.

Sincerely yours,

Charles F. Ernst
Project Director

Enclosure

(cc: Mr. Hughes

(Dictator's name: Steno's initials: Date of dictation
(Not shown on ribbon copy)

TELEGRAMS

Telegrams, both incoming and outgoing, are handled as are letters with the following exceptions:

Being of an urgent nature, incoming telegrams take precedence over letters in processing, and are delivered by special messenger. Outgoing telegrams are dispatched by teletype or telephone as quickly as possible.

Telegrams must be prepared in the original and three copies. The original is placed in the telegraph audit file, two copies are for the use of the Central Files, the third copy is returned to the originating division as soon as the wire has been sent.

All official outgoing telegrams must be sent to the Mail Room for dispatching. There it will be determined whether the message is to go by Teletype or Western Union, and considering the time of day the message can be relayed and the probability of the time of receipt, whether it is feasible to send it as a Straight Wire, Day or Nite Letter. Teletyped wires will be sent as soon as the necessary communication line can be contacted; all others will be sent as Straight, Day, or Nite Letters depending upon the length and time of day. It is assumed that all wires are intended to get to their destination as soon as possible.

Telegrams should be prepared on bond and tissue, not on telegraph blanks.

Arrangements can be made to carry on a two way conversation with the Regional Office over the teletype.

Because of war-time congestion in communications, it is desirable to hold telegrams to the minimum.

ALL INCOMING WIRES MUST BE TURNED IN TO THE MAIL ROOM FOR RECORDING. The original of the wire will be sent to the division most concerned with the action to be taken. Copies will be made in the Mail Room for other interested divisions for their information.

A sample copy of the form to be used for outgoing wires will be found on the next page.

T E L E G R A M

TOPAZ, UTAH
DATE

E R FRYER
WAR RELOCATION AUTHORITY
SAN FRANCISCO, CALIFORNIA

TELEGRAMS SHOULD BE PREPARED ON PLAIN BOND AND TISSUE,
NOT ON TELEGRAPH BLANKS. THEY SHOULD ALWAYS BE WRITTEN
IN CAPS AND DOUBLE SPACED.

CHARLES F ERNST

Dictator's name: Steno's initials
(Shown on ribbon copy)

CENTRAL FILES

A Central Files unit has been set up for filing all official correspondence, in order to keep in one place a complete picture of the organization and functioning of the administration of the project, and to relieve the various divisions of the necessity of maintaining separate divisional files. Due to the essential temporary nature of the WRA and the necessity of keeping the records currently complete, the Central Files system has received more than ordinary care in its set-up. It is requested, therefore, that divisions confine their files to barest minimum and rely upon the Central Files to maintain the individual as well as the over-all picture of the Central Utah Project.

Briefly, correspondence is filed under a modified Dewey Decimal system. By means of the two file copies discussed under Outgoing Mail, the Central Files maintains a constant double, or cross check on all outgoing correspondence. By means of the green and pink and orange cards discussed under Incoming Mail, the unit maintains a constant double, or cross check on all incoming correspondence. The Central Files is therefore, in a position to locate any piece of correspondence quickly; and by the very nature of its set-up is the only place where the total correspondence on any one subject can be gathered and filed together.

If an incoming piece of correspondence refers to previous material, the file will be withdrawn and sent with the incoming letter.

To function properly, Central Files requires:

1. 2 file copies of outgoing and inter-office correspondence.
2. That the outgoing correspondence be assembled as discussed under Outgoing Mail.
3. That all correspondence be returned as soon as possible.
4. That answered letters accompany the answer.
5. That unanswered correspondence bear the initials of all persons to whom the correspondence was routed.
6. That one file copy of outgoing correspondence bear the written initials of the dictator. The Central Files will refuse to accept uninitialed material.

Personnel, travel, voucher, and requisition case files will not be maintained by the Central Files, but by appropriate Sections, unless specifically requested to do so. Supporting correspondence for these case files will be turned over to the proper Section for filing.

CENTRAL FILES

A Central Files Unit has been set up for filing all official correspondence, in order to keep in one place a complete picture of the organization and functions of the Administration of the Government.

Correspondence regarding individual Residents will be turned over to the Statistical Unit for documentary filing. No division need be concerned about routing these types of file material, since all such material will be received by the Central Files and distributed from there.

Central Files will maintain a number of extra copies of Administrative Instructions, Circular Letters, etc., for the purpose of completing the procedure manuals of each division.

It is the policy of the Central Files to maintain a complete and accurate record of all correspondence received and sent by the Government. All correspondence, whether received or sent, should be filed in the Central Files as soon as possible. This includes all correspondence received from the public, all correspondence received from other government departments, and all correspondence sent to other government departments. The Central Files will maintain a complete and accurate record of all correspondence received and sent by the Government. This includes all correspondence received from the public, all correspondence received from other government departments, and all correspondence sent to other government departments. The Central Files will maintain a complete and accurate record of all correspondence received and sent by the Government. This includes all correspondence received from the public, all correspondence received from other government departments, and all correspondence sent to other government departments.

If an incoming piece of correspondence refers to previous material, the file will be withdrawn and sent with the incoming material.

In function properly, Central Files requires:

1. That all copies of outgoing and inter-office correspondence.
2. That the outgoing correspondence be assembled as directed under Outgoing Mail.
3. That all correspondence be returned as soon as possible.
4. That answered letters accompany the answers.
5. That unanswered correspondence bear the initials of all persons to whom the correspondence was routed.
6. That one file copy of outgoing correspondence bear the written initials of the director, the Central Files will refuse to accept uninitialed material.

Formosa, Travel, Voucher, and requisition and this will not be initiated by the Central Files, but by appropriate Sections. It is essential that the Central Files be kept up to date. All correspondence will be turned over to the proper Section for filing.

GENERAL INSTRUCTIONS TO STENOGRAPHERS

The War Relocation Authority is establishing an objective of perfection and standardization of all correspondence and typewritten work. Accuracy, of course, is the responsibility of the stenographer. The procedure and samples shown herein have been prepared for the purpose of standardization, and all stenographers must use this procedure when writing letters, memoranda, telegrams, etc. The Mail Room has been given authority to return to the stenographers all correspondence which does not fall within these specifications. These specifications include accuracy and neatness of the typewritten work itself. In other words, no strikeovers, noticeable erasures, smudgy-appearing letters, etc., will be permitted to leave this office.

General Style and Make-up of Correspondence

(Note: Correspondence as referred to in this instruction includes letters, memoranda, telegrams, and teletypes.)

Straight block style generally should be followed throughout. Margins on the sides should have a minimum width of 1-1/4 inches. The letter should be centered and balanced on the page so that it is neatly framed by the white of the margins. The edge of the right margin should not be ragged.

The lower margin of a one-page letter should be at least 1 inch, and the bottom margin of the first page of a two-page letter should be approximately 1-1/4 inches. The body of the letter on the second and succeeding pages should begin about 2 inches from the top of the page to allow for binding and clipping, and should contain at least two lines of the text of the letter.

Note that the suggested widths of margins are given as the minimum. Very short letters may have wider margins, and in any case, the important point is to balance the letter on the page.

Letters

Reference notation.--In the upper left-hand corner of the letterhead are the words "In reply, please refer to." Immediately under this phrase should be typed the name of the division preparing the letter followed by the index number of the incoming letter being answered.

Date.--Everything--letters, memoranda, reports, documents should be dated. Otherwise they are of little value.

Letters requiring special attention.--Frequently letters are designated as confidential, or they require special mailing, or the stenographer is asked to write them with subject or attention lines.

An Attention line is used where an individual other than the addressee will attend to the correspondence. The word "Attention:" as shown, followed by the name of the person or his title should be placed two spaces below the address and two spaces above the salutation, beginning flush with the left margin.

The Subject line should be placed two spaces below the salutation and two spaces above the text of the letter. This line should begin flush with the edge of the left margin of the letter.

The words "CONFIDENTIAL," "AIR MAIL," "SPECIAL DELIVERY," "REGISTERED MAIL," or "AIR MAIL-SPECIAL DELIVERY" should appear at least two spaces above the address and should begin flush with the edge of the left margin.

Address.--The address should be single-spaced, in block style, and each line should be flush with the left margin, except that where it is necessary to break a long line in the address, the part carried over should be indented two spaces. No punctuation should appear at the ends of the lines unless abbreviations are used.

Letters to any agency or individual other than War Relocation Authority should be addressed as requested by the incoming letter, if such a request is made. Otherwise, it should usually be addressed to the signer of the incoming letter by his name, title, and the firm, agency, or other organization shown in the letterhead.

The following general rules should be followed in the address:

- I. Titles and names should not appear on the same line, but the title should be on the next succeeding line after the name line.
- II. Names of organizations should be written as they appear in the organization letterhead, including abbreviations.
- III. Street numbers should usually be written out, particularly if they immediately follow the house number. However, figures may be used with "st," "nd," or "th," if the street number is above 10, and if it does not immediately follow the house number.
- IV. The city and the State should ordinarily be written on the same line with a comma between them and no punctuation after the State. If the whole address is made up of the name of the addressee and his city and State, the city and State should appear on separate lines with no punctuation.

Salutation.--The salutation is written two spaces below the last line of the address and flush with the edge of the left margin. The first word is always capitalized, and the title and name are capitalized. The title should never be abbreviated except when using "Mr." or "Dr." Intervening words are not usually capitalized.

Body.--The body of the letter should be set up in block form, single-spaced, and without paragraph indentations. Double spacing should be used to separate paragraphs. The text should begin two spaces below the salutation or below any lower intervening line such as a subject line. A short one-paragraph letter may be double-spaced and no indentation should be made.

Complimentary Close.--To some extent the complimentary close is a matter of taste and is subject to the preference of the signer of the letter. It also depends somewhat upon the tone of the letter. It should be written two spaces below the last line of the body of the letter, even with or slightly to the right of the center of the letter.

The first word of the complimentary close is capitalized but the succeeding words are written in lower case. A comma should follow the complimentary close. The preferred form for Washington correspondence is "Sincerely yours." Other preferred and most commonly used forms are: "Very truly yours," "Cordially yours," and "Respectfully," although the latter two are usually used only for letters to high officials.

Signature.--The name of the signer of the letter should be typed four spaces below the complimentary close and block with it. The title of the signer appears on the line below his typed name, also blocked. It is the length of the title which usually determines the distance to the right of the center of the letter to begin the complimentary close, since the complimentary close, the typed name, and the title should help balance the appearance of the letter.

Enclosures.--The word "Enclosure" ordinarily should appear two spaces below the last line of the title of the signer and flush with the edge of the left margin. The word "Enclosure" applies only to material being sent outside this office, while the word "Attachment" applies to material attached to interoffice memoranda.

Copies to persons other than the addressee.--Where it is desired to send copies of a letter or memorandum to persons other than the addressee, "cc:" followed by the name(s) of the person(s) should appear two spaces below the signature flush with the left margin of the letter or two spaces below the word "Enclosure" if such is used. This "cc:" indication should appear only on carbon copies unless the dictator of the letter desires the addressee to know who has received copies. Such carbon copies must be clearly checked for rerouting by the Mail Room. (These copies are commonly referred to as "Information copies.")

Name, initials, and date to appear on carbon copies.--All carbon copies for file or office purposes should be identified by the initials and last name of the dictator or the originator of the letter, by the initials of the person who typed it, and the date written. The form to be followed is this: CFErnst:ID 11/1/42.

This identification should be placed in the lower left-hand corner of the carbon copies of the letter or memorandum beneath the notations of "Enclosure" and "cc:," if any. It should begin flush with the left margin.

In some instances, a letter may be dictated to one person and redictated to another or redictated by another. In such cases the file and office carbons should also bear the second dictator's and/or second stenographer's initials.

The initials, in handwriting, of the dictator and reviewing officer(s) shall appear on the File Copy (full last name is preferred).

Copy Work

When making identical copies of any correspondence, the word COPY should be typed in the upper left-hand corner. To show signatures, the word "(Signed)" must be written before the name, and the signature itself typed in capital letters. Enough of the letterhead of a letter being copied should be typed in to properly identify the letter.

Manuscripts and Reports

Every manuscript and report should be identified as to the originating office and by date.

Use of the Typewriter

Repairs and cleaning.--When your typewriter needs to be repaired, you should immediately report this fact to the Section of Office Services.

You can keep your typewriter clean. It is imperative that the type be cleaned frequently, and especially when cutting stencils at which time the type should be cleaned at least for every stencil.

Filling Out Requisitions, Etc.

Office Letter No. 8 contains instructions for filling out requisitions for office equipment. If your office does not have a copy, one can be obtained from the Central Files.

Instructions for obtaining office supplies are contained in Operating Memorandum No. 2.

Printed or mimeographed forms can be obtained from the Administrative Stock Room.

Mimeographed material can be obtained by filling out form WRA-CU-10 and presenting to the Office Services Section. Do not cut stencils on any form which bears a number. Stencils of bulletins in the Japanese language must be approved by the Project Reports Division before being sent to Office Services.

For filling out Travel Vouchers, see the little 'blue' book, 'Government Travel Regulations'. If your office does not have a copy, one may be obtained from the Administrative Stock Room.

A directory of all WPA offices, Washington, Regional, and Project can be found in Administrative Instruction No. 7.