

CHAPTER 1
DEFINITION AND POLICIES
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CHAPTER 1
DEFINITION AND POLICIES

1. CORRESPONDENCE.

a. Definition. The term “correspondence” as used in this manual describes all communications prepared on California Highway Patrol (CHP) letterhead and on the CHP 51, Memorandum, except publications transmittal memorandums which are governed by Highway Patrol Manual (HPM) 1.1, Publications Management Manual.

b. All Commands/All Commanders Memorandums. Communication to all commands, all commanders, field Division Chiefs, Area commanders, all employees, etc., which contain directives or information shall be issued as either Management Memorandums (MM) or Information Bulletins (IB) as prescribed in HPM 1.1. The only exceptions are as follows:

(1) All commands/all commanders memorandums signed by the Commissioner, Deputy Commissioner, or an Assistant Commissioner may be utilized to direct **personal correspondence**, or to announce special traffic programs or California State Employee Charitable Campaigns, etc. Such correspondence shall not be prepared to circumvent issuance of an MM or IB.

(a) All commands/all commanders memorandums as described in paragraph 1.b.(1) above are within the definition of correspondence and require the appropriate copies:

1 Original to be filed by the Office of Primary Interest.

c. Route Slips. Route slips are not correspondence; they are used intra-departmentally to expedite the transmittal of information or directions that do not require further recordation (refer to Annex G).

2. DEPARTMENTAL POLICIES.

a. Preparation and Responsibility. Correspondence shall be prepared in accordance with the criteria contained in this manual. The quality, content, and format are the responsibility of the signatory.

b. Clear and Concise Correspondence. California Government Code Section 6219 specifies all written communications shall be written in plain, straightforward

language, avoiding technical terms as much as possible, and using a coherent and easily readable style.

- c. Tone. Correspondence shall be courteous in tone to favorably impress the recipient.
- d. Signatures. The original of all correspondence shall be signed in blue ink. Proper format for signatures is contained in Chapter 3, Category 1 Correspondence, and Chapter 4, Category 2 Correspondence, of this manual.
- e. Delegated Correspondence. The Commissioner may designate correspondence to be prepared and signed at subordinate command levels. The Commissioner may also delegate signature power to specified departmental personnel.
- f. Prompt Replies. Correspondence shall be acted upon as soon as practicable. If it is required and the desired information cannot be furnished within 15 working days from the date of receipt, the correspondence shall be acknowledged with an interim response. All correspondence shall be due back to the office of the signatory in 7 days, thus allowing for review, edits if necessary, and signature. This will ensure the recipient is acknowledged within the 15 working days' time frame.
- g. Stationery. Correspondence shall be prepared on CHP letterhead or a CHP 51. (Refer to Chapters 3 and 4 of this manual.)

NOTE: The CHP 51 shall be used only for correspondence between state agencies. California Highway Patrol letterhead shall be used for all other correspondence outside of state agencies.

- h. Correspondence to Members of Congress or the President's Cabinet. A copy of informative correspondence (particularly correspondence detailing the state's position on proposed or enacted federal policy) to a member of Congress, the President's Cabinet or sub-Cabinet officials, administrators or sub-administrators of independent agencies, or any other federal official in a nontechnical capacity, shall be prepared for the Governor's Washington, D.C., office. Such copies shall be prepared with a transmittal memorandum for the Commissioner's signature with appropriate copies for the California State Transportation Agency (CalSTA).
- i. Requests for Congressional Action. All requests for individual or group congressional action, support, or assistance shall be approved in advance by CalSTA. Requests shall be prepared for the signature of the Commissioner whose office will handle necessary clearance by the Agency.
- j. Correspondence on Critical Issues. Replies to correspondence involving critical issues, CalSTA, or administration policy shall be approved by CalSTA (via the Commissioner's office) prior to release.

- k. Correspondence Prepared for the Governor and California State Transportation Agency. All correspondence prepared for the Governor and the CalSTA Secretary is governed by directives found in Headquarters Standard Operating Procedure (SOP) 3.3, Correspondence to be Processed by California State Transportation Agency.
- l. Correspondence to the State Legislature/Legislators. All correspondence replying to inquiries from members of the legislature shall be coordinated with the Office of Special Representative as directed in Headquarters SOP 3.5, Legislative Replies. All “suggested” replies for Legislators shall be double-spaced on plain paper accompanied by a cover letter.
- m. Elimination of Sexist Terminology. Inappropriate reference to gender shall be eliminated from all departmental correspondence unless used in a direct quote. Masculine or feminine terms shall not be used when referring to groups or situations which include or may include members of both sexes. (Refer to Annex A of this chapter.)
- n. Telephone Numbers for the Disabled. Pursuant to the Americans with Disabilities Act, all state agencies must now include Telephone Device for the Deaf (TDD), Text Telephone, and/or the California Relay Service telephone numbers on correspondence and memoranda. (Refer to Annex B of this chapter.)
- o. Rules Governing Standard English Usage. The Gregg Reference Manual (Gregg) is the recommended reference source to be used when preparing departmental written work. Gregg presents the basic rules for punctuation, capitalization, spelling, and grammar that apply in virtually every piece of writing. In addition, writers may refer to Annex C, Common Errors in Correspondence; Annex D, Staff Work Review Checklist; Annex E, Capitalization—California Highway Patrol Style; and Annex F, Reference Guide for Preparing Written Work, which serve as guides when preparing/proofreading assigned projects.

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ANNEX A

ALTERNATIVES TO SEXUALLY DISCRIMINATING TERMS

Compound nouns containing man or men as an element were traditionally used generically to refer to males and females alike (e.g., layman, congressman, manpower). The generic use of such terms is now widely considered unacceptable. The following list suggests appropriate alternatives to sexually discriminating terms:

<u>In Place of the Generic Term</u>	<u>Use</u>
businessmen	business managers, businesspeople, business executives
chairman	chairperson
congressmen	members of Congress, representatives
layman	layperson
man/woman	person, individual, subject, employee, officer
man-hours	worker-hours
mankind	humankind, humanity, the human race, people
manpower	workforce, labor force, staff, human resources
manslaughter	will remain unchanged unless an enacted change to the California Penal Code
spokesman	spokesperson
workmen	workers, employees
Workmen's Compensation	Workers' Compensation (or workers' comp)

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ANNEX B

LETTER WITH TELEPHONE NUMBERS FOR THE DISABLED



**CALIFORNIA
HIGHWAY PATROL**

601 North 7th Street, Sacramento, CA 95811 | 916-843-3000
800-735-2929 (TT/TDD)
800-735-2922 (Voice)

CALIFORNIA STATE TRANSPORTATION AGENCY

GAVIN NEWSOM, GOVERNOR

May 08, 2025

File No.: 001.15584.12345

Mr. Fred Orellana
Ridgeview High School
8501 Stine Road
Bakersfield, CA 93313

Dear Mr. Orellana:

Thank you for your letter dated April 28, 2025. I was honored that you contacted me regarding employment with the California Highway Patrol (CHP). As a young man, I began preparing myself for this career by taking courses in police administration, public speaking, and writing. In the CHP Academy, I utilized my education, physical fitness, and mental preparation to become an officer.

Law enforcement can be an exciting and rewarding career with many opportunities and challenges. I encourage you to visit www.chp.ca.gov/chp-careers, and apply when you reach the age of 20¼. Until then, I please contact your local CHP Area office and inquire about our CHP Explorer Program. I have enclosed a recruitment brochure and an Explorer Program pamphlet.

Sincerely,

S. A. DURYEE
Commissioner

Enclosures

Safety, Service, and Security

CHP 49 (Rev 4-25) OP1003

AN INTERNATIONALLY
ACCREDITED AGENCY 

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ANNEX C

COMMON ERRORS IN CORRESPONDENCE

This annex contains a list of the most common errors in correspondence. Authors of departmental correspondence should refer to The Gregg Reference Manual (Gregg) for final guidance on these issues.

1) Using the Wrong Word.

Words that sound alike or look alike present problems for the writer. Gregg addresses these problems in Section 7.

- Words that are pronounced exactly alike though spelled differently (homonyms): its, it's; your, you're; their, there, they're; ensure, insure; cite, site, sight.
- Words that look and sound somewhat alike: accept, except; affect, effect; interdepartmental, intradepartmental.

2) Singular/Plural.

- Subject and verb must agree. (Errors frequently made when phrases separate the subject and verb.)

- Its, their:

Examples: Each department has its own policy regarding this matter. All staff members should submit their reports by Friday.

3) Compound Words/Use of Hyphens.

Authors should check a dictionary, Gregg, other references, or keep a list of the compound words used frequently: e.g., workload, workplace; full-time (adjective), full time (noun).

4) Troublesome Words.

For example, Calnet, CALNET. Be consistent with usage within the same memorandum, letter, and report.

5) Confusion with Capitalization.

Refer to Section 3 in Gregg and Annex E of this chapter. Gregg is the “authority” on proper capitalization, punctuation, grammar, usage, spelling, etc. Annex E of this chapter deals with capitalization of terms specific to the California Highway

ANNEX C

COMMON ERRORS IN CORRESPONDENCE (*continued*)

Patrol. Gregg and Annex E of this chapter should be your capitalization guides; be consistent within the same correspondence, report, etc.

6) Overuse of Commas/Omitting Commas Where They are Needed.

Avoid the overuse of commas in longer sentences. Commas should be used:

- In full dates within a sentence: May 9, 2009, ...
- After an introductory clause.
Example: If we may be of further assistance, please do not hesitate to contact me or Sergeant Lacey Carney at ...
- To separate three or more items in a series.
Example: Stop, look, and listen or Stop, look and listen. Be consistent within the same correspondence when using commas in series.
- To separate digits of numbers in groups: 1,500 or 32,000.
- With “too” and “also”:
Examples: I, too, will attend the meeting. I will attend, too.

7) Use of However/Therefore (Comma or Semicolon).

Examples: However, (at the beginning of a sentence) he was not prepared. He was not prepared; therefore, he failed the test.

8) Explaining Abbreviations and Acronyms in both Internal and External Correspondence.

- Acronyms:
California Highway Patrol (CHP)
California Highway Patrol Enhanced Radio System (CHPERS)
- Abbreviations:
Doctor (Dr.)
Miscellaneous (Misc.)

ANNEX C

COMMON ERRORS IN CORRESPONDENCE (*continued*)

9) Items to Check in Letters.

- Telephone number must coincide with signatory's office.
- Location code within file number must agree with signature block. Example: 001. (Commissioner's or Deputy Commissioner's signature), 040. (Information Management Division signature).
- Use of colons in letters:
File No.:
Attention:
Subject:
Reference:
Follows salutation in business letters (Dear Mr. Smith:).
- Complimentary close (Sincerely,).
- Signatory's name in signature block should be in all uppercase letters.
- Enclosure(s) for letters.
- Attachment(s) for memorandum.

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ANNEX D

STAFF WORK REVIEW CHECKLIST

- _____ Read the document (letter, memorandum, report, etc.) to see if it makes sense; if you were the recipient, would you understand it? If the document contains technical data/numbers, ask someone to double-check this information for you.
- _____ Have all the questions from the original correspondence been answered?
- _____ Are the titles of cited manuals/references correct?
- _____ Check all calculations/math and provide the calculation tape, if needed.
- _____ Are titles, numbers, etc., on attachments and annexes correctly referred to in the document?
- _____ Check the spelling. (Beware of homonyms.)
- _____ Check for grammatical errors. Do nouns and verbs agree? Correct tense?
- _____ Check the punctuation.
- _____ Check the document's format:
- Memorandums and Letters—Highway Patrol Manual (HPM) 5.1, Correspondence Manual.
 - Manuals, General Orders, Management Memorandums, Information Bulletins—HPM 1.1, Publications Management Manual.
 - Correspondence for Governor/Agency—Headquarters Standard Operating Procedure 3.3, Correspondence to be Processed by California State Transportation Agency.
 - Use preformatted templates available on the departmental network.
- _____ Check spacing between words, headings, paragraphs, etc.
- _____ Check page numbers within the document and the table of contents if appropriate.
- _____ Are addresses and dates on subsequent pages consistent with the first page?
- _____ Confirm the name of the department, Division/unit, location code, and telephone number of the signatory.
- _____ Is the signature block capitalized? Are there spaces after the periods in signature block? Has the correct title been used?

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ANNEX E

CAPITALIZATION—CALIFORNIA HIGHWAY PATROL STYLE

The Gregg Reference Manual (Gregg) is the recommended reference resource to be used by the Department and contains general rules governing capitalization. Due to questions which may arise about capitalizing terms which are specific to California Highway Patrol (CHP), the following clarifies capitalization usage within the Department.

GOVERNMENTAL ENTITIES

The general rules in Gregg are:

(1) When the common-noun element is used in place of the full name (“company” in place of the Anderson Hardware Company), do not capitalize the short form unless special emphasis or distinction is required (as in legal documents, meeting minutes, bylaws, and other formal communications, where the short form is intended to invoke the full authority of the organization).

(2) Names of Government Bodies. Common terms such as police department, board of education, and county court need not be capitalized since they are terms of general classification. However, such terms should be capitalized when the writer intends to refer to the organization in all of its official dignity.

Department Capitalize when it stands for Department of the California Highway Patrol.

departmental Do not capitalize.

Example: The Department has selected nominees for the Governor’s Award for Excellence. Other state departments may also submit nominations for the award. The departmental nominations are due within the next month.

Agency Capitalize when it stands for the California State Transportation Agency.

Example: Agency has requested an analysis of several Legislative bills. Many of the agencies throughout California will be surveyed regarding their positions on these bills.

state Do not capitalize unless the full title of the state is used.

Example: The State of California has grown exponentially since 1849.

ANNEX E

CAPITALIZATION-CALIFORNIA HIGHWAY PATROL STYLE (*continued*)

Statewide Do not capitalize.

Example: Please review the statewide statistics for traffic collisions.

**Office of
Primary Interest** Always capitalize.

JOB TITLES

The rules in Gregg are:

(1) In general, do not capitalize job titles when they stand alone. However, in procedures manuals and in company memos and announcements, job titles are sometimes capitalized for special emphasis.

Example: Ramona Wright has been promoted to the position of Staff Services Manager, I.

(2) Retain the capitalization in the titles of high-ranking national, state, and international officials when they follow or replace a special personal name. Examples of titles that remain capitalized: the heads of government agencies and bureaus (such as the Director or the Commissioner), the Governor, and the Lieutenant Governor.

(3) Titles of local governmental officials and those of lesser federal and state officials are not usually capitalized when they follow or replace a personal name. However, these titles are sometimes capitalized in writing intended for a limited readership (for example, in a local newspaper, in internal communications within an organization, or in correspondence coming from or directed to the official's office), where the person in question would be considered to have high rank by the intended reader.

Example: I would like to request an appointment with the Attorney General.

DEPARTMENTAL RULES ON CAPITALIZING JOB TITLES

There are many different opinions on the proper use of capitalization, especially when applied to job titles. In an effort to provide standardization on all departmental documents, the following rules have been adopted. While it is recognized there may be disagreement on the use of capitalization, these rules were adopted to provide a departmental standard to be utilized for consistency in all written work.

ANNEX E

CAPITALIZATION—CALIFORNIA HIGHWAY PATROL STYLE (*continued*)

(1) Always capitalize the following titles since they refer to a specific individual or high rank:

Agency Secretary
Commissioner
Deputy Commissioner
Assistant Commissioner, Staff
Assistant Commissioner, Field
Chief
Assistant Chief
Executive Management

(2) For all other uniformed job titles, capitalize a position title when it precedes an individual's name in order to emphasize the importance of that title. For nonuniformed job titles, always capitalize the official California Department of Human Resources job classification title when using the complete title.

Examples: Sergeant Smith will be instructing the officers on Proper enforcement tactics. The sergeant has taught this class for three years. Several officers who will attend have received previous training in this topic.

Examples: Officer Andrews investigated the triple fatality accident. The officer has received extensive accident investigation training.

Examples: Mrs. Vaughn is the Associate Governmental Program Analyst who will be conducting the research on this project. Several other analysts will be assisting on the project.

Examples: Associate Governmental Program Analyst Jones will be providing instruction on the review process for completed staff work to all headquarters analysts.

commander Do not capitalize except in a signature block or if the title precedes the personal name since this is not a classification.

Example: D. R. GREENE, Captain
Commander

Example: Chief Cindy Pontes, commander of Departmental Training Division is attending a conference this week.

ANNEX E

CAPITALIZATION-CALIFORNIA HIGHWAY PATROL STYLE (*continued*)

ADDITIONAL TERMS

For special emphasis and to provide clarity to the reader, these terms are capitalized only when they refer to a CHP Area or Division office.

**Area,
Division** Capitalize when referring to a CHP Area or Division office.

Examples: The Area's boundaries include the areas of the coastal region and the valley region. The Department has nine Field Divisions.

command Do not capitalize since this is a broad term.

section office Do not capitalize these words unless naming a specific section or office within the Department.

Example: Human Resources Section (HRS) is housed in the same building with several other sections. One of HRS's duties is to prepare promotional certificates. This section receives these requests regularly.

headquarters Do not capitalize unless used in conjunction with CHP or California Highway Patrol.

Example: The CHP Headquarters is located in Sacramento, California. Almost all headquarters personnel are now centrally located.

field Do not capitalize.

Example: Most CHP officers spend a majority of their time working in the field.

ANNEX F

REFERENCE GUIDE FOR PREPARING WRITTEN WORK

In addition to correspondence addressed in this manual, the following list should assist writers in preparing various types of assigned projects.

WRITTEN WORK	REFERENCE MATERIALS
All Commands/All Commanders Memorandums	Highway Patrol Manual (HPM) 5.1, Chapter 1
Communications Network (Comm-Net) Messages	HPM 5.1, Chapter 6
Correspondence to be Processed by California State Transportation Agency	Headquarters Standard Operating Procedures (HQ SOP) 3.3
Correspondence Prepared for Signature of the Commissioner's Office	HQ SOP 3.2
Elected Officials—Salutations and Addresses	HPM 5.1, Chapters 2 and 4
Information Bulletins	HPM 1.1, Chapter 3
Issue Memorandums	HQ SOP 3.3
Issue Paper Format	HQ SOP 3.6
Legislative Replies	HQ SOP 3.5
Letters	HPM 5.1, Chapter 4
Mailing Information—Labels and Envelopes	HPM 5.1, Chapter 5
Management Memorandums	HPM 5.1, Chapter 3
Memorandums	HPM 5.1, Chapter 3
CHP 117, Reproduction Request	HPM 11.2, Chapter 11
CHP 60, Staff Summary Statement	HPM 1.1, Chapter 1; HQ SOP 3.6
Staff Studies	HQ SOP 3.6
Transmittal Memorandum for Publications	HPM 1.1, Chapter 1

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ANNEX G

CHP 58, HEADQUARTERS ROUTE SLIP

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL HEADQUARTERS ROUTE SLIP CHP 58 (Rev. 3-25) OPI 076		TRACKING NUMBER _____	DUE DATE _____
TO: INITIAL & DATE	TO: INITIAL & DATE		
<input type="checkbox"/> 001 COMMISSIONER <input type="checkbox"/> 001 DEPUTY COMMISSIONER <input type="checkbox"/> 001 Captain <input type="checkbox"/> 001 Analyst <input type="checkbox"/> 001 Office of Media Relations <input type="checkbox"/> 007 Employee Relations <input type="checkbox"/> 012 Special Representative <input type="checkbox"/> 032 Legal Affairs <input type="checkbox"/> 002 ASST. COMM., FIELD <input type="checkbox"/> 002 Executive Assistant <input type="checkbox"/> 002 Lieutenant <input type="checkbox"/> 002 Supervisor <input type="checkbox"/> 002 Analyst <input type="checkbox"/> 018 Air Operations <input type="checkbox"/> 003 ASST. COMM., STAFF <input type="checkbox"/> 003 Executive Assistant <input type="checkbox"/> 003 Lieutenant <input type="checkbox"/> 003 SSMI <input type="checkbox"/> 003 - Commissioner's Support Unit <input type="checkbox"/> 003 - Publications Unit <input type="checkbox"/> 003 - Headquarters Review Unit <input type="checkbox"/> 020 PROTECTIVE SERVICES DIV. <input type="checkbox"/> 021 Judicial Protection - North <input type="checkbox"/> 021 - Judicial Protection - South <input type="checkbox"/> 023 Dignitary Protection - North <input type="checkbox"/> 024 Dignitary Protection - South <input type="checkbox"/> 025 Capitol Protection <input type="checkbox"/> 025 - Capitol Communications Ctr. <input type="checkbox"/> 026 Governor's Protective Detail <input type="checkbox"/> 028 Counterterrorism/Threat Awareness <input type="checkbox"/> 028 - ENTAC <input type="checkbox"/> 029 Emergency Op. and Safety Services <input type="checkbox"/> 030 DEPARTMENTAL AFFAIRS DIV. <input type="checkbox"/> 031 Internal Affairs <input type="checkbox"/> 031 - Workers' Comp. Fraud Invest. <input type="checkbox"/> 033 Public Records <input type="checkbox"/> 034 Equal Opportunity & Access <input type="checkbox"/> 035 Community Outreach & Marketing <input type="checkbox"/> 035 - Video Production Unit <input type="checkbox"/> 035 - Graphic Services Unit <input type="checkbox"/> 036 Audits & Inspections <input type="checkbox"/> 037 Employee Health & Wellness <input type="checkbox"/> 037 - Risk Management Unit <input type="checkbox"/> 037 - Employee Assistance Unit <input type="checkbox"/> 037 - Occupational Safety Unit <input type="checkbox"/> 040 INFORMATION MGMT. DIV. <input type="checkbox"/> 040 - Computer Crimes Invest. Unit <input type="checkbox"/> 040 - Information Security Officer <input type="checkbox"/> 041 Information Technology <input type="checkbox"/> 042 Support Services <input type="checkbox"/> 042 - FARS Unit	<input type="checkbox"/> 043 Technology Infrastructure <input type="checkbox"/> 047 Telecommunications <input type="checkbox"/> 047T - Telecom Warehouse <input type="checkbox"/> 048 Communications Center Support <input type="checkbox"/> 050 PERSONNEL MANAGEMENT DIV. <input type="checkbox"/> 051 Human Resources <input type="checkbox"/> 051 - Personnel Transactions Unit <input type="checkbox"/> 051 - Employee Benefit Services <input type="checkbox"/> 051 - Compensation Services <input type="checkbox"/> 051 - Personnel Files Services <input type="checkbox"/> 052 Selection Standards & Examinations <input type="checkbox"/> 052 - Classification & Hiring Unit <input type="checkbox"/> 052 - Examination Services <input type="checkbox"/> 053 Uniformed Hiring <input type="checkbox"/> 053 - Recruitment Unit <input type="checkbox"/> 053 - Cadet Hiring Unit <input type="checkbox"/> 053 - Uniformed Transfers <input type="checkbox"/> 054 Injury Case Management <input type="checkbox"/> 060 ENFORCE. & PLANNING DIV. <input type="checkbox"/> 060 - Collision Investigation Unit <input type="checkbox"/> 061 Research & Planning <input type="checkbox"/> 062 Commercial Vehicle <input type="checkbox"/> 062 - Hazardous Materials <input type="checkbox"/> 063 Special Projects <input type="checkbox"/> 065 Field Support <input type="checkbox"/> 066 Impaired Driving <input type="checkbox"/> 070 ADMINISTRATIVE SVCS. DIV. <input type="checkbox"/> 070 - Inventory Control Unit <input type="checkbox"/> 071 Fiscal Management <input type="checkbox"/> 071 - Accounts Payable <input type="checkbox"/> 071 - Budget Development <input type="checkbox"/> 071 - Travel <input type="checkbox"/> 074 Fleet Operations <input type="checkbox"/> 075 Fleet Operations - Torrance <input type="checkbox"/> 076 Business Services <input type="checkbox"/> 076 - Contracts/Purchasing <input type="checkbox"/> 076 - Special Projects Unit <input type="checkbox"/> 076 - Mail Services Unit <input type="checkbox"/> 076 - Reproduction Unit <input type="checkbox"/> 041/076 - Automated Business Sol. <input type="checkbox"/> 076W - Supply Services Unit <input type="checkbox"/> 078 Facilities <input type="checkbox"/> 090 DEPARTMENTAL TRAINING DIV. <input type="checkbox"/> 090 - Instructional Services Unit <input type="checkbox"/> 091 Academy <input type="checkbox"/> 091 - Regular Basic Course <input type="checkbox"/> 091 - Tactical Training Program <input type="checkbox"/> 093 Academy Operations <input type="checkbox"/> 095 Organizational Development		
<input type="checkbox"/> ATTN.: _____			
FROM: _____ DATE: _____			
<input type="checkbox"/> Return to: _____ By (date): _____			
<input type="checkbox"/> Signature <input type="checkbox"/> Suspense <input type="checkbox"/> Your copy <input type="checkbox"/> Per request <input type="checkbox"/> Approval <input type="checkbox"/> Recommendations <input type="checkbox"/> Necessary action <input type="checkbox"/> As discussed <input type="checkbox"/> Direct reply <input type="checkbox"/> Information <input type="checkbox"/> File <input type="checkbox"/> Contact me			
Chp58_0325.pdf Use Previous Editions Until Depleted <input type="checkbox"/> See reverse			

