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ДЕЛОПРОИЗВОДСТВО

Курс лекций
для студентов неэкономических специальностей

RECORD-KEEPING

The course of lectures for students
of noneconomic specialities

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В курсе лекций излагаются требования и рекомендации для работы с документами с момента их возникновения до момента передачи в архив или уничтожения. Конспект лекций основывается на действующей нормативной базе в области делопроизводства и призван помочь в подготовке квалифицированного персонала, а также в решении практических вопросов, которые возникают в деятельности организации при работе с документами.

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INTRODUCTION

Discipline "Record-keeping" is necessary for the development of key documents, operating in the field of management, the formation of abilities and skills in preparing business letters.

The success of any enterprise depends on many factors. Among them – the ability to present the information in writing properly, that is, to establish and formalize the document correctly. In daily practice companies have to solve a huge range of issues related to the registration of incoming, outgoing and internal documents of their formation in files, the definition of storage time, transfer to the archive or destruction, and others. Without the correct formulation of workflow in enterprises is impossible to cope with the flow of documents and wrapped them quickly, find the desired document and bring it on the reference, monitor its performance and ensure safety. The ability to issue the necessary document intelligently, correctly, in accordance with the applicable rules and regulations, along with a deep knowledge and special possession of the basics of business communication, is an important component of training, competence and professional manager.

The purpose of the discipline – is acquisition of theoretical knowledge and development of practical skills of students for the modern office organization of record-keeping, to master the world's common business language and style of business and commercial correspondence for free and equal communication with partners.

The main objectives of studying the course are:

- familiarization with the place of record-keeping in the structure of management;
- study of the theoretical foundations of the administrative record-keeping, its modern problems and tendencies of its development;
- formation of ability to be guided in the basic legal acts and methodological materials of record-keeping;
- introduction to the key areas and issues of record-keeping automation;
- study and development of the rules and registration details of organizational and administrative documentation;
- study and development of the organization of work with documents;
- ensuring the development of training material using modern teaching methods.

Methods of training. In studying the discipline "Record-keeping", the following effective techniques and technologies are used:

- the technology of teaching and research activities;
- communication technologies (debate and other active learning methods);
- information technologies in the form of presentations.

The discipline "Record-keeping" contributes to a specialist within the academic, social, personal and professional competences.

The student must have the following *academic competences*:

- own and put into practice the basic scientific and theoretical knowledge to solve theoretical and practical problems of record-keeping;
- be able to work independently with different types of documents;
- be able to maintain system and comparative analysis of professional information in the field of record-keeping;
- own research and problem-solving skills in the field of record-keeping;
- possess multidisciplinary comprehensive approach in solving problems related to the implementation of the functions of higher education;
- be able to learn, improve their skills throughout their professional activity;
- possess the skills associated with the use of technical devices, information management, and work with computer using professional software packages.

The student must have the following *social and personal competences*:

- possess the qualities of citizenship, a high sense of patriotism and love for the country;
- be capable to social interaction;
- possess the ability to interpersonal communication;
- be capable to critical and self-critical thinking;
- be able to work in a team and deeply aware of the general civic goals of their professional activities;
- know the ideological, moral, moral values of the state and be able to follow them.

As a result of studying the discipline "Record-keeping" the student should know:

- the latest regulatory records in the field of record-keeping;
- the procedure for drawing up and execution of organizational and regulatory documents;
- organization of document circulation in the enterprise;
- drafting of nomenclature of files and preparation of files for subsequent storage and use;
- rules of registration of a business letter;
- language and style of official letters;
- basic requirements for text of business correspondence.

As a result of studying of the discipline "Record-keeping" the student should be able to:

- prepare and execute organizational and regulatory documents;
- prepare and execute business letters and business correspondence.

1. SYSTEM OF DOCUMENTATION

Office-work (record keeping) is a branch of activity, providing documentation and the organization of work with documents, i.e. all process from the moment of creation of the document and before its destruction or transfer on storage to archive.

Document

The document – recorded on a material data carrier with the requisites allowing to identify it (to distinguish).

The concept of office-work is based on concept of documenting.

Documenting is a data recording on various carriers by the established rules.

Documenting assumes observance of the established rules of a data recording specific to each type of documents. Observance of these rules gives validity to the created documents.

System of documentation; unified, functional and branch

Unification of documents – establishment of a uniform complex of types and kinds of documents for similar administrative situations, development of uniform forms and rules of their drawing up, registration and creation of pattern texts.

Standardization is activities for setting standards, rules and characteristics for ensuring quality and safety of production, works and services, technical and information compatibility of production, economy of resources, safety of activity of economic objects, defense capability of the country.

Set of the documents interconnected on signs of passing, appointment, type, sphere of action, uniform requirements to registration is called *system of documentation*.

Systems of documentation can be functional and branch.

Functional systems of documentation are what in this or that volume are inherent in almost all organizations, for example, accounting, reporting and statistical, organizational, foreign trade.

Branch systems of documentation are those that inherent only in certain groups of the organizations connected by unity of economic and social activity, for example, medical, educational, scientifically – research.

Unified documentation systems (USD) set of the interconnected unified forms of the documents providing documentary data presentation in certain types of economic activity, means of their maintaining, standard and methodical materials on their development and application. The method of establishment of uniformity of structure and forms of the managerial documents created at the solution of the same administrative functions and tasks is the cornerstone of creation of USD. They provide possibility of the integrated data processing in the automated information systems.

Classification of documents

The modern organization of office-work begins with classification documents by the set signs.

On means of fixing all documents in the organizations can be subdivided into the following groups:

- the written – documents hand-written and typewritten, and also made on duplicating machines and published in the typographical way. In the general document flow they make about 95% of all documents;

- the graphics – drawings, schemes, plans, maps, schedules, drawings, etc. Big advantage of these documents that they are evident and available to any expert who does not know a foreign language therefore finds the increasing application in a national economy.

- photofilm documents – a kind of documents which give the chance to imprint those objects or processes which fixing by means of other means would be difficult, and sometimes and impossible.

On kinds of activity irrespective of means of fixing all documents can be divided into three big groups:

- the organizational and administrative;
- on financial and settlement operations;
- on supply and sale.

Organizational and administrative documents have extremely important value. Questions of the general plant management and its production activity are reflected in them. These documents are formed employees of all divisions of the enterprise.

Documents on the organization of the account and reporting are made directly by employees of department of the account. Correctly made documents on financial and settlement operations promote rational use of money.

Documents on supply and sale are made mainly by workers of a planning department, departments of logistics and distribution, and also workers of the account.

Documents classify under names. However it is better to study documentation of the enterprises not according to names because the structure and especially their contents, despite the general names, can be various.

At the place of preparation of the documents are subdivided on:

- internal, made by employees of this enterprise;
- external coming from other enterprises and persons.

Documents are classified by validity on:

- original which are given by authorized employees of the organization with observance of all rules;
- false, their contents or requisites are not true.

Organizational and administrative documents

- the organizational;
- the administrative;
- reference and information.

Activity of any enterprise is followed by drawing up different types of documents. However at all their variety regardless of specifics of the enterprise it is possible to allocate the following primary groups of documents.

- *organizational* (article, article of incorporation, regular staffing, staff listing, duty regulations, the rules of internal labor regulations);
- *administrative* (orders on primary activity, orders, decisions, instructions, resolutions);
- *personnel records of the enterprise* (orders on p/a, labor contracts (contracts), personal records, personal cards form T-2, personal accounts on a salary, service records);
- *financial and accounting* (general ledger, annual reports, accounting balance-sheets, loss and gain account, acts of audits, plans, reports, budgets, cash control records, etc.);
- *information and referral* (acts, letters, faxes, references, telephone merit, memorandum, protocols etc.).

From state and municipal organizations can come to the company documents regulating various aspects of its activities (taxes, environmental protection, etc.). These documents constitute a separate group – regulatory document of higher bodies.

Organizational documents

1. *Articles* – the legal act that is defining an education order, competence, structure, functions, tasks, the rights of the enterprise, organization, establishment. The articles regulate activity of the organizations, enterprises, establishments irrespective of form of ownership and the sphere of their activity.

2. *Regulations* – the legal act that is defining a legal agreement, a legal status, the rights, duties, the organization of activity of government bodies, the organizations, establishments, structural divisions.

3. *Office procedures* – the legal act regulating the organization of work of the organization, relative responsibilities of workers and administration, providing holidays, sending of employees, the intra object mode and other questions.

4. *The structure and staffing* – the legal act establishing structure of the organization, the name of departments and positions, the number of staff on each position according to group on compensation.

5. *Staff list* – the legal act fixing the official structure of employees of the organization with the indication of official salaries (in government institution – the indication of the category on the Unified wage tariff system) regulating a balance of different professional categories, establishing a wages fund of the organization in general in a month.

6. *Instructions* – the legal act, published by a government body (or approved by the head of the organization) in order to establish of the rules regulating organizational, scientifically – technical, technological, financial and other special aspects of activity of establishments, organizations, enterprises, public officials and citizens.

Administrative documents

1. *An order* – the legal act, published by the head of administration, rely upon compliance with one-man management, to resolve the main and operational objectives and its activities. *Types of orders*: on primary activity and staff.

2. *Instruction* – the act of government agent having the strong character published within appropriated to the public official, state body of competence, having binding force for citizens and the organizations to which this order is addressed.

3. *Direction* the legal act published individually by the head of the organization or his deputy mainly concerning information and methodical character and also on the questions connected with the organization of implementation of orders, instructions and other legal acts of this or superior organization.

4. *Solutions* – the document accepted by collegiate authority for permission of production tasks, questions.

Orders and judgments are made out similar to other administrative documents with use of words "SOLVED" or "DECIDED". Subscribe by the chairman and all members of collegiate authority or the chairman and the secretary.

Information and reference documents

1. *Reference* – 1) document information – reference, analytical or reporting character, re-presenting the leaders; 2) the document confirming the biographical information or official character.

2. *Memo* – is the document addressed to the head of superior or this organization and containing a detailed statement of a question with conclusions and offers.

3. *The explanatory note* – is the document explaining the content of particular provisions of the main document (the plan, the report) or action of any event, the fact, act shown to the administrator;

4. *Protocol* – the document fixing the course of discussion of a question and decision-making at meetings, conferences, symposiums, meetings of collective leadership

5. *Act* – is the document made by several persons which confirms established facts and events.

6. *The management letter* – are the generalized name of big group of the documents, various on the contents allocated in connection with way of transfer of the text (by mail, to telegraph, the fax) which serve as a means of communication with establishments and individuals.

7. *Telegram (Teletype)* is the generalized name of various documents allocated in connection with a special way of information transfer on channels of cable communication. *The telephone message* – is the generalized name of the documents, various on the contents allocated in connection with a special way of transfer of the text – orally on channels of telecommunication – and written down by the recipient. *The telefax (fax)* – it gets on the paper copy of the document (hand-written, printing, graphic, figural) transferred on channels of a fax connection received on paper.

Use of electronic and computing and other equipment during the work with documents and for the subsequent archival and statistical researches

Documenting can be carried out not only in a natural language (text documenting), but also and in artificial language. In this case information is processed by means of electronic computers, coded, i.e. it is represented in this or that standard form. Moreover, the same information can be coded in various forms, and conversely, different information can be presented in a similar form.

On the coding of the information people have resorted for a long time. As it is fairly noted in literature, writing and arithmetics represent as systems of coding of the speech and numerical information. However the decisive step was taken as a result of the invention of so-called binary coding, i.e. coding of information by means of only two symbols – 0 and 1, called by bits (from English bit – binary digit – binary figure). In such a way coding of letters, numbers other signs and symbols, and also the image and a sound. Binary coding was put in a design of computers.

Development of electronics and accounting computer facilities became technical prerequisites of emergence of the computer. In the second half of the 18th century frenchman Zh.M. Dzhakard suggested to use machine punched cards for control of weaving looms. And in 1834 Ch. Bebbedzh developed the project of the calculating mechanical analytical machine operated by means of the program which had practically the same devices, as modern computers: memory, arithmetic device, control units, input and output of information. At the end of the 19th century G. Hollerith designed the electromechanical calculating

machine capable to sort and read out information from the punched cards which used as matrix carriers documentary information. With this machine, managed just one year to process the materials of the 11th North American census of the United States, instead of the originally proposed seven years. In Russia calculating machines for work with punched cards were applied in 1897 to processing of materials of the first general population census.

In the first quarter of the 20th century were invented and widely used in radio electron tubes.

In the first quarter of the 20th century were invented and in radio engineering electron tubes were widely adopted.

As a result at the turn of the 1930s – 1940s in several countries of the world including the USSR, there was an idea of creation of program-controlled computers. In our country the mass production of the ECM was arranged in 1952.

With appearance of computers began fast development of automation of processes of documenting information, its transfer, storage and using. More and more broad distribution is received by documents on machine carriers, i.e. the documents was created with use of the material carriers and ways of record providing processing of documentary information with electronic computer facilities.

At the beginning when working with ECM used primarily perforation method of fixing, transmission and storage of the coded information, i.e information by means of special machines – punchers and verifiers was fixed on machine punched cards or punched tape in the form of round or rectangular punched holes in certain information points. Subsequently, fixing of the coded information began to be carried out mainly on a magnetic tape, magnetic disks, etc.

Since the early 1960s, of the Soviet Union began to operate the first computing system intended for the automated processing of management information. By the middle 1980s, in the country were more than 6,000 automated control systems. This led to the mass creation of administrative documents on machine carriers. In 1982 was created the first in the USSR archive machine-readable documents.

Since the late 1980s in our country begins the widespread use of personal computers. So far in the majority of organizations, institutions, enterprises work with documents is carried out mainly with the help of computer equipment. Thus, electronic documents have become part of the scope of document management. In the second half of the 1990s came into use, the term "electronic document".

Electronic documents have technological specifics. Information containing in them cannot be perceived by the person in that physical form in what it is recorded on the material carrier. Only after decoding this information takes a form, clear for the user (the image on the monitor screen, printer listing, etc.).

2. REQUIREMENTS FOR DOCUMENTS

Forms of official documents

Form of a document – this is a standard sheet of paper with requisites on it. These requisites include permanent information and a place for variable information.

The use of forms greatly accelerates the process of creating documents, reduces labour costs for their preparation. It also reduces the number of possible errors in the composition and design of official documents. It allows to achieve the unification of forms of documents, improves the appearance of documents. It also simplifies the perception of information and increases the culture of administrative work.

The first page of the document is made on a form. Standard sheets of papers are used for all the following pages. An A4 (210 × 297 mm) and A5 (148 × 210 mm) sheet of paper is used for making forms. In the process of making documents the choosing of the format of a form depends on the nature and amount of text.

When we have an angular variant, the requisites of a form are located in the upper left corner. The maximum length of the line with requisites must not exceed 73 mm. (fig. 2.1).

When we have a longitudinal variant, the requisites of a blank are located in the middle of the sheet, along the top, without limiting the size horizontally, but in compliance with the established field sizes (fig. 2.2).

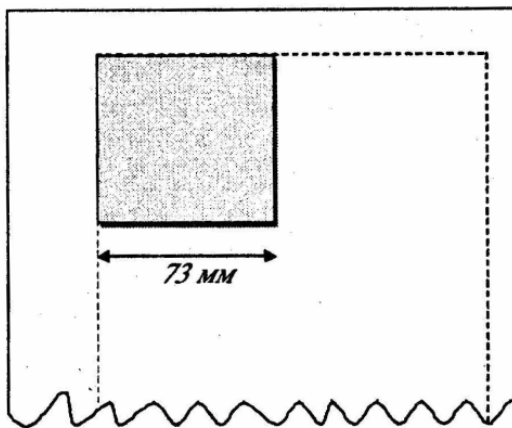


Fig. 2.1. The angular location of requisites

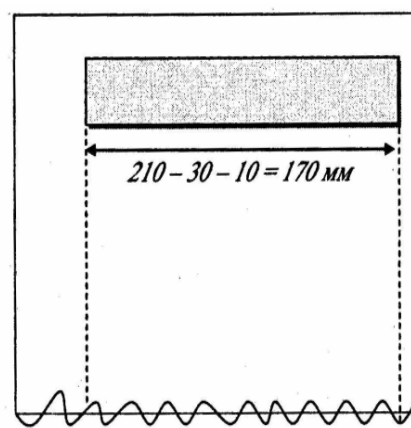


Fig. 2.2. The longitudinal location of requisites

If necessary, the form can include restrictive marks for the individual fields and requisites in the form of corners and lines.

On the application form restrictive marks and lines for requisites: date, registration code, a reference to the registration code and date of the incoming document are drawn on a form (fig. 2.3).

Государственный герб Республики Беларусь (эмблема)		_____
(эмблема)	Наименне вышэйстаячай арганізацыі Найменне арганізацыі Найменне структурнага падраздзялення Паштовы адрас Камунікацыйныя даныя Камерцыйныя даныя № _____ На № _____ ад _____ [] [] [] []	Наименование вышестоящей организации Наименование организации Наименование структурного подразделения Почтовый адрес Коммуникационные данные Коммерческие данные

Fig. 2.3. The scheme of a form

There are two types of developed forms: a form for the letter and a general form of other types of organizational and administrative documents.

In all organizations, regardless of ownership a form for the letter is made with longitudinal requisites in two languages.

Requisites such as State Emblem of the Republic of Belarus; logo or trademark (service mark); organization code: code for the Classification of Economic Activities; the name of the parent organization; name of company; the name of the structural unit; e-mail address of the sender; communications and business data are applied on the form for the letter .

A general form is a kind of the work piece for design almost any official document, except letters.

In contrast to the form for the letter which is made only in two languages and only with a longitudinal location of requisites, a general form can be of three types. The first type is in two languages with a longitudinal location of requisites and in one language (with angular and longitudinal location of requisites accordingly) (fig. 2.4 – 2.6).

	Государственный герб Республики Беларусь (эмблема)		_____
	Найменне вышэйшатай арганізацыі		Наименование вышестоящей организации
(эмблема)	Найменне арганізацыі Найменне структурнага падраздзялення		Наименование организации Наименование структурного подразделения
	Назва віду дакумента № _____		Название вида документа
┌ ┐	Месца складання або выдання	┌ ┐	Место составления или издания
└ ┘		└ ┘	

Fig. 2.4. The scheme of the general form in two languages with longitudinal location of requisites

Эмблема	
Наименование вышестоящей организации	┌ ┐
Наименование организации Наименование структурного подразделения	
Название вида документа № _____	
Место составления или издания	┌ ┐
└ ┘	

Fig. 2.5. The scheme of the general form in one language with angular location of requisites

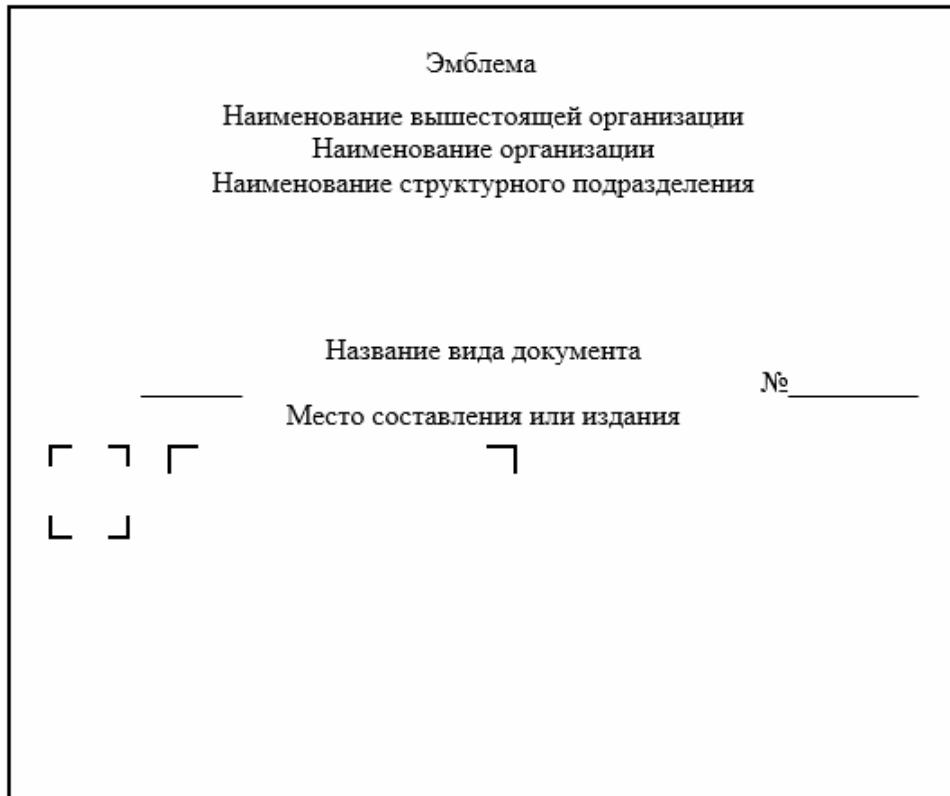


Fig. 2.6. The scheme of the general form in one language with longitudinal location of requisites

Requisites such as State Emblem of the Republic of Belarus; logo or trademark (service mark); code of the organization; the name of the parent organization; name of company; the name of the structural unit; place of preparation or publication are applied on the general form.

In a general form there is a space between “Name of the company” (Name of the structural unit) and restrictive lines for the requisites “Date” and “Registration code” for the requisites “Name of the document type”.

In the manufacture of a concrete document, its title is applied to the general form with the help of technical means (except letters).

On the basis of a general form can be made blanks for specific types of documents (orders, instructions, protocols, etc.). Production of forms for specific types of documents as appropriate, if their volume is greater than 200 documents per year.

The production of forms usually begins with determining the list of form’s requisites. This procedure is done separately for each of the types of forms. In the manufacture of forms of a particular type, people print the requisites which are corresponding to documents of this type.

Service list of a particular document is properties which are located in this

document. Service lists that are typical of a certain type of document are called typical. Graphical models and schemes of construction documents are called "layout".

Printing types ranging from the 6th to the 16th pin of the literary, ordinary, newspaper headset are used in the manufacture of forms.

Hand-drawn types from the 6th to the 24th pin are used for the design of the requisites "Name of the company". The size of a type depends on the quantity of signs in the name of the company which fills in a form.

It is not recommended to print requisites with types of different headsets.

The documents should be made on the forms and should have established complex of necessary requisites and stable order of their location.

Particular documents (internal documents of the structural divisions, joint documents, etc.) are not allowed to register on the forms, but with the mandatory reproduction of relevant requisites.

State agencies and other state organizations are obliged to put the image of the State Emblem of the Republic of Belarus on the documents (*further* – stamped forms). Stamped forms should be made typographically. Stamped blanks should be accounted.

Replication with the help of means of documents' quick printing is allowed to stamped forms. These forms should be used for distribution. Each copy of this document must be stamped by the organization or its structural division. The list for the distribution of this document is stored in with the original or a copy of the letter sent out. When making letters, memos and other background documents are allowed to use the corner stamp of organization. Corner stamp affixed on the left top of the first page of a document. Composition of a corner stamp, the order of its placement and design should agree with structure, the order of the placement and design in requisites of the form.

The size of the angular stamp should not exceed 73 mm horizontally and 75 mm (for the stamp with the State Emblem of the Republic of Belarus or logos) or 55 mm vertically (for the stamp without the State Emblem of the Republic of Belarus or logos).

Requirements for documents produced by technical means

The name of the type of document is printed in capital letters. In accordance with the CTB 6.38-2004 each sheet of paper decorated on a form, and without it, should have fields;

- left – not less than 30 mm,
- right – not less than 8 mm,
- upper and lower – not less than 20 mm.

The standard specifies the minimum sizes of the fields of a form the maximum values are not specified. When we draw up a document without a form, the size of fields, the area of specific details' placement should agree with the size which is shown in a standard. The size of fields for government agencies and state organizations' documents should be: upper and lower – 20 mm, left – 30 mm, right 10 mm. When making a table if the text does not fit in a cell, it's allowed to change the size of fields: left field reduced to 20 mm, right – up to 8 mm (so that we get an extra 12 mm of space to accommodate the necessary information).

The text is printed on a typewriter

Paper size (A4) – line spacing (1,5);

Paper size (A5) – line spacing (1).

The text is printed on a computer

Paper size (A4) – line spacing (1);

Paper size (A5) – line spacing (14 pt).

The texts of documents prepared for the printed version, is allowed to print in 2 line spacing on a typewriter or a 1,5 on the computer.

Requisites of the document are separated from each other with the help of 1,5 line spacing.

If you have multiple signatures in documents, which are located one above the other, job titles and full names are separated with 1,5 or 2 line spacing.

You should use the editor Microsoft Word and Times New Roman print in the usual pattern. You also should use justified alignment.

According to the standard print size must be at least 13 points for the bodies of state administration. For state organizations subordinate to the Government the standard print size must be 15 points. In the tables, if the text does not fit, you can reduce the size of the print to 13 pt.

Two or more signatures of approval and agreement are located with the help of two vertical rows starting from zero and fifth positions tab. When we use paper size A4 in landscape orientation – from zero and eighth positions tab.

At the signing of the document by several persons, job titles in the requisite "signature" are located in two vertical rows, starting from zero and fifth positions tab. The second and subsequent pages of a document should be numbered. New page of the document is not allowed to start with the last incomplete line of a paragraph. Page numbers are put down in the middle of the top margin of the sheet with Arabic numerals at a distance of 10-15 mm from the top edge of the paper in Times New Roman 14-point.

At the end of requisites (except props "Text") dots are not put. In the middle of rows with requisites punctuation marks are used. It's not allowed to highlight the text and type it letter-spaced.

Requisite « the type of a document »; words «ALLOW», «IS ALLOWED», «AGREED» in the signatures of coordination and approval, "I COMMAND" – in orders, "DECIDES" – in the decisions, "DECIDED" – in the decisions, "I OBLIGE", "I OFFER" – in the directives and instructions, "LISTEN", "SPEAK," "RESOLVED" "DECIDED" – in the protocols, the surnames of the employees in the texts of orders, the names of sections and subsections in the organizational documents are capitalized.

Documents with a shelf life of more than 3 years are printed only on one side (including all requisites). Documents with a shelf life of three years allowed printing on both sides of the paper.

Features which are used in requisites registration of organizational and administrative documents

Each document consists of elements, which are called requisites. Various documents have a different set of requisites.

The standard defines 32 requisites of organizational and administrative documents included in the unified system of organizational and administrative documentation.

Requisites of administrative documents:

- 01 – The State Emblem of the Republic of Belarus;
- 02 – Logo or trademark (service mark);
- 03 – Organization's code;
- 04 – Document's code;
- 05 – Name of the parent organization;
- 06 – Name of company;
- 07 – Name of the structural unit;
- 08 – E-mail address of the sender;
- 09 – Communication and business data;
- 10 – Name of a document type;
- 11 – Date of the document;
- 12 – Registration code;
- 13 – Link to the registration code and date of the incoming document;
- 14 – Place of preparation or publication;
- 15 – Signature of access restrictions;
- 16 – Addressee;
- 17 – Signature of approval;
- 18 – Resolution;

- 19 – Title to the text;
- 20 – Control mark;
- 21 – Text;
- 22 – Presence of the application mark;
- 23 – Signature;
- 24 – Signature of addition;
- 25 – Signature of approval;
- 26 – Visas;
- 27 – Stamp;
- 28 – Note about the executor;
- 29 – Mark of certified copy;
- 30 – Mark on the execution of the document and sending it to the case;
- 31 – Mark on the receipt (registration stamp of incoming documents);
- 32 – Mark of the transfer of data on storage media.

The standard provides a maximum set of requisites that can be used in the preparation of documents. Specifically, the document includes only part of the requisites, a place for which is outlined graphically (fig. 2.7).

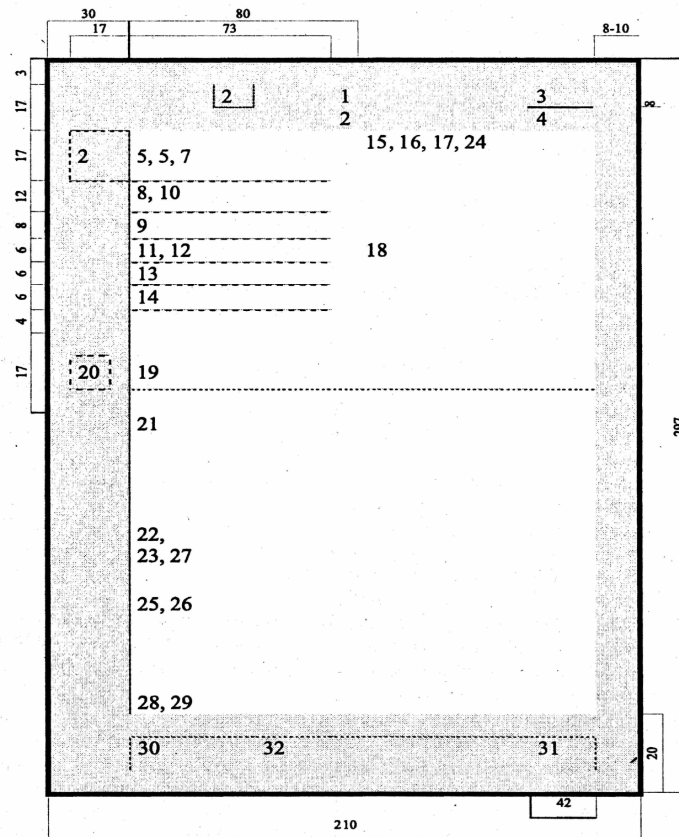


Fig. 2.7. The angular arrangement of a placement and the requisites' size of organizational and administrative documents

The document can be divided into three parts:

- the header of the document contains requisites 1 – 20;
- the content of the document contains requisites 21, 22;
- the part which draws up a document contains requisites 23 – 32.

Requisites 01. The State Emblem of the Republic of Belarus is placed on blanks with angular location of requisites. It is placed on the upper field of blank and above the middle of lines with name of the organization. It's placed in the center of the top field on blanks with a longitudinal location of requisites. The diameter of the image – no more than 17 mm.

Requisites 02. Emblem organization or trademark (service mark) is used in the blanks of organizations of all forms of property in accordance with the articles of association (the position of the organization). Emblem is not reproduced on the blank, if it is placed on the National Emblem of the Republic of Belarus.

Requisites 03. The code of organization is used for the organization of electronic identification of a document.

Requisites 04. The code of a document.

Requisites 05. The name of the parent organization.

Requisites 06. Name of the organization, which is the author of the document must match the name enshrined in its founding documents, and is mandatory, regardless of whether the document is made on the blank or not. The abbreviated name is written in parentheses under the full name of the organization.

Requisites 07. The name of branch (territorial branches, representative offices, structural divisions of the organization) is written if it is the author of the document. It's placed below the name of the organization. The author of the document can be an official representative of the company. Internal documents are made more often without using the blank, but requisites should be written.

Requisites 08. The mailing address of the sender is made in accordance with the Rules of the Postal Service, acting on the territory of the Republic of Belarus.

Requisites 09. The postal address of the sender, the communication data (telegraphic address, telephone, fax, with the inclusion of automatic long-distance code (international) telephone communication, e-mail, etc.) and commercial data (account number, name of the bank and so on.) are put on the blank for the letter below the requisites: "Company name" and "Name of the structural unit".

On general blank "Name of the document type" is put there.

Requisites 10. The name of the type of document, compiled or published by the company must comply with types of documents stipulated by the legislation. On the blank for the letter the name of the document type is not written.

Requisites 11. The date of a document. This requisite contains the time of creation and (or) signature, approval, acceptance, approval, publication of a document.

Requisites 12. Registration index of a document consists of its serial number which can be extended with the index of the structural unit, the index case of nomenclature of cases, information about the correspondent, performer and other information. For example – 01 – 07/5.

Registration number of the document, drawn up jointly by two or more organizations, the document contains the registration numbers of each of these organizations, stamped by a slash in the manner specified in the document authors, for example 90/97.

Requisites 13. A link to the registration code and date of the document includes a registration number and date of the document to which the answer is given, and is issued only on the form of the letter.

Requisites 14. On a general blank requisites "place of preparation or publication" is placed below the requisites "Date" and "Registration code".

On a blank for a letter requisite «Link to a registration code and date of the incoming document." Is placed there.

Place of preparation or publication of the document is written when it's difficult to indicate it using requisites "Name of the organization" and "Reference data about the organization". Place of preparation or publication is written taking into account the administrative-territorial division. It includes only standard abbreviations. Place of preparation or publication of organizational and administrative documents is the place of registration of the legal entity.

Requisites 15. "Signature of access restrictions". Requisites of the official document certifying the special nature of the information that limits the number of users of the document. Signature of access restrictions of a document (secret, confidential, etc.) is written down without the quotes on the first page of the document in the upper-right corner, and it can be supplemented by information provided by the law of confidential information classified as a state secret. In practice, "For Official Use Only", "Confidential", are used.

Requisites 16. "Addressee". Organizations, their structural units, officials or individuals can act as an addressee. Name of the organization and its

structural units should be written in the nominative case. Position of the person to whom the document is addressed, should be written in the dative. If the document is sent to more homogeneous organizations or several structural units of one organization, they should be written generally. The document should not contain more than four addressees, placed under each other. The word "copy" is not written to the second, third, fourth addressees. If it's a large number of addressees a mailing list document should be made.

If it's necessary, requisites "Addressee" may include postal address. Address elements should be written in the sequence established by the rules of the Postal Service.

If the addressee is an organization, its name, then the mailing address should be written down.

When the addressee is a natural person, the name and initials of the recipient, then the email address should be written down.

Requisites 17. "Signature of approval" is a requisites of the official document conferring regulatory or legal nature of its content.

Approval is one of the ways to identity document after its signing. The document is to be approved, takes legal effect only upon its approval.

The document can be approved in two ways: the publication of administrative documents or by official. Both methods are equally valid.

In approving the document by official, "Signature of approval" consists of the word "APPROVED", the name of the person who authorized the document, including a name of the organization, his signature, decrypting the signature and the date of approval.

УТВЕРЖДАЮ
Директор института
Подпись А.И. Новиков
23.06.2010

In approving the document by the head of the parent organization or documents written not on the blank, the full name of the organization should be included in the name of the person who authorized the document.

In the signature "Approved", the date (date of a month) of approval is written down by official who approves the document. A month and a year are allowed to print by technical means.

УТВЕРЖДАЮ
Директор учреждения
«Белорусский научно-
исследовательский институт
документирования
и архивного дела»
Подпись А.Е. Рыбаков
25.06.2010

Administrative act is published, as a rule, when the introduction of the document requires additional instructions and other actions associated with its use, as well as the approval of the regulations of the Republic of Belarus.

In approving the administrative document or the protocol, "Signature of

approval" consists of the word "Approved", the name of the document type in the nominative case, its date and index.

УТВЕРЖДАЮ
Приказ Министра информации
Республики Беларусь
25.06.2010 № 32

or

УТВЕРЖДАЮ
Протокол общего
Собрания акционеров
28.06.2010 № 15

"Signature of approval" is written down in the upper right corner of the document. In approving the document by several officials, "Signature of approval" is written down on the same level.

The word "APPROVED" is printed in capital letters without quotation marks and spaces.

Using a blank with a longitudinal location of requisites for the paperwork to be approved, is not permitted.

A list of documents of the organization, which should be approved, is determined in accordance with the laws of the Republic of Belarus. A list of documents of the organization is also fixed in the table and (or) instructions on office organization, other local regulations.

As a rule, all organizations approve the following documents:

1. Acts (acceptance of completed construction projects, works, write-offs, examination, acceptance and transfer cases, and so on).
2. Schedule (vacation, personal reception and so on).
3. Tasks (in the design of objects, technical facilities, capital construction, conduct research, design and engineering work, engineering and so on).
4. Applications (for logistical support, equipment, and so on).
5. Regulations (Rules) (official, records management, safety, internal labor regulations, and so on).
6. Standards (consumption of raw materials, electricity, process design, number of employees, and so on).
7. Reports (production activities, trips, scientific research and so on).
8. The lists (positions of employees with irregular working hours, the documents generated in the activities of organizations, with an indication of the shelf life and so on).
9. Plans (production, capital investment, construction, installation, design and survey and research work, and so on).
10. Provisions (Charter) (the organization, departments, bonuses, and so on).
11. Programmes (of activities, events, and so on).
12. Prices (for works, services).

13. Estimates (expenditure, income and expenditure of extra-budgetary funds for capital construction, and so on).

14. Standards.

15. The structure and number of staff.

16. The unified forms of documents.

17. The list of members of staff.

"Signature of approval" is placed in the upper right corner of the document at a distance of 10 cm from the left field (in A4 portrait sheet) or 16 cm from the left field (in A4 sheet in landscape orientation).

As a rule, the document is approved when it's signed by an official who does not have sufficient authority for the provisions of the document to become binding on all persons, without exception or in other cases.

Document which is approved by an official should have requisites "Signature" otherwise it defeats the purpose of the requisites.

Requisites 18. Resolution of a document is requisites consisting of the inscription on the document made by official and containing its decision.

The resolution is written on the document in the upper right corner of the text by official. Resolution includes the performers' surnames, content of the order, signature and a date.

И. А. Медведевой В. Н. Егорову Прошу подготовить проект генерального соглашения с фирмой «Заречье» к 13.02.2010 Смирнов 21.01.2010
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It's allowed to put resolution in order on a separate sheet (paper A6 or A4). This is done in the absence of free text space on the front side of the first sheet of paper. A document and a resolution should include a reference to each other.

Requisites 19. "Title to the text" – is requisite of a document summarized its content (it has been rewritten in logs). Title is in agreement with the name of the document type.

For example: It's the order on the creation of the Certification Commission;

For example: The certificate of audit;

The title of the text cannot be added in documents prepared on forms A5 (A4) which does not exceed 5 – 7 rows. The title should be written down without space on the left field of the text. 1,5 – 2 line spacing should be indented from the signature of a blank. The title should contain no more than 150 signs and no more than 28 typed signs in one line (the title should be no more than 5 lines).

Like any other multi-requisites, the title to the text of the document should be printed with line spacing 14 pt. The width of the requisites should take no

more than 73 mm from the left field of the document (each line). When the title is more than 5 lines, it may be extended up to 120 mm from the left field of the document.

At the end of the title a full stop is not put.

Requisites 20. "Control mark" is a special mark on the special status of the document and the need for special monitoring of compliance with the terms of execution of the document.

Requisites 21. The text of an official document. It's the information recorded in any type of letter or any recording system, which contains the main part of the speech information of the document.

The text of the document must be accurate, objective, and as brief as possible, with the accuracy and completeness of its presentation. It's not allowed different interpretations in the text.

The text of the document sets out clear and simple language, in compliance with the rules of the official style of literary language.

Belarusian and Russian are languages for documents in the Republic of Belarus.

Texts sent from the Republic of Belarus, may be written in Belarusian and Russian languages, the language of the recipient country or in another foreign language.

The texts of documents are processed in the form of questionnaires, tables, coherent text or a combination of these structures. Coherent text usually consists of two parts. In the first part (recital) of a document the reasons, the goals of the document are written. Solutions, orders, conclusions, requests, suggestions, recommendations are written in the second part.

The texts of complex content of documents (orders, reports, manuals, etc.) are divided into items; items can be divided into sub-items, sub items – into paragraphs. In large-volume documents, items can be combined into chapters.

Chapters are numbered in Arabic numerals. The full stop is not put after them. The chapters should have titles; the full stop is not put at the end of the title. If the title consists of two sentences, they are separated by full stops. It's not allowed to use a division of a word, Roman numerals, mathematical symbols and Greek letters in titles of documents.

3. COMPOSITION AND REGISTRATION OF ORGANIZATIONAL AND ADMINISTRATIVE DOCUMENTS

Organizational and administrative documents

- organizational;
- administrative;
- reference and information.

The activity of any enterprise is accompanied by a drawing of different types of documents. However, in all their diversity, regardless of the specifics of the enterprise are the following main groups of documents:

- organizational (charter, foundation agreement, structure and number of staff, staffing, job descriptions, internal regulations);
- regulatory (orders for core activities, orders, decisions, instructions, regulations);
- documents on staff (orders on staff, labor contracts (agreements), personal files, personal cards f. T-2, personal accounts on wages, work record cards);
- financial and accounting (general ledger, annual reports, balance sheets, profit and loss accounts, certificates of audits, inventories, plans, reports, budgets, accounts, cash books, etc.);
- information and referral (acts, letters, faxes, information, phone messages, memorandums, reports, etc.).

Documents regulating various aspects of its activities (taxes, environmental protection, etc.) can come to the company from state and municipal organizations. These documents constitute a separate group – the normative documents of higher bodies.

Organizational documents

a) charter – a legal act defining the procedure of formation, competence, structure, functions, tasks and rights of enterprises, organizations, institutions. Charter regulates the activity of organizations, enterprises, institutions, regardless of ownership and the scope of their activities;

b) regulations – legal act determining the order of formation, legal status, rights, duties, organization of activity of state bodies, organizations, institutions, and subdivisions;

c) the rules of internal labor regulations – a legal act regulating the organization of the enterprise, the mutual obligations of employees and management, the provision of holidays, secondment of personnel, and other issues;

d) the structure and number of staff – the legal act establishing the structure of the organization, the name of departments and positions, number of staff of each office in accordance with the group on a payment;

d) staffing table – legal act that secures the job structure of workers of the organization and salaries (in state institutions – an indication of the discharge on the Unified Tariff grid), which regulates the ratio of different categories of professionals, setting wage fund of organization as a whole over the last month;

e) instruction – a legal act published by the government (or approved by the head of the organization) in order to establish rules governing the organizational, scientific and technical, technological, financial and other specific aspects of the activities of institutions, organizations, enterprises, officials and citizens.

Regulatory documents

a) order – a legal act published by the head of the governing body, acting on the basis of unity of command, to resolve key and operational objectives of its activities. Types of orders: on operating activities and on personnel;

b) instruction – an act of public authority control, which has authoritative character and published within the assigned officer, government competence, binding for citizens and organizations to which this instruction is addressed;

c) direction – it is a legal act, published personally by the head of the organization or his deputy, primarily on issues of information and methodical character, as well as on issues related to the organization of execution of orders, instructions and other legal acts of this organization or parent organization;

d) decision – a document accepted by a collegial body to resolve production problems, questions. Resolutions and decisions are made similar to other administrative documents using the words "SOLVED" or "DECIDED". They are signed by the chairman and all members of the collegial body or the chairman and the secretary.

Information and reference documents

a) reference – 1) document of information-reference, reporting or analytical nature, presented to Management; 2) a document confirming the information of biographical or official character;

b) memorandum – a document addressed to the head of the higher organization or this organization and containing a detailed summary of the issue with the conclusions and proposals;

c) explanatory memorandum – a document that explains the content of certain provisions of the basic document (plan, report), or the action of any event, fact, act brought against the head;

g) protocol – a document recording the progress of discussions and decision making at sittings, meetings, conferences, sessions the collegial body;

d) act – a document drawn up by several persons, which confirms the findings and events;

e) official letters – a generic name of a large group of documents different in content, devoted in connection with the method of transmission of the text (by mail, telegraph, fax), which serve as a means of communication with the institutions and individuals;

g) telegram (teletype) – a generic name of various documents devoted in connection with a particular mode of transmission of information through the telegraph.

Telephone message – a generic name for the documents of various contents, devoted in connection with the transmission of the text in a special way – by word of mouth through the channels of telephony – and recorded by the recipient.

Facsimile (fax) – a copy of the document (handwritten, printed, graphics, visual) obtained in paper form transmitted by facsimile.

Documentation of administrative activity – is the creation of administrative documents – fixing of administrative actions by the established rules on paper or other media.

List of documents produced in the activity of the organization is determined by its competence, range of administrative functions, resolution of issues (individual or collective), the volume and nature of the relationship between organizations of the same or different levels of government, etc.

The legal basis for the creation of organizational and administrative documents of the organizations are:

- legislative acts of the Republic of Belarus;
- decisions of the courts;
- regulations of state bodies and officials;
- assignments of superior organizations;
- implementation of executive and organizational and administrative activities in order the organization fulfills its functions and tasks in accordance with its competence.

Organizations are entitled to adopt (issue) only administrative documents (orders, instructions, regulations, decisions), which are provided by the legislation of the Republic of Belarus, their statutes or regulations on them.

Copyright (acceptance) of the documents, their signature, approval, matching (sight) is fixed in the regulations and statutes of organizations, the provisions of subdivisions, job descriptions of employees and other local legal acts of the organization.

Preparation of a document involves the preparation and execution of the project of the document, sign it, if necessary – coordination (sight), approval.

During preparation and processing the documents it is necessary to comply with the rules ensuring validity of the document, operational and quality of their implementation and search.

PARTICULARS OF ORGANIZATIONAL DOCUMENTS

The organizational documents include statutes, regulations, instructions, manning tables and etc.

Organizational documents implement norms of administrative and civil law, are the legal basis of activities of the institution and strictly binding.

These documents are required to pass the approval process 1) by the head directly (with the stamp of approval), 2) by administrative document (regulations, decisions, orders or instructions) or 3) by a meeting of the collegial body, and operate till approval of new ones.

Statute (fig. 3.1)

Устав организации	
	Код по ОКУД0201930006
Наименование организации	УТВЕРЖДЕНО
УСТАВ	_____
_____ № _____	наименование документа
Место составления	_____ № _____

наименование организации	
Структура текста	
Общие положения	
Основные задачи	
Функции	
Права и обязанности	
Руководство	
Взаимоотношения. Связи	
Производственно-хозяйственная деятельность	
Имущество и средства	
Контроль, проверка и ревизия деятельности	
Реорганизация и ликвидация	
Визы	

Fig. 3.1. Form of Statute

Statute – a legal act defining the procedure of formation, the competence of the organization, its functions, tasks, work procedure. Statute – a set of rules governing the activities of organizations, institutions and enterprises.

Statutes – are complex documents. The structure and content of the statutes are determined by the developers. However, for organizations and enterprises of certain industries legal acts provides guidance on what information should be included in their statutes.

Statute of the educational institution is approved by its founder.

In general, the Statute is issued on the general letterhead of organization with typewritten requisites: the name of the parent organization; name of the organization; the name of the type of document (in two languages) – Statute; date; registration code; place of publication; stamp of approval; text; signature.

After the text the signature of the head is placed.

Regulations (fig. 3.2)

Положение об организации	
	Код по ОКУД0201930006
Наименование организации	УТВЕРЖДЕНО
ПОЛОЖЕНИЕ _____	
№ _____	наименование документа
Место составления	№ _____
О _____	
	наименование организации
Структура текста	
Общие положения	
Основные задачи	
Функции	
Права и обязанности	
Руководство	
Взаимоотношения. Связи	
Контроль, проверка и ревизия деятельности	
Реорганизация и ликвидация	
Визы	

Fig. 3.2. Form of Regulations on the organization

Regulations – a legal act establishing the procedure for the formation, legal status, the basic rules of activities, rights and responsibilities of government agencies (departments, subordinate institutions, organizations and enterprises).

The structure of the text of the Regulations: general provisions; goals and objectives; function; rights and obligations; leadership; relationship with other divisions.

Regulations are individual and standard:

- individual – for all divisions, workshops, administrative units included in the scheme of organizational structure of management of the organization;
- standard – for the main production departments, structural divisions.

Regulations are developed on the instructions of the heads of enterprises, at the initiative of heads of departments. Executor makes the draft of regulations. Regulations are signed by the head of the structural unit (activity of which is regulated), senior management, Senior Management, to whom this subdivision is subject to and the developer.

Regulations are coordinated with the Law Department. If the project raises objections, comments, they are set out on the second copy or on a separate sheet attached to the second copy of the project.

Draft of regulations submitted for approval to the head of the enterprise.

Regulations on the organization shall be approved by administrative document of the parent organization.

The date of Regulations is the date of the approval of the document, unless the text indicates another date.

Form "REGULATIONS" is made up of requisites: the name of the parent organization; name of the organization; the name of the structural unit; stamp of approval; the name of the document type – Regulations; date, registration code; Place of publication (city); the title; text; signature; stamp of harmonization; visa.

Instruction

Instruction – legal act, published by government bodies or the organization (approved by their head) in order to establish rules of governing the organizational, scientific, technical, technological, financial and other specific aspects of the activities of institutions, organizations, enterprises, officials and citizens.

Instructions are issued to clarify the application of laws, administrative documents on memorizing and keeping documents (e.g., accounting, reporting, etc.).

All instructions can be divided into two main groups:

- regulations governing the procedure of the implementation of any process, in implementation of which the performers (officials, department) are involved;
- job descriptions (fig. 3.3.), specifying duties, rights, obligations and responsibilities of officials.

Положение об организации		
<p>Наименование организации ДОЛЖНОСТНАЯ ИНСТРУКЦИЯ _____ № _____ Место составления _____</p> <p style="text-align: center;">наименование организации</p>	<p style="text-align: right;">Код по ОКУД0201930006</p> <p style="text-align: center;">УТВЕРЖДАЮ</p> <p>Наименование должности руководителя организации</p> <p>Подпись Расшифровка подписи</p> <p>Дата</p>	
Структура текста		
<p>Общие положения Должностные обязанности Права Взаимоотношения (связи до должности) Оценка работы и ответственность</p>		
<p>Наименование должности руководителя структурного подразделения</p>	<p>Подпись</p>	<p>Расшифровка подписи</p>
<p>Визы С инструкцией ознакомлен</p>	<p>Подпись</p>	<p>Расшифровка подписи Дата</p>

Fig. 3.3. Form of job description

Instruction consists of several sections. Each section is a logically finished part of document.

Section "General Provisions" establishes the area of activity, qualification requirements, submission, dismissal and the appointment.

Section "Duties," defines the types of work performed by the employee.

Section "Rights" establishes rights of employee which contribute to the successful implementation of the work. Section "Responsibility" specifically indicates what the employee is responsible for.

Sections of instruction may have other titles. Job descriptions are being developed by the heads of departments; by human resources departments or experts on work with the staff. The text is coordinated with the lawyers and the department of labor and wages. Job descriptions are approved by the head of organization or administrative act.

Changes in the job description shall be made by order of the head of the organization or administrative act. The text of the instructions has the character of guidelines, the formulation of a clear regulatory saying: "should", "has the right", "not permitted", "prohibited", etc., – is recommended. The text sets out from a third party or in an impersonal form.

If the instruction provides an introduction to the practice of a new form of the document (card of accounting, act, plan of tasks, etc.), the draft form of the

document should be contained in the annex to the instruction. The text should describe how to use the document (requisites, who fills in, how many copies is made, who have received copies, when).

The date of the introduction of instruction into action is the date of approval (if the text does not specify another date).

Job Description may serve as a basis for drawing up a labor contract (agreement) and can be used in the resolution of labor conflicts and disputes.

Instructions is issued on the general letterhead of organization and should include following requisites: name of the organization; Name of the document; date; place of publication; title to the text; text; signature; stamp of approval; harmonization stamp or visa.

Staff list

Staff list – a document developed under the Statute of the organization and fixating official and numerical composition of company's employees. Form of staff list is unified. Staff list specifies the list of positions, information about the number of staff positions, salaries, allowances and monthly payroll.

Staff list is made on the general form of organization indicating the requisites: name of the organization; Name of the document type; date; place of publication; stamp of approval; text; harmonization visa; signature; stamp. The text takes the form of a table.

Staff list is endorsed by the chief accountant, the lawyer, is signed by the head of personnel department or deputy, is approved by the head of organization, whose signature is stamped.

Total staff number of enterprises and the monthly payrolls should be specified in the stamp of approval.

The changes of Staff list are introduced by the order of the director.

The structure and number of staff

(Official and numerical composition of company's employees)

The structure and number of staff – is the document that establishes the names of all departments, positions and the number of staff positions of each position of organization (institution).

It is issued on general letterhead indicating the requisites: name of organization, name of the document type, date, and place of publication, stamp of approval, visas, signature, and seal.

The text takes the form of a table.

The document is signed by the Head of the personnel department or the deputy head, is approved by the head the organization. It is coordinated with the chief accountant and a lawyer. Signature of director the seal.

Regulations

Regulations – document establishing the procedures of the organization's leadership, the collegiate or advisory body. Regulations of the collegiate or advisory body shall determine:

- the status of collegiate or advisory body;
- method of work planning ;
- procedure for the preparation of materials for consideration at the meeting;
- adding the materials for consideration;
- the procedure for consideration of materials and decision-making at the session;
- keeping the minutes of the meeting;
- registration of collegiate or advisory body decisions;
- procedures of bringing decisions to the executors;
- the material support of meetings.

Regulations are issued on the general letterhead of the institution.

Requisites: name of the institution (organization); document type; title to the text (name of collegiate or advisory body); date; place of preparation; stamp of approval; text signature.

Regulations are discussed in the process of preparation on meetings of the collegial body and are coordinated with the legal service, signed by the head of the organization or the head of a collegial body, shall be approved jointly.

Act

Act – a document drawn up by the Commission (authorized persons or official), confirming the established facts (acts of inspections, inventory, accidents, reception and transmission of wealth, etc.).

Regardless of the variety of acts drawn up by a single scheme. First of all, members of the commission should examine the substance of the matter, one to be measured in the act, as well as legislative and regulatory documents governing the issue. For example, in the establishment is conducted inspection of the organization of work with letters, complaints and petitions of citizens. Commission members should familiarize themselves with the standard regulations on the conduct of proceedings by the proposals, applications and complaints of citizens in government bodies, enterprises, institutions and organizations. Knowledge of this document will help the Commission to determine the timeliness of complaints and outline terms of reference for verification.

In the act are reflected only those facts which are well established persons signing documents. The original draft records are maintained, fixing quantitative data.

The acts are issued on a general or a special form of A4.

Layout Act contains the following details: name of the organization (divisions); the name of the type of document; drawing up the place; date and registration number; title to the text; text; signature; if necessary – the approval of the neck and terminating visa.

The title to the text of the act is the content of a triggered event. The headline of the act should be consistent with the name of the document type, and formulated by a verbal noun in the prepositional or genitive.

The text of the act consists of an introduction and recital pieces.

In the introductory part of the specified base for the preparation of the report and lists the person who made the report and those present at the same time.

The basis for the preparation of the report can be a normative legal act of the Republic of Belarus, head of the organization administrative document or the parent organization, the planned target and others.

When listing those members of the Commission, first specify the job title, initials and surname of the chairman of the commission, then job titles, initials and names of the committee members in alphabetical order. In case of participation in the commission of representatives of third parties in the act when writing posts indicate names of the organizations that they represent.

Positions, initials and names of the persons presented and not part of the Commission, are indicated separately.

In the recital part of the act sets out the objectives and tasks of the act, a brief description of the work (its essence, the nature, methods, timing), fixed the established facts.

In the recital part of the act can be set out the conclusions, recommendations and suggestions for the drafters established facts (acts of financial and economic activity, verification audit acts, acts of reception facilities in operation, etc.). Conclusions and proposals may be submitted in the form of administrative indicating the deadlines prescribed action.

If the act affects a number of facts, an act of the text is divided into paragraphs.

If you have applications in the act a reference to them is given at the end of the text before signature and issued as a prop "mark on the availability of applications."

The end of the text shall include information on the number of copies of the act.

The number of copies of the certificate is determined by the normative legal acts and (or) a practical necessity.

Act is signed by all parties involved in its drafting. At the signing of the act specifies the division of responsibilities of the commission members without specifying their positions. The first signature of the chairman of the commission, the signatures of the commission members are arranged in alphabetical order.

Example:

Председатель комиссии	<i>Подпись</i>	И. О. Фамилия
Члены комиссии	<i>Подпись</i>	И. О. Фамилия
	<i>Подпись</i>	И. О. Фамилия
	<i>Подпись</i>	И. О. Фамилия

Persons, who have comments on the content of the act, signed it with the mark of "Notes attached." The comment set out on a separate sheet, small in terms comments may be fixed on the act.

The acts that prescribe the execution of certain actions, subject to approval. Act approved by the officer, whose administrative document (oral order) was the basis for the preparation of the report.

Records of inspections (revisions) of financial and economic activity are signed to carry out inspections (audit) an employee of the supervisory authority (the head of the examination (audit)) and authorized persons of the audited entity in accordance with the legislation of Belarus.

Protocol

Protocol – a document in which is fixed the course of discussion and decision making at the meetings. In full disclosure of the progress of the meeting, they are divided into 1) Minutes of the full form, 2) minutes of the short form, and 3) minutes of the reduced form.

Protocol details: name of the parent organization; name of the organization (structural unit); the name of the type of document – PROTOCOL; date and registration code; place of publication; title to the text; text; signatures.

Shall be drawn up by the Secretary of the meeting (the permanent secretary of the collegial body) on the basis of manuscripts, transcripts, audio or other recordings of the meeting progress, as well as documents prepared for the meeting (agenda, texts and abstracts, draft decisions, etc.).

The title to the text of the protocol is the name of a specific type of meeting, the name of the collegial body (if the authority does not have a blank) and the question (topic) meetings if he was alone.

The date of the protocol is the date of the meeting.

The text is divided into a lead-protocol and the main portion.

In the introductory part is indicated the initials and surname chairman,

secretary and members presented, job titles, names and initials of the invited persons who are not members of the collegial body. The names of the attendees and invitees listed in alphabetical order.

If the number of those present at a meeting of members of the collegial body of more than 15 people, the list of attendees drawn up separately and attached to the protocol with putting an appropriate mark.

The guest list is made separately and attached to the protocol with putting an appropriate mark, if the number of invited more than 10 people.

The protocols may further indicate the number of those present required for the eligibility decision.

The minutes of the full form after specifying present and invited the following agenda. The agenda lists the matters to be considered, indicate their form of presentation (report, report, report, and information), titles of the speakers, their initials and surnames.

In reaching a meeting of two or more questions, they should be numbered in Arabic numerals. The sequence of questions on the agenda determined by the degree of importance.

The main part of the protocol-form is built on a "LISTEN – SPOKE – DECISION (RESOLVED)" separately for each question under consideration.

The "LISTEN" section indicates the surname and initials of the speaker and sets out a summary of the speech. Speech (message, report) can be attached to the protocol, which is a relevant note.

In the "SPEAK" section text is made similarly to the section "HEARD". In this section are written questions to the speaker and the answers to them.

In the section "DECISION (RESOLVED)" is written decisions on the issue.

The minutes of the short form of the agenda will not be issued. The main part of the protocol of the short form is based on a "listen – DECISION (RESOLVED)" without speaking text. The "listen" section the agenda items are written, in the section "DECISION (RESOLVED)" – adopted decisions.

In case of differences of principle in the short form of the protocols is permitted to record the individual performances of the participants of the meeting.

The reduced form of the minutes after each agenda topic is written decision on it.

The decision of the collegial body in the records of any form provided completely. Decisions are numbered in Arabic numerals, if there are several. The numbering is not made, if made on only one solution.

The operative part of the protocol ends with an indication of the person responsible for the execution of decisions and control individual items making.

Minutes of the meeting signed by the chairman (chairman of the meeting) and the secretary.

The procedure for the preparation and execution of collective bodies is determined by the provisions of the protocols on these bodies or the regulations of their work.

Memorandum

Memorandum – information document addressed to superiors in the order of direct subordination and containing detailed presentation of any issue with the conclusions and proposals of the originator.

Depending on the content and purpose are divided into memoranda initiative (making proposals, presentation of the request, the facts and phenomena) and reporting (of course, state, completion, execution of orders, plans, results of a trip, check, etc.).

Depending on the recipient's memos are divided into internal and external. From the recipient depends on clearance note.

Internal memoranda addressed to the head of the organization and are made on a standard sheet of A4 or A5 paper (with reproduction of typewritten details of the document).

External memoranda addressed to the head of the parent organization and are made in the general form.

The text of the memorandum consists of an introduction and the main parts.

In the introductory part is presented the state of the question, facts, served as a reason for drawing up the document, carried out their analysis.

The main part of the memorandum to the findings, suggestions, requests.

Internal memos are signed by their originators, exterior – head of the organization.

The date of the memorandum is the date of its signing.

Explanatory memorandum

Explanatory memorandum – a document 1) explaining the content of certain provisions of the basic document (plan, program, report, etc.), or 2) explaining the reasons for violations of labor discipline, failure to fulfill a commission.

Without its receiving disciplinary sanctions can not be imposed on the employee.

Explanatory notes, which are a supplement to the main document, explain and complement it, drawn up in the common forms. Signs such a note head of the company.

Explanatory memorandum, which explains the reasons for behavior, actions,

situations are made by individual workers. As well as internal memos, they can be decorated with hand-written way on a standard sheet of paper. Such notes are signed by the drafters, reproduced the same details as in the internal memo.

Example:

Министерство промышленности Республики Беларусь НПО «Агат» Отдел тарификации	Генеральному директору НПО «Агат» Иванову И. И.
ОБЪЯСНИТЕЛЬНАЯ ЗАПИСКА 21.01.2009 № 12 г. Минск	
О проверке технического состояния жилых помещений базы отдыха для детей	

Letter

Letter – generic name for various contents of the documents generated in connection with the special mode of transmission of the text (postage and other communication channels).

The letter should be prepared in the event that it is not possible to solve the problem by other means (personal interview, telephone conversation).

Depending on the following types of official letters of different content: letters, inquiries, letters and answers, accompanying letter, reclamation, warranty, reminders, notices, invitations and others.

Letters are issued on special forms for the A4 and A5 letters, depending on the volume of emails. If the letter does not exceed five to seven strings, it is issued on the letterhead of A5 (title is not written, the text is printed on a computer through the slot "just" 14 points). The name of the type of document – a letter – not written. To apply the letters usually forms a longitudinal location details in two languages.

Official letters are issued on a special form for the letter organization are the details – the destination, the title to the text, the text, mark the presence of the proposals, the signature mark of the executor.

The letters are made in the structural units, whose competence includes the solution of relevant issues.

Letters addressed to the organization, its structural division, a particular officer, head of the organization. Props "Destination" is made with 4 positions tab (80 mm from the left margin). If the email address of the organization or its structural unit, they are written in the nominative case.

The letter highlights the question. It is easier to work with documents (registration, execution, control). Several questions set out in a letter only in case of their interconnectedness.

Text of the letter consists of an introduction and the main parts. In the introductory part of the reasons for that were for the letter, reference is made to the facts, documents, etc. The main part presents the objectives of: please, offer, message, rejection.

The letter can only consist of the main part ("please select 4 cars to serve the guests of the festival").

All gates letters stand out paragraphs. In the text there should be no unnecessary words, difficult to read, it is necessary to avoid unnecessary cuts. The text, as a rule, set out from the third person singular numbers "ORGANIZATIONS REPORT"; third-person plural – "TEACHING STAFF AND STUDENTS OF THE SCHOOL INVITE"; first-person singular – "PLEASE"; first-person plural – "PLEASE".

The letter is made out in two copies (fax – in one). The first instance – on a form (sending destination), the second – on a normal sheet of paper – into action.

The text messages can be accompanied by other documents. In this case, after the text (1,5 – 2 line spacing) is made props "mark the presence of the application."

Outgoing emails should be initialed by the concerned officials; visas are put on the front side of the last page of the second copy of the letter, which remains in the organization (the enterprise).

Letters signed by the leaders of the organization and its structural divisions according to their competence and the allocation of responsibilities laid down in legal acts of the local organization.

The date of the letter is the date of its signing. On the incoming (received) letters to companies when receiving stamped on the receipt and resolution management.

Reference

Reference – information document containing a description and (or) the confirmation of certain facts or the service of a biographical nature. FAQ contains a statement of any facts without any opinion on the substance of the author poses the question.

Depending on the content and objective of reference are divided into official and personal.

The service certificate – an official document containing information on the main activities of the organization (about staffing levels, the implementation of plans, tasks, etc.).

Personal information – an official document confirming the biographical information and (or) official character and issued by a private person (the place of work and position of the work period, the amount of wages, etc.).

Depending on the recipient's certificate is divided into internal and external.

Internal inquiries addressed to the head of the organization and are made on standard sheets of paper A4 or A5 format.

External reference addressed to the head of the parent company, a third-party organization or individual and are made on the general form or standard sheets of A4 or A5 paper with corner stamp.

Text of the service reference can take the form of tables, divided into paragraphs, subparagraphs, have explanations and links.

The time period to which the information contained in the certificate is included in the title to the text or placed before the text.

The personal certificates are allowed not to specify a title.

Text of the reference begins with a personal specifying the surname, name and patronymic of the person reported information. Do not use the figure of speech "issued real", "really works".

If you have used the standard forms of certificates approved by the republican bodies of state management in the legislation of the Republic of Belarus order.

External reference signed by the head of organization, internal – their originators. References for the content of which is responsible by several persons, signed by all compilers.

If necessary, a service certificate may be certified by the seal. It is mandatory to be certified by a stamp of personal reference.

The date of reference is the date of its signing.

A variety of official inquiries are reports (on the implementation of the documents, a summary of the proposals, and so on. D.). Reports are issued in the form of tables, graphs.

Telegram (Teletype)

Telegram (Teletype, telex) – the document type defined by way of transmission by means of a cable connection information. In the telegram directed to multiple addresses, each address is specified individually. The text and the recipient are printed in capital letters. In the words of the telegram is a pass in two strokes. The text is printed, starting with paragraph double-spaced, then the red lines and paragraphs are not allowed. Address and text are printed without hyphenation. The text presentation is extremely compressed. Issued a telegram or a special form or on conventional plates with the type before the address.

Telegram is written without prepositions, conjunctions, punctuation. If punctuation marks are necessary, they are written in abbreviated lowercase.

Dates are denoted by Arabic numerals: day, month and year. Between the numbers in the date delimiters are not put. The telegram ends with an indication of its index. After the text are indicated the position and name of the person who signed the telegram. Below the line are indicated service information not be transmitted: sender's address, indicating the position, signature and full signature of the sender, date of signing, which is affixed by the signatory telegram.

Telegram is made in two copies. The first, signed, sent. The second filed in the case. Official telegram text stamped.

Telephone message

Telephone Message – generic name for various content of the documents made available in connection with the special mode of transmission of the text (passed on the phone, recorded by the recipient). Used for urgent orders, notices and information within the telephone.

Telephone message transmitted simple texts in 20-30 words, more often, invitations, reminders, and so on, specify the name of the official.

Faksogramma (fax)

This document is convenient because it reproduces all the features of the document. By fax can be sent as a text and tables, figures, drawings, photos and any graphic information. Normally fax transmits operational information as the document received by fax will not have the same legal force as the original document or its certified copy. Making a fax and letters the same way.

Autobiography – a document containing a summary of the main stages of the life and activities of the applicant in chronological order. Make up your own competitor in any form on an A4 sheet of paper. In his autobiography, recorded the following information:

- full name;
- date and place of birth;
- received education (where, when and in what schools taught);
- employment;
- profession;
- social work, participation in elected bodies;
- attitude to military service and military rank;
- availability of governmental and other awards and incentives;
- data on marital status, living together relatives (father, mother, children).

Autobiography is signed by the applicant with putting the date of signing.

The statement, most often written by hand, but also screen form can be in many organizations.

The application shall include: destination (to whom is addressed the application), applicant (author), type the name of the document (application), text, signature, the date of preparation.

The statement indicates a structural unit and a post for which the applicant is arranged, as well as reception conditions (date of commencement of work, type of work – nominally or in terms of combining, etc.). The salary specified in the visa or in the resolution manager.

Personal leaf on registration of personnel is made according to the established in the Regulations on the procedure for the formation, maintenance and storage of personal files form workers.

Personal leaf on registration of personnel filled in by the applicant personally in one copy without erasures and corrections on the basis of the passport, military ID, work books, educational documents and other personal documents. The completeness and correctness of filling of personal form checked employee staffing services (specialist in Human Resources), which verifies compliance with recordings made in a personal piece of writing in the documents.

When filling out the personal form the following requirements are met by staff account:

- all questions personal form of accounting personnel must be given exhaustive answers, which should not be monosyllabic character of the "yes", "no";
- indicated in the case of a negative response: "I do not have", "did not participate", etc.;
- surname, name and patronymic are written completely in the nominative case;
- in the column "Date of Birth" Arabic numerals are indicated the day, month and year of birth;
- place of birth is indicated in accordance with the administrative-territorial division at the time of birth .;
- the "Citizenship" column indicates the name of the country;
- in the "Education" column indicates the "general average", "vocational", "secondary special", "higher education";
- if the school is not finished, it indicates how many courses or graduated from a course left, for graduating from junior high school shows how many classes have ended;
- the name of higher and secondary special institutions are written in full;
- in the column "What works and inventions have" lists published scientific papers indicating output, patented inventions, or an entry: "List of scientific publications (inventions) attached";

– the column "Work in Progress since the beginning of work" reflects previous work experience, as well as breaks related to their studies, disease and so on. If an employee in the same organization held at different times in various positions, it is indicated with what and what time he has worked in each office;

– in the column "Marital status" are indicated the data at the time of filling of personal form.

– the column "Location" indicates the address of residence, current address and telephone number.

On the personal form of accounting personnel pasted photograph of the applicant.

Personal leaf on registration of personnel shall be signed by the originator, indicating the date of filing. Changes and additions to the personal form for accounting personnel after its completion not made.

Characteristic (feature) – a document that contains a description of the characteristic and distinctive features and qualities of the employee and reflects the opinion of the administration of it.

Feature is made by administration and public organizations of the enterprise at the request of the employee, on request of other organizations. Shape of the feature can be applied in the design of a letter to the employee.

Feature typically includes the following information:

– the name of the document type;

– introductory part including the basic personal data of the employee (name, surname, patronymic, year of birth, education, position, a structural unit in which the employee works, his work experience in the enterprise);

– the main text, which specifies the business as an employee moral and psychological qualities, personality traits, manifested in relation to the employment duties, the general attitude to work, stages of professional growth, the availability of awards, communication skills, ability to communicate, collaborate, manage;

– the final phrase "Feature is given for bringing in ...";

– a reference to the date of the meeting and the public organization report number, if approved by the characteristics of the non-governmental organization;

– signature of the head of the enterprise and, if involved in the drafting of the feature a public organization, the signature of the head of the public organization;

– printing, assure signature of the head.

Feature is made in two copies, with its registration on the second copy placed visa immediate supervisor of the employee, the head of division, which employs characterized, and the head of the public organization of the cell in the unit if it is.

4. ORGANIZATION OF DOCUMENTS CIRCULATION

Document circulation

The concept of "document circulation" and the term itself arose in clerical work in the 20s. In the works of great specialists in the field of management and clerical work, such as D.R. Pokrovsky, P.M. Kerzhentsev et al., formulated the basic provisions of document circulation organization, gives theoretical justification of the main provisions of the rational organization motion documents – distribution of documents by executor, reducing instances of their passage, the direction of the documents directly to the executor, regimentation signature. In literature of that time was substantiated technique survey routes, movement of documents, developed the technology of their delivery.

Governmental Standard 16487-83 "Clerical work and Information Science, terms and definitions" has established a definition of "document circulation – the movement of documents in the organization from the moment they creation or receipt to completion of execution or sending."

Document circulation is an important link in the business organization in the organization (institution), as it determines not only the motion instances documents, but also the speed of movement of documents. In clerical work document circulation regarded as information support of administrative apparatus, its documentation, storage and use of previously created documents.

Organization of documents circulation – these are the rules, according to which documents should be movement. Organization of documents circulation unites the entire sequence of movements of documents in the apparatus management of the organization (institution), all operations for receiving, transmitting, compiling and execution, delivery (and sheet set) of documents in the case.

Organization of documents circulation must meet the following requirements:

- efficiency of passing documents;
- exclusion does not posed by the need of instances and passing actions with the document;
- observance maximum uniformity of the order of transmission and processing of the main categories of documents.

Order of passage documents and organization of all operations when working with them should be regulated instruction on clerical working in an organization (institution) and report card (album) unified forms of documents.

Transmission and processing of the main categories of documents in the

organization should be carried out strictly in accordance with the scheme of passing documents, developed by DOW service and approved by management of the organization. Compliance with these rules allows to realize the main organizing principle of service clerical work – centralized execution homogeneous technological operations.

Shared by centralized document circulation and document circulation level of structural unit. In a centralized document circulation includes all documentation to be centralized registration. Documents recorded only in the structural units constitute document circulation level structural unit. As a rule, centralized document circulation presented organizational and administrative documentation and document circulation level of structural unit – a specialized documentation, providing the main activities of the company (it may include organizational and administrative documents).

Organization and perfection clerical work (documentary maintenance of management) in the organization, monitoring compliance with the established rules of work with documents, guide the process with the documents and training providers in clerical work, introduction and application of modern information technology in working with documents assigned to the service documentary maintenance of management (hereinafter – service DOW).

Name Service DOW (case management, secretariat, general department, Chancellery and so on.), Its structure, tasks, functions are established in accordance with the provisions of it, depending on the volume of document circulation, functions performed, the availability of computer aids and office machines and so on.

DOW service may consist of several units. Objectives, functions, work order service units DOW governed by regulations. With a small volume service document circulation DOW can not be created. In this case, the execution its functions are assigned to a specially appointed worker (or group of employees).

Responsible for the organization of clerical work, observance of the established rules and disciplines working with documents in the organization, their safety rests with the head of an organization. When changing the head of the organization is the act of reception and transmission of documents and files.

Responsible for the organization of clerical work, observance of the established rules and disciplines working with documents in the structural units of the organization, their safety rests with the heads of these units. Order of the head of an organization appointed by worker responsible for performing business transactions, which provides a structural division of accounting and control the passage of documents in a timely manner, informs the head of the department on the status of their implementation etc.

Workers the organization must be familiar with the established procedure of working with documents in the organization. Employees of the company are personally responsible for complying with requirements the instructions on clerical work, safe-keeping of their official documents. About the loss of the documents immediately reported to the head of the department and service Dow.

When transferring, relocating or dismissing an employee available documents and cases are referred to the decision of the head of the organization or the respective structural unit to another worker on the act of reception and transmission of documents and files.

Incoming, outgoing and internal documents

There are three basic types of documents that make up a centralized document circulation.

Incoming document – a document has been received by institution. Most incoming documents must generate appropriate outgoing deadlines. Dates can be set normative acts prescribing one or another response time to the corresponding incoming document, or can be specified directly in the incoming document.

Outgoing document – an official document sent to the institution. Most outgoing documents are a response organization to incoming documents. Some of the outgoing documents prepared on basis of internal documents of the organization. A small number of outgoing documents may require receipts of incoming documents (such as requests to other organizations).

Internal document – an official document, do not go beyond organization had prepared it. These documents are used for organization of work institution (organization), as they provide purposeful solution of management problems within an organization. The internal documents include organizational legal, organizational and administrative documents. Unaffiliated groups of internal documents constitute protocols and acts, planning and reporting documents, documents on accounting for material and monetary resources, equipment, internal official correspondence (staff reports, the explanatory notes), personnel and so on. Through the office pass not all internal documents, and correspondence only largest structural divisions of the organization (especially if they are territorial separated) and the order of the head of the organization.

The technology of processing incoming documents.

Documents submitted to the organization, start their way with the expedition to the execution of (structural unit of the general department) (fig. 4.1). There they are expedition processing, which is validating the delivery of correspondence, opening the envelopes, verify the integrity of attachments and pre-sorting of documents registered and unregistered. Unregistered documents and documents marked "personal" is transmitted to the destination.

Registered documents are divided into two streams: 1) documents addressed to the head and without a specific address; 2) documents addressed to the business units. Documents of the first stream is transmitted in the office, the second stream – in the structural units. When all of the above centralized registration documents are received in the office.

Administrative support worker or produce a preliminary review of Chancery received documents. The purpose of a preliminary review received documents is the distribution of documents that do not require a mandatory review by management, the establishment of divisions or persons who should be sent to this document. It follows that the preliminary consideration two information flow is formed: in the address of the head of the organization (institution) and structural units of the organization.

Management of the organization (institution) passed higher spheres of government documents and documents containing information on the most important issues of the organization (institution). Other documents passed heads of structural divisions of the organization (institution) or directly to performers.

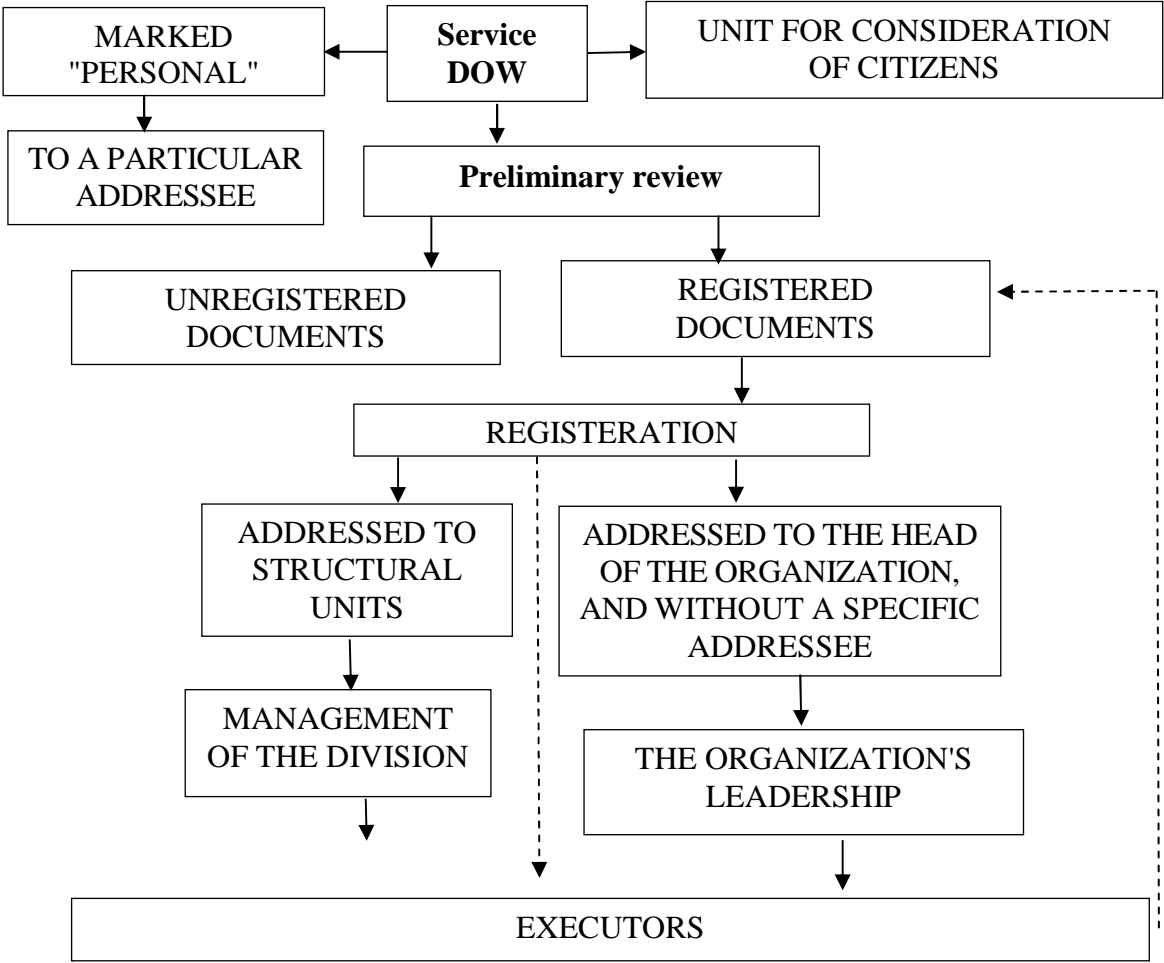


Fig. 4.1. The traffic management of incoming documents

In the presence division in the institution to review letters of citizens petitions and complaints sent to him from the expedition. Documents transmitted to the management or the performers on the day of admission to the organization (institution).

Documents for registration, after consideration are recorded and transmitted to the heads of organizations (institutions) and structural units. Documents that are executed several divisions, transmitted alternately (according to the resolution imposed in the document), or multiply and simultaneously transmitted in copies.

Technology outbound processing documents

Project outgoing document is a performer, check the correctness of its registration secretary or clerical work officers. Outgoing documents are made in duplicate, except for fax and telephonograms, drawn up in a single copy. Project outgoing document as may be agreed with specialists from other organizations (institutions) and inside the organization (fig. 4.2).

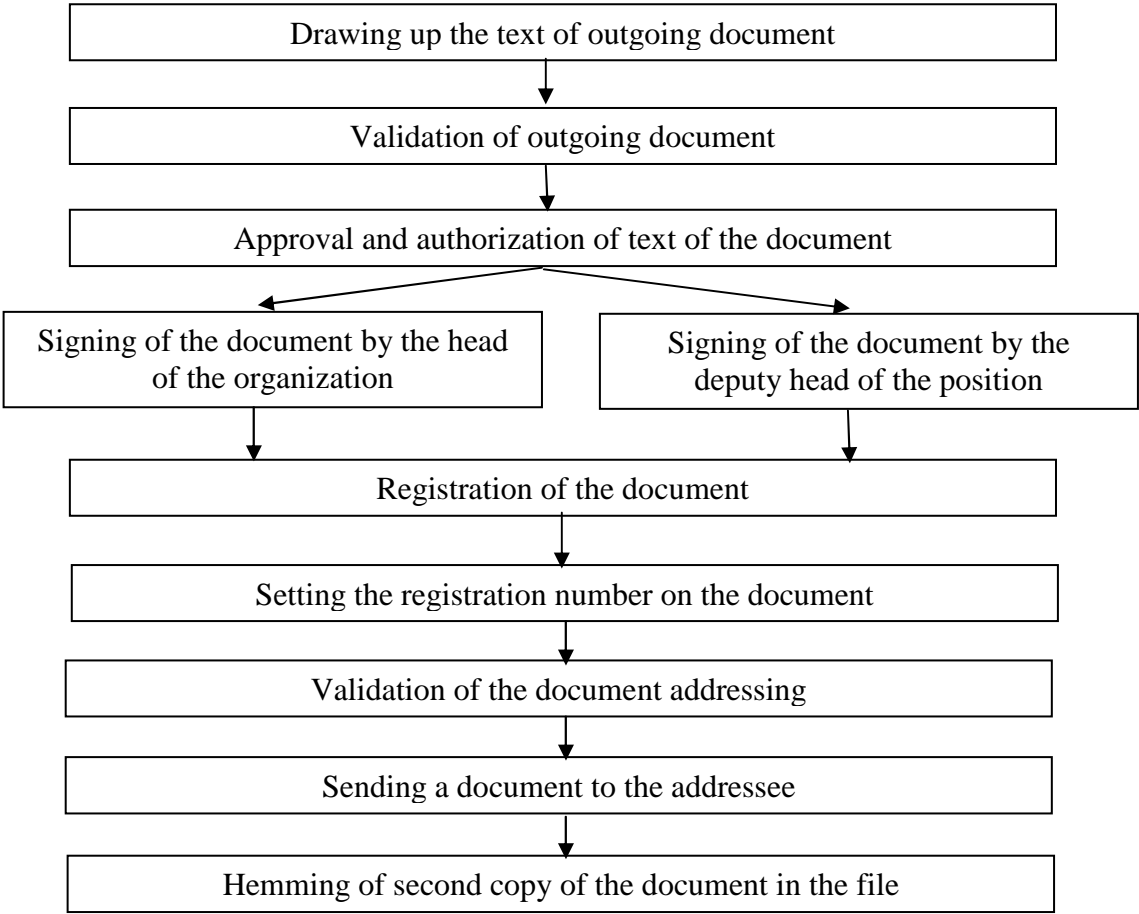


Fig. 4.2. The procedure of creation of outgoing document

If the document is being agreed with another organization, not the author of the document, that agreement is made out props "Grif matching document." Document passing coordination within the organization (institution) is made out props "visa coordination of documents."

Prepared draft document submitted to the outgoing head of the signature together with the materials on the basis of which he was preparing.

By the draft document performer is making a list of organizations that should be sent to the signed document.

It is sensible for the organization (institution) set the order in which the rights of signing the documents are not only head of the organization (institution), but other executives within their competence. Under this condition, the movement of documents and their implementation will be more efficient.

Head of the organization (company) has the right to make changes and additions to the document to be signed or returned for revision.

After the signing of the head the incoming document is transmitted to the registration. Are sent documents are registered in the "Journal of registration of outgoing documents."

After registration and appropriation a registration number of outgoing documents necessary to fix his handwritten or typewritten on both copies. After registration documents are sent on an expedition. There is verified correctness of the outgoing documents and sorting of them by correspondents.

Sending outgoing documents occurs on the same day. The second copy of the documents sent by fax or only copy (Telephone) filed in the case.

Processing technology of internal documents. Internal documents are prepared, executed within the same organization (institution). Passage on their stages preparation and execution are organized as well as the preparation and execution of outgoing documents, and at runtime it coincides with the route incoming documents. Feature of the motion of internal documents in the fact that routes them to separate different types of documents.

Means of copying and reproduction of documents

By *copying* (repro) documents means the function (manufacturing) Small (up to 30 copies), the number of copies directly from the original.

Reprographics – a set of methods and technical means reproduction of the original image, to obtain copies of the document.

Reproduction (printing) of documents – is getting a lot (over 30) with an intermediate number of copies printed form, made with the original document.

To make copies in various types of copiers used:

– paper, darkening under the influence of light rays;

- photosensitive paper – sensitized paper, which under the influence of powerful light rays loses its ability for further processing to form dyes;
- thermal paper, darkening under the influence of heat rays;
- plain paper ;
- photographic or film in which electrical discharge discharges perforate microscopic holes.

Depending on the types of paper used in copying processes are divided into 5 groups:

- Photographic copy (photo).
- Diazograficheski (diazografy).
- Thermographic (thermography).
- electrographic (electrophotography).
- Electric spark (electron diffraction).

A photographic copy

The oldest method of copying, which resulted in a picture of the original document. Provides high quality and accuracy of the copy, but requires expensive consumables (such as photographic film and paper containing silver salts), and the long process of obtaining a copy (exposure, expression, binding, washing, drying). Various devices and photo reproduction magnification devices.

Thus, photocopying economically is not disadvantageous for reproduction of documents.

The photographic copying (blueprinting)

It is used to copy large-drawings and technical documentation. The original must be made on translucent paper. Copying is performed in daylight. Raying process is transparent original, superimposed on a photosensitive paper that bleached bright light in places where there is no image. Fade in semi-dry method is carried out in a fume hood to ammonia vapor or wet in an alkaline solution.

Disadvantages: average quality copy, bad working conditions and time-consuming process of obtaining copies.

Thermographic copying

The most efficient way to copy (tens of meters per minute), allowing to obtain a copy of the special, quite expensive thermosetting paper or plain paper, but through the thermo copying paper.

Dignity of thermographic copying: ease of use, small size of the device.

Disadvantages: high quality, small storage time (a year or two they fade or darken), expensive paper, inability to obtain termocopy originals with a color

image. Used vehicles: Lightning, Tak, TR-4 and others.

Electrophotographic copy (xerography)

The most common way. EGKA – electrographic copiers. EGKA often referred to by name photocopiers British firm Rank Xerox – ancestors of this kind of backup.

Electric spark copy

Based on the optical reading of documents and electrospark registration information on special media copies.

Nomenclature of files of organization

In any organization (institution) a large number of documents is issued, in which the management decisions are fixed, relationships with superiors, subordinates, and other organizations are reflected.

After the information contained in the documents was used in the administrative activity they may be required again after a certain time. In order to find a necessary document among many others quickly, it's necessary to organize them properly, i.e. to group them into files with different retention periods. The file can be defined as "a set of documents or document relating to the same subject or area of activity, placed in a separate cover."

Nomenclature of files is a classification guide, the procedure for determining distribution of documents in files.

Nomenclature of files –a systematic list of names of files, opened in the organization, with a timetable of storage, issued in the prescribed manner (fig. 4.3).

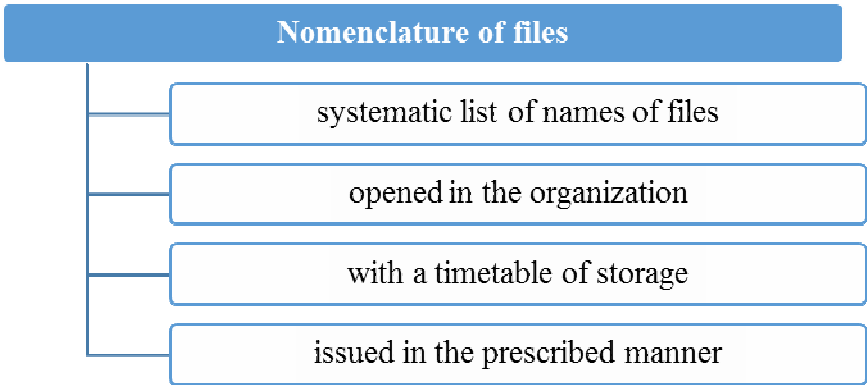


Fig. 4.3. Nomenclature of files

In a well-composed nomenclature of files documents, as and when they are included only in those cases that are provided for them in advance. Consequently, the location of each document is predetermined and the search for it will not cause any difficulties. The nomenclature files is a pointer to the indexing of documents for registration as an index of the document includes the

index of file on nomenclature. The basic requirement which is presented to the nomenclature, – is the coverage of all documents received and generated in the course of activities of the organization (institution).

The main provisions of the compilation of the nomenclature of files are set out in The Instruction on record keeping in state bodies and organizations of the Republic of Belarus.

The nomenclature of files can be of three kinds – typical, exemplary and specific (fig. 4.4).

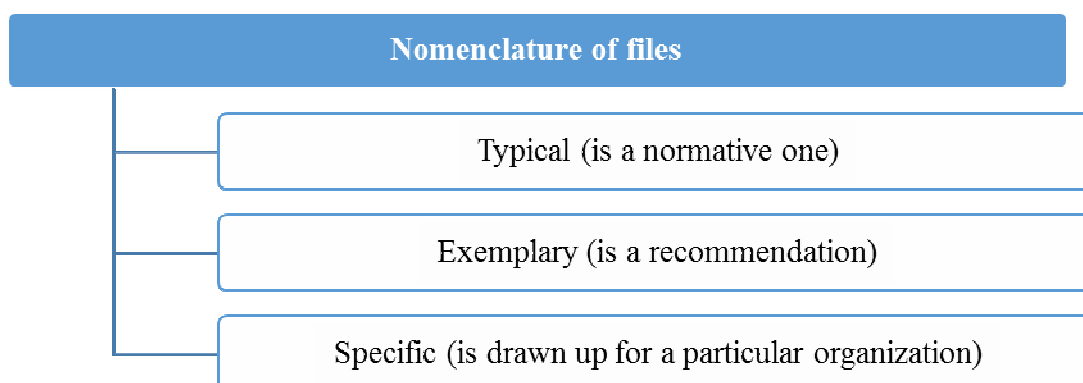


Fig. 4.4. Types of nomenclature of files

An exemplary nomenclature of files establishes the approximate composition and indexes for organizations homogeneous in nature of the activities, but different in structure, and is a recommendation.

Typical nomenclature of files is made for the organizations homogeneous in nature of the activities and structure. It sets a standard composition of files with a single system of indexation in the industry (the system) and it is a normative document.

Specific (composite) nomenclature of files of the organization is based on the nomenclature of files of structural divisions.

Typical and exemplary the nomenclatures of files are teaching aids, they allow set a single system of formation of files, to unify titles of files of homogeneous documents, to set common storage periods to them.

Such nomenclatures of files are developed by documentation services and archives of central agencies for their system of subordinate organizations (institutions). Terms of files envisaged by a typical or exemplary nomenclature of files are transferred to a specific (individual) nomenclature of files without changes.

Requirements for the preparation of nomenclature of files

Irrespective of presence of the standard nomenclature and exemplary of files, each organization must have an individual (specific) nomenclature of files.

I individual (specific) nomenclature of files is made to ensure the order of the formation and registration of files of the organization (institution), is the main accounting document in proceedings.

One of the first steps in the preparation of the nomenclature of files is to study the structure, content and amount of documents generated in the course of activity of the organization (institution). It is also necessary to examine the statute or the regulations on the organization (institution), the provisions of its business units, staffing plans and reports on the work of the organization (institution), typical and exemplary nomenclatures of files, standard and departmental lists of documents, indicating the duration of their storage.

Requirements for completing the form of nomenclature of files

Nomenclature is composed in the form prescribed in The Instruction on record keeping in state bodies and organizations of the Republic of Belarus (fig. 4.5).

Наименование организации НОМЕНКЛАТУРА ДЕЛ № _____ г. Минск на _____ год		УТВЕРЖДАЮ Наименование должности руководителя организации Подпись Расшифровка подписи Дата		
Индекс дела	Заголовок дела (тома, части)	Кол-во дел (томов, час- тей)	Срок хра- нения дела (тома, части) и № статей по перечню	Примечание
1	2	3	4	5
Наименование должности руко- водителя службы ДОУ		Подпись	Расшифровка подписи Дата	
Виза заведующего архивом (лица, ответственного за архив)				
ОДОБРЕНО Протокол ЦЭК (ЭК) от _____ № _____		СОГЛАСОВАНО Протокол ЭПК архивного учреждения от _____ № _____		

Fig. 4.5. Approximate form of nomenclature of files

The nomenclature contains five columns:

- 1 – index of file;
- 2 – title of file(volume, part);
- 3 – number of files (volumes, parts);
- 4 – term of storage of file (volume, part)and the number of articles on the list;

5 – note.

Column One – "Index of file."

Index of each file included in the nomenclature of files, which consists of index of the structural unit and the serial number of file is written down. This procedure of indexing is fixed in the instruction on record keeping. The indices are indicated in Arabic numerals. Groups of index numbers are separated from one another by means of a dash. For example: 06–02, where 06 – Index of the structural unit; 02 – Index of file with the orders of the rector of the Academy of main activities (copies).

In the nomenclature of file sit is recommended to keep the same indices for homogeneous files within different structural units of the same organization (institution).

Column Two – "Title of file (volume parts)."

Titles of files (volumes, parts), reflecting the documented areas and issues of the organization (institution) are included in this column.

The order of the titles of files within nomenclature sections and subsections is determined by the degree of importance of the documents that make up the files. Titles of files containing organizational and legal, organizational and administrative documentation are placed at the top. Titles of files of documents of higher authorities are placed above titles of files of the organization. Then titles of files containing target and reporting documents are placed.

Column Three – "Number of files (volumes, parts)."

This column should be completed at the end of the year; the number of files (volumes, parts) should be indicated.

Column Four – "Term of storage of file (volume, part) and the number of articles on the list".

Terms of storage of files, numbers of articles referring to the list (typical, departmental), and in its absence to standard or exemplary nomenclature of files are specified. For some documents specific periods of storage are not set, and they are stored "to the End of need" (e.g., parent organizations guidance letters sent by reference) or "to replacement by new ones" (for example, provisions of the structural unit, job descriptions).

Column Five – "Note".

It should be completed during the term of validity of the nomenclature of files.

The service of record keeping in a timely manner should make a mark on the introduction of new files, on referral of files to the archive, on the transient files, on the allocation of files to the destruction, of the persons responsible for the formation of files. During the transfer of information from the machine media, a note indicating additional information on the whereabouts of the

document on the machine carrier is made in the same column.

At the end of the year, the final record of the categories and the number of opened and included in the nomenclature of files is filled in the nomenclature. The number of files of permanent storage period, with a shelf life of over 10 years and with a shelf life of up to 10 years inclusive is required to be indicated. After the final recording a mark indicating the position of the person who made the mark is made, his signature and full name are put down.

Section titles of nomenclature of files of organization (institutions) are the names of organizational units located in accordance with the approved structure and staff list of organization (institution). The first section is required to put service of document management (General Division), as organizational, legal and administrative documentation, which characterize the activities of the organization, is gathering. Public organizations are indicated at the end of nomenclature of files after the divisions. Location of sections in the nomenclature of files is fixed by index of the structural unit.

In drawing up the nomenclature of files is initialed by the head of the archives of the organization (institution), is signed by the head of record keeping service and after the approval of the expert committee of organization is guided on harmonization to the expert and verification commission of corresponding archival institutions, and then is approved by the head of the organization (institution).

The nomenclature of files, approved by archival institutions at the end of each year, is specified, reprinted, approved by the head of the organization (institution) and entered into force on January, 1 of the following calendar year.

Nomenclature of files is reordinated with the archival institutions not less than once every 5 years. In case of the reorganization it should be recompiled, coordinated and approved, regardless of the term of its harmonization.

Nomenclature of files of the organization (institution) is a multi-page document. Front-page of nomenclature of files is issued on the general letterhead of organization of A4. Pages should be numbered in Arabic numerals in the middle of the top margin of the sheet.

Nomenclature of files of the organization (institution) is printed, and then replicated in the desired number of copies. The first copy is stored in the service of document management, the second – is used by the service of record keeping as a working copy, the third – is stored in the archives as the accounting document, fourth – is in the State Archives.

After the approval of nomenclature of files by the head of the organization (institution), for departments and non-governmental organizations, statements of

corresponding sections for using in the work are made.

Nomenclature of files of the organization (institution) is a document of permanent storage and as a separate file should be accounted for nomenclature of files of service of record keeping.

In organizations that do not transmit the documents to the state storage, develop nomenclatures of files are considered at a meeting of the expert committee of the organization each year. After approval of the expert commission nomenclatures of files are approved by the head of the organization. Shelf life of nomenclatures – is at least 10 years.

Titles and their compilation in the nomenclature of files

Title of file – brief notation of information on the composition and content of the documents in the file.

The nomenclature of files includes:

- headers of files of documents drawn up in the organization (institution);
- headers of files of documents received by the organization (institution) from other organizations;
- headers of files of documents of public organizations, units operating on a voluntary basis;
- headers of files for grouping the documents marked "For Official Use Only" and the reference files, registers of documents and publications with the stamp;
- files of temporarily operating bodies, documents of which serve as the legal basis for the confirmation of authority of organizations (institutions) or the termination of its activities;
- titles of files that are not completed by record keeping of liquidated organization, the legal successor of which is this organization (institution).

Titles of publications are not included in the nomenclature of files.

Basic requirements for the content of the header:

- the headline should reflect clearly and in a generalized form the core content and structure of documents of file the (for example, "Order of the Rector of the University of the main activity");
- the headline should be specific and exclude different interpretations;
- the headline should avoid non-specific formulations (for example, "various documents", "general correspondence").

Title of file is composed of elements arranged in the following sequence:

- the name of type of file (correspondence, journal, etc.) or a variety of documents (reports, orders, etc.);
- the name of the organization or structural division (author of the document);
- the name of the organization, which will be addressed to or by which the

documents will be received (addressee or the correspondent of the document);

- the summary of the of documents of the file;
- the name of the place (site), which is associated with the content of documents of the file;
- dates (period), which documents of the file refer to;
- the indication of the copy number of documents of the file.

The composition of the elements of title of file is determined by the nature of file documents.

The formation of files – a grouping of executed documents in files in accordance with the nomenclature of files.

The employees responsible for the record keeping in subdivisions group the documents in files.

Documents are grouped in files according to the requisite "Mark on the execution of the document and sending it to the file». At the same time the validity of processing of documents, the signatures, dates, the marks of the performance and other necessary requisites of documents are checked.

Documents of one clerical year, except passing, personal and court cases are grouped into files.

The documents of permanent, temporary (over 10 years) and time (up to 10 years inclusive) storage are grouped in individual files. Temporary grouping of documents with different periods of storage in one file is allowed for documents associated with solution of one issue. At the end of the clerical year, such cases are disbanded, and documents are grouped into separate files depending on the timing of their storage.

The file includes only one copy of each document. It is not allowed to include in files the returnable documents, drafts and copies.

Applications are formed in files together with the documents to which they refer. With a significant amount of applications, they are grouped in individual files.

The volume of file must not exceed 250 sheets with a thickness of 40 mm. When large, file should be divided into separate volumes; documents of each volume are a continuation of the previous one.

Documents in file are systematized on the following principles, or their combination: question-logical, chronological, alphabetical, numerical and others.

Regulatory documents are grouped in files by types and are systematized in numerical order.

Commands and orders on staff in primary activity are grouped in separate files. Commands and orders are grouped in staff in separate files depending on

terms of their storage:

- about reception, transfer, dismissal, encouragement, awarding, establishment of extra charges, assignment of qualification categories, categories, classes, the long-lividly (more than a month) and foreign business trips, conclusion and extension of employment contracts (contracts);
- about providing annealing, imposing of collecting, appointment of persons on duty, business trips.

The administrative documents of a particular version recorded separately are grouped also in separate files.

Protocols in files are systematized on chronology in ascending order of numbers.

Plans, reports, estimates, title lists are grouped separately from calculations to them.

Plans and reports are grouped in files of that year to which they belong according to the contents, irrespective of time of their drawing up. For example, the plan for 2010 made in 2009, or the report for 2010 made in 2011 have to be carried to 2010. The plans calculated on some years are formed in files by initial year of their action; reports on implementation of such plans are formed in files by the last year of action of the plan.

Files with correspondence, instructions and documents on their realization are formed on question – to the logical principle providing an arrangement of documents in logical sequence of the solution of a question: the initiative document (inquiry or an assignment), behind it – the document answer is located with the first.

Documents of a personal record are systematized in the order established by acts of the legislation of Republic of Belarus.

Addresses of citizens and documents are grouped in their consideration in self-contained files and systematized in a chronological or alphabetic order. The addresses of citizens containing suggestions for improvement of activity of government bodies, other organizations (officials), to perfecting of legal regulation of the relations in the state and public life, to the solution of questions economic, political social and other fields of activity of the state and society, are grouped separately from addresses of citizens in private matters. Each address and documents on its consideration make self-contained group in business. Repeated addresses and documents on their consideration are systematized in business together with the previous.

Personal accounts are grouped in self-contained files in limits of year and systematized alphabetically surnames.

Expeditious storage of documents

From the moment of an institution and before transfer to archive of the organization or destruction after the expiration of terms of temporary storage of

business are stored in structural divisions (at officials) in a formation place.

Files are stored in working rooms and (or) rooms which are expressly taken away for this purpose in the locked cases ensuring their complete safety protecting documents from dust and influence of a sunlight.

For increase of efficiency of searching of documents of business settle down in cases in vertical situation by backs outside according to the nomenclature of files. On backs of covers of files indexes according to the nomenclature are specified.

Magnetic tapes with soundtracks of meetings of collegial bodies are stored in boxes at the secretary of collegial body. On a tape and a box marks about date of a meeting and time of record become.

The documents and files which are on expeditious storage can be issued in use within the organization to other structural divisions of the organization, the third-party organizations and in the cases determined by the current legislation, to citizens.

Issue of documents and files in use to other structural division of the organization is made with the permission of the head of the structural unit.

Issue of documents and files of the third-party organization is made on the basis of the letter of inquiry of this organization and the resolution of the head of the organization.

Issue of documents and files to citizens is carried out according to the legislation of Republic of Belarus.

The documents which are on (Expeditious storage in the organization, can be withdrawn during preliminary investigation, judicial proceedings, execution of decisions of body of criminal prosecution and court on criminal cases in the order established by the legislation of Republic of Belarus.

Withdrawal of documents from files of continuous storage is made with obligatory inclusion in business of the certified copy of the withdrawn document.

For control of return to the place of the given-out (withdrawn) from business document the leaf deputy which is made out in the unified form is located. For control of return of files the carat is formed – that is the deputy put, issued in a form according to the Instruction on office-work.

Transfer of files to archive of the organization

Files constant, temporary (over 10 years) storages and on staff are subject to transfer to archive of the organization.

The cases have to be submitted to archive of the organization and are included in the summary inventory of files (the annual section of the summary inventory put) after a year, but no later than two years after their completion by office-work.

Transfer of files to archive of the organization is carried out according to the inventories of files of structural divisions made according to requirements of

chapter 14 of the present Instruction.

The cases temporary (till 10 years) storages are not submitted to archive of the organization and after terms of temporary storage are liable to destruction. Transfer of files temporary (till 10 years) storages in archive of the organization is allowed in exceptional cases according to the decision of the head of the organization. Transfer of such files to archive can be carried out in coordination with archive of the organization for the nomenclature of files.

The cases are submitted to archive of the organization for the schedule. The schedule is formed the manager of archive (the person responsible for archive), is agreed with heads of structural divisions and approved as the head of the organization.

At a reception-transmission of files in archive a regularity of formation and registration of files, compliance of number of the files included in the schedule of files of structural division, to number of the files opened according to the nomenclature of cases of the organization is checked. The defects revealed when checking are eliminated by employees of structural divisions.

The cases are submitted to archive of the organization in the presence of the employee of structural division. In both copies of the inventory in the column the note of each heading of business marks about existence of files are put down. At the end of each copy of the inventory figures and the recipe specify number of the files which are actually admitted to archive, date of a reception-transmission of files, names of positions, signatures, interpretations of signatures of the person, the submitted case, and the employee of the archive (the person responsible for archive) which accepted files.

The files verified with the inventory are selected and coordinate in archival sheaves up to 20 cm thick. Files keep within on increase of numbers inventories on both parties. Files are brought to archive by employees of structural divisions.

Means of storage of documents

Classification of means of storage of documents is presented in figure 4.6. In the presence of large volumes of documents the question of a rational way of their storage becomes very actual. The main requirements to system of storage of documents are:

- convenience and simplicity of the organization, replenishment and replacement of documents;
- convenience and simplicity of searching of documents;
- the minimum size of the occupied space;

– low cost.

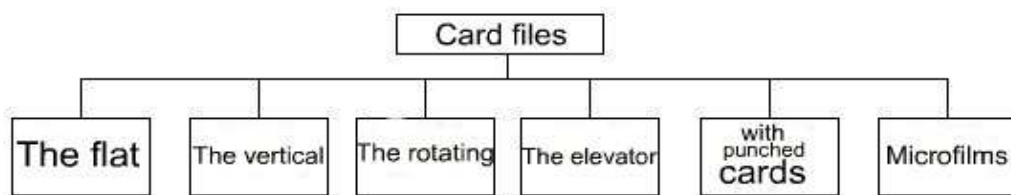


Fig. 4.6. Classification of means of storage of documents

Means of storage of documents is first of all folders, albums, envelopes, cases which are placed in card files, on shelves, racks, in cases, safes.

The greatest interest is represented by card files.

The card file is the device containing a large number of cards (the documents of a reference form, folders, etc.) united by a community of the contents and located in the systematized order.

The large number of designs of various card files is developed and is applied: flat, vertical, rotating, etc. Cards in card files settle down on ordinal values, the alphabet, on subjects, and sometimes and randomly. Dividers (indicators) with accurately visible classification signs of subarray are applied to facilitation of searching of cards in the massif.

Flat card files – cards settle down so that one of edges of the subsequent card acted from under all previous and it would be possible to see the identifier of each card. Flat card files often call also graduated, foreseeable.

Vertical card files – represent boxes (trays) with upright the cards located in them. Cards can freely take place or be fixed the horizontal core passing through the openings punched in cards. Vertical card files gained extremely wide spread occurrence. They are used for work with cards of the accounting of documents in accounts departments, human resources departments and other departments of the enterprises, in archives, libraries, etc. Advantage of vertical card files: simplicity, low cost, larger containment; shortcoming the relative difficulty of searching of cards.

For storage of documents on workplaces in boxes of desktops suspended vertical card files were widely used. For these card files use express folders of suspended storage in which the maps or documents containing necessary information are put.

The rotating card files are the drums rotating round vertical (is rarer horizontal) axes in which sections cards or folders with the documents placed in them are located. Other kind of the rotating card files is the device on which core informational cards are rigidly fixed. Card files of this kind are usually used

for the organization of help installations of mass use, for example, in catalogs of libraries. The rotating card files of both types often are equipped with mechanisms of the automated searching.

Elevator card files represent the device in which the automated giving of the trays (boxes) suspended to a roller chain by maps or other documents on a workplace of the operator is organized. Giving of trays is carried out according to the address (a code, the identifier) a workplace gathered on the operating console.

Card files with punched cards on maps with regional perforation allow to carry out the mild mechanized searching. The map with regional perforation represents a rectangle from the dense paper, along all edges which are put ranks of the calibrated openings: with one or several (is more often two) openings in each position. When entering a search code on the card cutting of the crossing point separating the corresponding opening from edge of a punched card, so that the open crack is formed is made. On the central information field of a punched card, the free from openings, is brought all necessary information in the printing way, copying of the document or manually. Searching of cards with the necessary information is carried out by piercing by a core through the opening corresponding to a search code, the leveled pack and stirring of this pack. When stirring the necessary punched cards drop out of a pack. By means of similar procedure it is possible from the massif containing 67 thousand cards; it is easy to select all interesting maps on 5–6 signs.

The card files of microfilms containing the punched cards of micro photo copies of documents brought in an information field allow to create easily convenient information retrieval systems in very widespread and efficient systems of storage of the microfilmed documentation. The micro photo copy of the document represents the copy of the document reduced many times over on rolled (microfilm) or a flat (microcard) film. Basic purpose of microfilming: to create capacious storages of documents with reduction of the area, necessary for storage, of tens times; to facilitate procedures of searching of documents; to provide idle time and expeditious process of copying and manifolding of documents. From all the systems used in practice storage of documents of system of storing of information on microfilms has the greatest capacity and the least cost of storage of unit of information. Information retrieval systems on microfilms with a capacity of a little tens millions documents with mean time of searching of the necessary document and receiving a photocopy from it are known 10–20 min. The larger scale of various devices of micro photo copying, reproduction, copying, and visual viewing, the automated searching and storage of micro photo copies is issued.

5. THE STRUCTURE OF BUSINESS LETTERS

Any business letter should be clearly structured. Clear structure has the following advantages:

- save your time and time of the recipient;
- it is a guarantee that the letter will be delivered to the recipient and correct understanding of its essence;
- obtaining intelligible, clear answer.

So, standard business letter has the following structure:

- treatment;
- preamble;
- the main text;
- conclusion;
- signature;
- PostScript;
- application.

Treatment

It is in the "cap" of the letter and contains the name and title of the addressee. For a formal de-classified correspondence is considered a standard treatment "Dear", which is written with a capital letter and in the center of the sheet. And then lots of options depending on what they are writing and to whom. So, in our country it is customary to refer to it by name and patronymic, in companies with Western corporate culture – just by name. If you know your partner in person, you can do so: "Dear Andrey Petrovich", you don't know – "Dear Mr. Smirnov". By the way, you can not use the word "Lord" is shortened to "Mr.". And in any case it is impossible to write "Dear Mr. A. P. Smirnov". Or "Andrew p.", or "Mr. Smirnov". But the references were "Ladies and gentlemen" is secular, and it is better to use for the invitation to the opening of the salon of fashion. If you are invited to a business presentation – for example, new rigs, according to the established practice is shared for common phrases were "Dear Sirs". In this case, no matter that women are working in an organization.

*To the General Director
LLC "Concord"
Dobrovolsky P. I.*

Dear Mr. Dobrovolsky!

Preamble

It is the first paragraph of the letter, which sets out its purpose, the reason which has induced you to write. After reading the preamble, the recipient must understand the message.

Example: I am writing to you to express my displeasure with the quality of raw materials for furniture production, which your company delivers to us, and expect your actions to expedite a change for the better and reimbursement of losses caused to us.

The main text

Later in 2–4 paragraphs should set out the situation, expressed your personal thoughts and feelings on this matter and requested to concrete actions or your proposed variant resolve the issue.

Example: For the past month, starting with the second day of June of the current year, 10–15 % of each steam-TII your raw material is marriage. These facts were duly executed by the specialists of our company. Copies of documents are attached to this letter. The losses of our company in connection with obtaining rejection of raw materials is estimated at 1 million. We cooperate with the company "Concord" for the past five years, and still we have no reason for complaints. In this situation, we insist on a full refund of our loss. If necessary, we conduct a joint examination of rejected raw materials.

Conclusion

It is necessary for a brief summing up of all written and a logical conclusion of the letter.

Example: *I am Sure that you will understand in this situation, and in the near future our cooperation will go down to normal.*

A signature

The letter concludes with the signature (position + name) of the sender, which precedes the standard polite form "With respect." Options: "Sincerely Yours", "With a reliable water for productive collaboration", "thanks for your cooperation," etc.

Upon signing of the letter is important to consider the rank of the recipient addressee. A letter addressed to General Director should be signed by General Director or, at least, his Deputy. In this case, the signature must correspond to the transcript: Deputy Director puts a slash next to the name of the Director and shall be signed by its name, is invalid.

Example:

sincerely, General Director of the furniture factory "dawn" A. D. Kiselev

PostScript

PostScript (PS) – a PostScript at the end of a letter after the signature is rarely used in business correspondence. It serves to inform the recipient about important events, which occurred after the writing of the letter, or to send him information that has indirectly related to the theme of the letter.

Example 1: *PS I inform you that the percentage of defects in a batch of raw materials received 3 hours ago, increased to 17 %!*

Example 2: *PS the Head of our division for the reception of raw materials will meet Your experts in your company tomorrow at 14:00.*

Application (App.)

Apps are an optional addition to the main text of the letter and therefore are drawn on separate sheets – each app on your sheet. Any rules of writing are absent.

In official correspondence is used for formal business style.

Business style is a combination of speech means, the function of which is the maintenance of a sphere of official relations.

Features of the style business, specific features, inherent, stylistic norms of the literary language took shape under the influence of the environment in which business communication flows. These conditions are as follows:

1. The participants of business communication – mainly legal entities – organizations, institutions, enterprises, in the person acting on behalf of managers and other officers;
2. The nature and content of the information interrelations organizations quite strictly regulated;
3. The subject of business communication is the activity of the organization: management, production, economic, scientific, technical, etc.;
4. Management documents in the vast majority focused on the specific recipient;
5. Most situations that arise in the activities of organizations and need in written form, are repeated, the same type of situations.

The conditions of business communication form specific requirements to management information. To ensure effective information exchange in the field of management information must have certain properties. It should be:

1. Official in nature, which emphasizes business relations, their impersonal nature, and demonstrates a certain distance that exists between the participants of communication;
2. Address because the management document is always specific recipient, official, organization, group of organizations;
3. Relevant, because the document must contain exactly the information that you need in a given time for making effective management decisions or other use in management activities;

4. Objective and reliable, so as to effectively management activities necessary unbiased, impartial evaluation of events, facts, phenomena;

5. Compelling, well-reasoned, since the goal of business communication is to induce hell-Resaca to perform (or not perform) certain actions;

6. Full and sufficient for acceptance of administrative decisions. Insufficient information may cause the need to seek further information, generate correspondence, lead to undue loss of time and money.

Business style has a combination of specific characteristics that distinguish it from other styles of language – scientific, publicistic, spoken, language of fiction.

The main requirements of the business style are:

- standardization of presentation;
- neutral tone of presentation;
- the accuracy and certainty of language, certainty and uniformity the wording of rook;
- conciseness, brevity of presentation of the text;
- the use of language formulas;
- use of terms;
- the use of lexical and graphical abbreviations;
- the predominance of passive constructions above are valid;
- the use of phrases with verbal noun;
- the use of structures consistent with the subordination of words in the genitive and ablative case;
- the predominance of simple common suggestions.

Standardization of business language covers all levels of language and vocabulary, and morphology, and syntax. To date, business it has accumulated a huge number of terms of the momentum equations. The use of ready-made designs lets not waste time searching for definitions characterizing the standard situation. Standardization of business language significantly increases the information content of documents is considerably facilitates their perception, which helps improve the circulation in General.

Neutral tone of presentation is the norm formal business communication, which is expressed is in the most strict and restrained manner of presentation. The neutral tone of presentation excludes the possibility of the use in the texts expressive and emotive language (spoken vocabulary and interjections shaped means and the words that are used in a figurative sense. The information contained in the text of the letter, an official in nature. For that reason personal, the subjective moment in the documents should be kept to a minimum. From the language of the

documents are excluded words with a strong emotional tone (words with diminutive suffixes, suffixes exaggeration or reduction, interjections).

However, it cannot be assumed that official document generally devoid of emotion.

The goal of most documents to interest the recipient, to convince him to induce action-VAT in the right direction of the author.

Management document will not achieve its goals if there will be deprived of the emotional subtext; however, the emotion should be hidden and not be achieved by the language and content-eating. It must be hidden behind the external calm, neutral tone of the presentation. The accuracy of presentation involves a clear understanding of the content of the document.

The clarity and accuracy of the text is determined primarily by the accuracy of the compositional structure of the text, the lack of logical errors, reasonableness and clarity of wording – resistant momentum, the lack of a figurative expression.

The brevity of the text is achieved economical use of language, with the exception of verbal redundancy – words and expressions that carry additional meaning.

The requirement of conciseness or brevity, the text is directly related to the decrease in the volume of text. The need for brevity makes greater clarity in the document subject, to use language frugally, to eliminate unnecessary words that do not yield the necessary information, unnecessary repetitions and unnecessary details.

The letter must be convincing no matter whom it is directed, to contain the exact dates, the undisputed facts and conclusions.

One of the features of business language – extensive use of linguistic formulas – sustainable (template) turns of speech used in unchanged form. For the motivation of an action, apply the following expression:

- *Please be advised that in the period from... to...;*
- *Announce that as of...;*
- *Send You agreed...;*
- *We ask You to consider...;*
- *The audit found that...;*
- *Due to the lack of financial assistance...;*
- *Due to the difficult economic situation...;*
- *In accordance with Your letter...;*
- *In order to work together...;*

In accordance with the Protocol;
In confirmation of our agreement...;
– In order to strengthen responsibility... etc.

Language formula is the result of the unification of the language means used in repetitive situations. Besides expression of model content, language of the formula often you tread as important components of a legal text, without which the document does not have sufficient legal power:

- Guarantee the repayment of the loan in the amount of...,*
- Payment guarantee. Our Bank details...,*
- Monitoring the implementation of assigned...*

Another feature of the business language – the use of structures consistent with the subordination of words in the genitive or ablative case:

- Offer solutions (what?) reconstruction of heating systems, ventilation and sanitary installations of residential buildings and office buildings.*
- Fully agree with the need (what?) further discussion of specific matters of possible cooperation.*
- Approved by the President of the Republic of Belarus (what?) The list of main events on preparation and celebration of the 60th anniversary of Victory in the great Patriotic war...*

– According to staffing...

For business speech is characterized by the use of phrases with verbal nouns. Extremely active in business language instead of verbs used by the construction of verbal nouns with the meaning of action.

The simplicity of presentation, the predominance of simple common suggestions are important for writing. Feature business style – priority use simple circulated proposals, and one-piece (with one main member subject or predicate) or two-part (with the two main members – subject and predicate) with separate constructions (participial constructions, verbal participle phrases, and distinct definitions), introductory words and sentences, for example:

Due to the extremely low efficiency of use of city property, outside-the-hay in the authorized capital of the JV "m & e", and the lack of congestion vehicle fleet and its unprofitability ask You to solve the issue of transfer of a share of the city's financial and business management of the Municipality.

The letter, it is advisable to cook on a question. If you need to contact the organization in several diverse issues, it is recommended to make a separate letter for each of them.

In the text of a letter you can express requests or other questions, if they are in compliance will be transferred to a single person.

In addition to traditional language of formulas in business

correspondence, meet foreign words and phrases. Practically, they play the role of linguistic formulas.

Some of them familiar, some of it is distributed to a lesser extent. It should be borne in mind that the use of foreign words give little old-fashioned, but nevertheless leaves a good impression from a knowledgeable these words partner and allows you to confound an outside observer.

Making a business letter

Besides the structure, another important component of a competent business letter is its neat design.

Form. A business letter should be submitted on the official letterhead of the organization. In the footer form must contain the following information:

- the name of the organization;
- the physical address of the organization;
- phone and Fax;
- web-site and e-mail.

Also on the form can be reflected in the details of the organization and its logo.

The availability of all this information allows the recipient to quickly find out the sender and to send a response letter to the correct address.

Margins. A business letter must have margins: left – about three centimeters to the right – about one and a half. We advise you to use standard Microsoft Word forms. Margins are necessary for possible notes, that are by the recipient, as well as for filing letters in an archive folder.

Registration number of the letter, including the date of signing the letter by the head is necessary for your convenience. For example, you decided to send a letter to another the organization and not give him the date and number. But if this company receives several thousand letters a day, how will you monitor the fate of his message? Usually searching by date and number. Especially this is true for public institutions. A letter of response in addition to its own outgoing number should also contain information about the number of incoming letters, the answer is it is. The registration number is placed in the upper left corner of the letter. Naturally, in any organization, incoming and outgoing emails should be carefully recorded.

Example: *Ex. No. 546 of 28.07.2008 s. No. 321 dated 25.07.2008*

Cap letters, containing an appeal to the addressee, is placed just below the registration number and is usually made as follows: position and name of the recipient written in the upper right corner of the letter. Directly appeal is issued at the writing center and ends with an exclamation mark. The cap can be bold.

Example:

<i>The Director-General LLC "Concord" Dobrovolsky P. I.</i>
<i>Dear Mr. Dobrovolsky!</i>

The font letters fundamentally affects its perception by the recipient. The font should not be too small or too large. Thus, it should be the same throughout the letter. Standard practice is to use font Times New Roman with 12 point size and single line spacing. But if you know that the recipient has poor eyesight, be care – increase the font of the letter. By choosing a font of letters of personal business correspondence (invitations, congratulations, condolences, etc.) you can be more creative.

The numbering of the sheets is particularly important for letters that are larger than 2 pages, particularly those that contain application. When affixing the numbering of the sheets in Microsoft Word text editor we suggest you to use "header and Footer" – "Insert AutoText" – "Page. No. of everything." This will allow the recipient to properly assess the total amount of the letter and not to confuse the sequence of the pages. The numbering is affixed in the lower right corner of the sheet.

Information about the executor must necessarily be contained in all business letters, signed by top managers and heads of departments. This will allow the recipient to find a particular specialist, responsible for addressing the issue in the company of the sender quickly. Information about the executor must contain his name (preferably full name, otherwise for your counterparty it will be difficult to start a phone conversation which may be needed to find out additional information) and contact telephone number – desktop or mobile.

It is also desirable to specify the e-mail address. Executor's info is written at the end of the letter after the signature. Size of font should be one or two less than the font of the text of the letter.

Applications. If the letter contains the applications, they are executed on separate sheets of paper. The numbering of the sheets may be common to the whole document or individual for basic letter and each application. Information about the applications must be contained in the main body of the letter before signing.

Example: *attached to this letter document 2 on 3 sheets:*

- 1) the act of acceptance of work performed in duplicate;*
- 2) the invoices.*

Sincerely, Chief accountant of the furniture factory "dawn" Nikitina N. To.

6. BUSINESS CORRESPONDENCE

Business (official) letters represent official correspondence and are used for solving numerous operational questions that occur in managerial and commercial activity. A business letter is always an official message. Information that is contained in the business letter carries protocol nature. That's why letters are registered and the fact of oral message doesn't except the necessity for mailing.

Classification of business letters

There are several kinds of classification of business letters which depend on different classification signs.

According to functional sign all the letters can be divided into two groups:

- letters that require a letter of response (a letter of question; a letter of request, a letter of appeal, a letter of offer, etc.). The letters of response always must contain the index of the letter which became the reason for correspondence;

- letters that do not require a response (a warning letter, a reminding letter, an invitation letter, etc.)

Letters can be classified *according to aspects:*

- a reminding letter as the fact of reminder;

- a guarantee letter – the expression of guaranty, a document that provides implementation of obligations which were stated in it. Here the payment is guaranteed to the addressee or the representation of something (place of work, research, and so on). These letters have an increased legal function, so the presentation of the text should be clear and precise;

- a confirmation letter – an indication of the reached agreement, a fait accompli;

- a letter of response – in its content it has dependent nature from initiative letters as the subject of the text is already defined and there is just a need to set forth the nature of the solution that is delivered in an initiative letter of issue: acceptance or rejection of the proposal, execution of the request;

- a newsletter – informing on planned or already carried out activities;

- an invitation letter – a letter of invitation to the addressee to participate in any of the activities. They can be addressed to specific individuals and institutions. They disclose the nature of the event; specify dates and conditions for participation in it.

- an initiative letter – a letter that requires a response. Many categories of such letters express the request (bid, request) to the addressee in resolving any issues;

– a cover letter – written text which informs the addressee about the direction of the documents attached to the letter;

– a letter of warning – a warning about possible retaliatory steps, and so on.

The same letter may contain a guarantee, request and a reminder, it means to be multidimensional.

Thematically there is a conditional difference between business and commercial correspondence. It is believed that the correspondence, which draws up the economic, legal, financial and all other forms of business, is called business correspondence and correspondence on logistics and marketing refers to commercial correspondence. In the area of trade relations were formed certain *types of commercial letters*:

– a letter of inquiry;

– response to a request;

– a letter of a notice;

– a letter of offer (offer);

– a letter of response to the proposal;

– a letter of confirmation of the order;

– a letter of rejection of the delivery of goods, payment, and so on;

– a letter of a claim;

– a letter of response to the claim, and others.

According to the sign of addressee business letters are divided into regular and circular. A circular letter is sent from one source to several addresses.

According to the structural signs business letters are divided into regimented (standard) and non-regimented. A regimented letter solves common issues of regular economic and legal situations and is implemented as standard syntactic constructions. Non-regimented business letter is the author's text, which is realized in the form of formal-logical narrative or text of etiquette.

The number of types of letters corresponds to the practical situations that cause the need for written communication partners.

Drawing up a business letter

Before you write a business letter, think about what final result you want to achieve: to increase sales, speed up the payment process, suggest partnership, to claim, to congratulate, to invite and so on. According to this make a business letter, trying to maximize emphasize their goal.

Making a business letter

Making a business letter is carried out on a company's letterhead, which shall include the name of a company, an address of location, contact numbers, an e-mail, a website, a logo.

The business letter must be printed using the fields: the left margin should be at least 3 cm (for filing of documents), on the right – at least 1.5 cm.

The cap of business letter must contain the name of the company-recipient, indicating the name and position of the person of the recipient (in the upper right corner).

In the upper left corner under the cap of business letter the date and registration number (outgoing) is indicated. If a business letter is the letter of the answer, it is necessary to specify which document meets this letter.

After the date and the document number its title is indicated. The business letter must contain a reference to the message's recipient.

At the end of a business letter there should be a signature of the sender (name, position, and signature).

For official business correspondence it is usually used Times New Roman font with a 12th the size of the font and single interval.

Samples of business letters

There are many business letters. Examine some of them.

Letters of inquiry – is a commercial business letter, which is made in order to obtain the necessary information from the addressee about some questions: find out in details the characteristics of the goods, delivery terms, clarify its availability, delivery time, delivery method, get a price list, catalogs and product samples, etc.

In drawing up this type of business letters, it is desirable to set out in details the essence of the issue in order to save the recipient's time to write a letter of response and acceleration of its receipt.

A letter of request has the following *structure*, similar to the general structure of a business letter:

- requisites of the sender and the receiver;
- the date of the document and a reference number (a letter of inquiry can be a letter of response, in that case you must also specify the number and date of the document, which are responsible);
- title (should reflect the essence of the issue);
- treatment;
- purpose of the letter;
- essence of the issue (the request of sending something, informing, etc.);
- expression of hope for cooperation;
- gratitude;
- the signature of the sender (position, name, signature).

A letter of inquiry is usually signed by the head of the organization or an authorized person. Making the letter is carried on the letterhead of the organization.

As a letter of request, a letter of inquiry requires a response too.

Reminder letters – it urges the recipient to some still compulsory unexecuted actions and measures that will be taken in the case of failure to fulfill obligations. This letter may contain a reminder of payment of duty, may be sent in the case of absence of a response to a letter sent earlier, etc. Constitute a reminder letter in case you can't achieve the desired result through negotiation. Often a reminder is a request too.

A reminder letter has the following structure:

- references to paragraphs of the contract or other document, which defines the basic obligations of transacting parties;
- request to fulfill the conditions of the contract;
- the basic steps that will be taken to the transacting part in the case of failure to fulfill obligations (specified as necessary).

The main purpose of writing this type of a business letter – to remind about the implementation of commitments that were taken by a part of the transaction or to inform the recipient again, if you do not get the answer.

Examples of phrases of reminder letters:

We remind you...

We put you to know...

We draw your attention to...

We consider it necessary to inform you...

Convincingly / strongly urge...

Require you to...

We insist on...

A reminder letter is desirable to write on the organization's letterhead.

If a part of a deal does not respond on a reminder letter, a letter of warning is sent to it, where sanctions in harsher manner are specified in case of failure to fulfill obligations.

Letters of guarantee – a document, the kind of non-commercial business letters, which contains a confirmation (guarantee) of implementation of some action or observance of certain conditions: the timing and the fact of payment for received goods, works or services provided, quality assurance, and so on. In other words, the letter of guarantee is a way to ensure the fulfillment of obligations of the parties of the transaction.

To write a letter of guarantee is desirable on the letterhead of the organization with the seal and signature of the head, sometimes including the seal and the signature of accountants.

In making a letter you should consider the following *details*:

In writing a letter you should consider the following *details*:

- number and date of the outbound document;
- the name of an organization and a person who it is addressed to;
- the name of the document;
- text of the letter;
- bank details and the amount of fine in case of failure to fulfill obligations (in the case of a letter of guarantee for payment).

A letter of guarantee may contain the following **formulation**:

We guarantee...

Present letter guarantees...

Company "X" guarantees...

Timely and full payment is guaranteed...

We presently guarantee...

The sample of a guarantee letter:

Outgoing № 112012-1

“19” of November 2012

A.V. Kubyshevu

To the director of LLC "Transstroï"

The guarantee letter

ООО "Экспедиция", ОГРН 111651111121, as the executor of work on the facility, which is located at Moscow, Petrozavodskaya street 25, according to the contract of execution of work № 35/2012 22 of October 2012 (the sense of the contract) that was concluded with ООО «Транспрой» present letter guarantees the completion of construction works according to the specification to the contract at term before 30 of December 2012.

Director LLC "Expedition" O.I. Ermakov.

Compilation of telegrams and telexes

Telegram (Teletype) – a generic name for a variety of content of the documents made available in connection with the transmission of the text in a special way – by telegraph network.

Telegrams are made when sending documents by mail does not provide timely resolution of issues.

Telegram must be printed clearly and without corrections, on one side of the telegraph form prescribed form (or bright paper).

The telegram contains the following information: official title, indication of categories of telegrams, mark of a telegram, telegraphic address of the

recipient, conditional or full text (content of telegram), signature, registration clerical number, date of registration, name and address of the sender (placed below the line).

Words in a telegram which are needed to be counted divided into actual and tariff. Actual words are necessary to control the correctness of the transmission and reception of telegrams on the telegraph. According to the number of tariff words the payment for telegrams are made.

In response telegrams before the text there must be indicated number and date of the document to which the answer is given.

When addressing a telegram to four addresses and more you should include a mailing list, compiled and signed by the author.

The text of the telegram is presented briefly, without conjunctions and prepositions (if it does not distort the content: in particular, the negative particle "not" can not be omitted), with shorthand punctuation.

All figures in the text are written in words. The combination of numbers and letters shall be permitted only in the factory and trade marks and names, house numbers, document indexes.

Signs "№", "-", "+" et al. Necessary to write in words – respectively "minus", "plus" and others.

The text of the telegram ends with a point ("pt") and must not end with a digit. After the text before the signature pose the registration number of the telegram.

Complex sentences and sentences with many words, which are typical for business letters, are not used in telegrams, preference is given to shorter words, neutral business vocabulary that does not cause differences in interpretation; not recommended to use excessive language that doesn't carry new information, but merely repeating what has been said.

The text of telegrams should contain only specific information that reflects the essence of the situation.

Signature in the telegram is issued as a separate line and begins with a paragraph. The surname of an author must be specified in the signature in a telegram.

At the bottom of the telegram below the line indicate the sender's address and the name of the structural unit (with no reduction), the title, an author's name, and date of dispatch. The return address is written without abbreviations, with punctuation marks.

Telex – a generic name for a variety of content of the documents made available in connection with a particular mode of transmission – by telex

subscriber network. In other words, telex – a telegram sent by teletype (teleprinter) – telegraph apparatus that is controlled by organization. Telex connection is a subscriber's connection, so there are no categories and types of telexes as in telegrams.

Telexes differ from telegrams using punctuation – points (.), and commas (,) – and different fonts.

Obligatory requisites in telexes are an addressee, the signature, the number, the name and the address of the sender. Requirements for compilation of telexes are similar to the requirements for compilation and writing telegrams. Telex is different from the telegram by a content of service head, which provides information about the recipient and the sender and specified time of transmission of a message.

A significant part of the service header takes an auto reply – a coded message, comprising:

- routing number station, consisting of a specific set of numbers and letters;
- personal phone number;
- abbreviated name of the organization (company);
- the abbreviated name of the country.

Auto reply may consist of two sections: auto reply of the transmitting subscriber and the receiving subscriber's auto reply.

The second part of the service head – an indication of the time to get in touch with and date. In some cases the time of ending of sending a message is specified.

Text of a telex should not begin and end with numbers, as in the beginning of a response telex the index of a document to which an answer is given is written, and at the end of the text its outgoing number is written.

The complex and wordy sentences are not used in telexes while it is typical for business letters; preference is given to the shortest words and neutral and specific business vocabulary, the use of which does not cause different interpretations.

Text of a telex must contain specific information that reflects the current situation. In some cases, there may be a short proof, argumentation.

Last post of a telex ends with "++". The sign "+?" at the end of the telex – waiting for a reply or a new message – eliminates the need to re-dial the number.

At the end of the telex may occur numbers and words, which are not belong to the content of the telex – are signs of comparisons referring to the technical control of the transmission of telex, and do not bear the semantic load.

Payment for telex depends on the time during which the information is transmitted.

Telephone message – a generic name for a variety of content of the documents made available in connection with the method of oral transmission of text through the telephone communication channels. A telephone message is made by the sender as a paper document; it is transmitted by telephone and recorded by the recipient.

Telephone messages are used for rapid transmission of information messages of the service nature (notices, invitations, breaking news, etc.).

Mandatory details of telephone messages are outbound registration number of sent telephone messages; job title, surname, name, patronymic name of the person who sent a telephone; signature of the person who received a telephone; Entry registration number of received telephone messages.

There must be no more than 50 words in the text of telephone messages, besides words that are difficult to produce and complex turns should be avoided.

Telephone message is made in one copy and signed by the manager or executive in charge. If a telephone message is sent to several recipients, a list of organizations and businesses, which it is directed to, should present in such message, and phone numbers on which it should be transmitted.

7. GOVERNED FORMS OF COMMERCIAL CORRESPONDENCE WITH FOREIGN PARTNERS

Jhen Iygar marked in her book "Business etiquette", that quality of business text consisted of four constituents: to the idea, distinctness, literacy and correctness.

At business correspondence it should be remembered that perception of letter depends not only on maintenance but also from an envelope and form of firm. A letter paper must be good value, and paper color – light: white, светло-серым, cream etc. Above or from one side sheet the name of organization must be printed in small a letter, maybe, her emblem or logotype (verbal form of trademark), and on occasion is the name and last name of employee and, maybe, his position. In addition, business letters can be executed and on an ordinary letter paper. Question about that, whether it is expedient to give a right to use a paper to the employee, where not only the name of firm but also last name and position of employee is indicated, decides guidance of organization.

A letter must be made, as a rule, in language of addressee. At impossibility to do it (difficulties with translating into comparatively rare languages) it is possible drafting of letter in English language as most widespread in business relationships. Direction of letter in Russian language (except for the cases when you know that your partner owns him freely) is extremely undesirable, because there can be difficulties with translation, delay of him, and also distortion of text. It is possible to recommend direction of two texts of letter: basic – in Russian language (with signatures) and parallel – in language of addressee or in English language.

A letter must be on possibility short, clearly to express the idea of sender and shut out dual interpretations.

Obligatory attributes of business letter:

- information about a sender: usually contained in the title of form of enterprise-sender (name, mailing address, telephone, telex, telefax);
- it is the intrinsic addressing or destination address;
- it is a departure date;
- it is an introductory appeal;
- actually maintenance of letter;
- it is a final formula of politeness;
- it is a signature (or signatures) of sender, desirably with decoding of the last name and pointing of position;
- it is reference to the documents that can be directed by an appendix.

They are situated on a sheet as follows:

HEADING (information about a sender)

INTRINSIC ADDRESSING IS DEPARTURE DATE

INTRODUCTORY APPEAL

TEXT OF LETTER

FINAL FORMULA OF POLITENESS

SIGNATURE

POINTING ON APPENDIXES

As a rule, numbers for reference of addressee or sender are used only in case if before there was correspondence on this question. In other cases these attributes in letters to the foreign partners, specifying is not necessary.

Heading (information about a sender) can be printed by a typographic method to Russian and English languages.

The intrinsic addressing includes: the last name of addressee, position, name of firm (full length), her address (house, street), city, county (in England) or state (in the USA) and then name of country.

Requirement to registration of essential elements of international letter

Registration of business correspondence in practice of economic collaboration with foreign firms and international organizations is characterized the row of features. We will touch registration of the most widespread type of correspondence – business letter.

At a general tendency to the unitization of forms, use of steady speech constructions, standard terminology and aspiring to the wide use of facilities of mechanization and computerization in office work of distinctions in registration of business letter quite a bit. Foremost it touches the formular of document and composition of essential elements. It is possible to distinguish next model composition of zones:

1. Letter-head (Issuer Field),
2. Reference to data of recipient and sender (Reference Line)
3. Date (Date)
4. Addressee (Address)
5. Pointing on a certain person (Attention Line)
6. Appeal (Salution)
7. Common maintenance of letter (Subject Line)
8. Text of letter (Body of the Letter)
9. Finishing formula of politeness (Complimentary Close)
10. Signature (Signature)

11. Appendixes (Enclosure)

12. Pointing on distribution of copies (CC Notation)

Short information about placing and registration of essential elements on zones is set forth below. In case of absence of pointing on registration of separate elements of essential elements it is recommended to be oriented on the requirements, specified GOST of P 6.30-97, and made examples.

Requirements to registration of essential elements.

Essential element 1. Letter-head. Includes the emblem of firm, her name, mailing and telegraph address with pointing of index, telephone, telex and telefax number. In heading there can be pointing about the sort of activity of firm, description of her as corporations or limit partnership (briefly Inc. or Ltd.), for example: Mitchell Diesel, Ltd.; International Office Equipment, Inc.

Besides the grant of actual information about a firm, heading definitely characterizes her on the other hand: unusual form of heading, his design, emblem of firm (and sometimes and her motto), application of the coloured paint, use of the special paper is all creates original character of firm. Reading a letter, you, undoubtedly, are foremost interested in his maintenance, however involuntarily pay attention and on registration of heading mentally give an estimation that, sometimes carrying her and on activity of firm. Successful location of components of heading, his original emblem assist giving the favorable impression about a firm at those, who a letter is directed to. For the economy of time at printing of essential element an open punctuation is encouraged, that means almost complete absence of punctuation marks.

Essential element 2. Reference to data of recipient and sender. Initials over of compiler and designer of letter are brought, in letters or digital code of firm, department, preparing a letter, business index, for example:

Your reference (or: Your ref.) is Your reference of HND/RP HND/RP
Our reference (or: Our ref.) is Our reference of LA/DK/187 LA/DK/187

Essential element 3. Date. There are two varieties of registration of DATS – British and American. The British method is similar to the verbally-digital method accepted in Russian office work and applied in financial documentation with some variations:

15 Feb. 200... 15 February, 200... 15th February, 200...

Method of denotation of date, accepted to the USA, another is built on a chart: February 15th, 200... February 15, 200...

Before a numeral, designating a year, a comma is usually put. Last years a tendency becomes more noticeable to the minimum use of punctuation marks in business correspondence, it is therefore possible to meet such writing of date:

4 August 2000. It is not recommended to use in dates numbers instead of the names of months, as digital denotation of date can be interpreted differently in different countries. So, date 2/5/2000 will be perceived by the representative of the American firm as on February, 5, 2000, and by the representative of the British firm – as on Mays, 2, 2000. It is related to the features of reading of DATS in different countries: the USA 2 / 5 / 2000 month day year.

Great Britain 2 / 5 / 2000 day month year

Reduction of the names of some months is assumed, having many signs are in writing. Replacement digital denotation of the names of months in the English-language countries is not accepted. Punctuation marks it is assumed not to specify in denotation of DATS. By international organization on standardization (ISO) in connection with computerization of office work universal digital denotation of DATS is recommended. The elements of denotation are driven to the next sequence: year, month, and day. For example: 2000-12-31 or even – 20001231.

Essential element 4. Addressee. The widespread variants of directing a letter it is been: addressing to the firm (a case is thus possible, when the last name is indicated in the name of firm) and addressing to the public servant (when the last name of addressee is known and when she is unknown, when addressee man and when woman). If a letter is directed to the firm, then first specified her name, after address in such sequence: number of house, name of street, name of city, denotation of postal district (if necessary). At directing a letter to the USA the brief name of the state is driven, at addressing to England – name of county. The last line is specify a country.

Essential element 5. Pointing on a certain person. An essential element is intended in order that in case of absence of the last name of recipient in an addressee to specify the last name of certain public servant, who is exactly necessary to read this letter. If the last name of public SERVANT is unknown, the name of position or department of firm is specified.

Essential element 6. Appeal. An introductory appeal is the generally accepted standard formula, being inalienable part of etiquette of business letter. It is placed on left of form of letter under the intrinsic addressing and written on a separate line. In business correspondence a few forms are accepted of appeals, differentiating the "key". In letters to the firms and organizations next formulas are usually used:

– if a letter is addressed to some firm, then the appeals of Gentlemen or Ladies are usually used. Appeals underlined officially sound: Sir, Madam, Sirs, Mesdames. Also official are appeals: Dear Sir, Dear Madam;

– handling pointing of the last name sounds less officially: Dear MrAlien;
Dear Mrs Alien;

– there is distinction in the use of punctuation marks in the formula of appeal: in the USA use a colon, in England – comma.

Essential element 7. Common maintenance of letter. In home office work an essential element carries the name "Heading to text". An essential element in a condense form orients a business partner in maintenance of letter. In the English-language countries he goes down quite often.

Essential element 8. Text of letter. The basic essential element of business letter is printed below than pointing to his common maintenance through 3-4 intervals. Text of letter is rubricated, that usually two: there is semantic part of document in the first; to the second the final phrase of politeness is driven.

Semantic part must be expounded to business, however by underline valid tone, to differ in the clarity of vocabulary, to be logical and convincing.

The final phrase of politeness carries stereotype character. Here row of examples of phrase of politeness: Your prompt reply be appreciated (We would be thankful for your quick answer); Please accept thanks in advance (beforehand accept our gratitude): With my personal regards and good wishes (Accept my best wishes) and so on.

If the letter is the nature of the invitation, then the text of the letter is found on the right side reduction R. S. V. R., which means: "please, answer".

Punctuation marks in text of letter are used in accordance with the rules of punctuation.

Essential element 9. Finishing formula of politeness. An essential element takes place directly under text of letter on the right. The formula of politeness can carry official, official and less official character strictly.

Essential element 10. Signature. An essential element is placed under the formula of politeness. Thus a separate line is bring the name over of firm, consilient with driven to heading. A signature over of person is then brought with pointing held a position; the name of department is sometimes included.

Essential element 11. Appendix. An essential element takes place in the left underbody of document a separate line. The word of Enclosure (briefly – Encl., or Enc.) is preceded the name of appendix.

Essential element 12. Pointing on distribution of copies. At a necessity distribution of letter to a few addressees in the left lower corner, after pointing in the presence of appendixes, reduction of CC is written and a colon is put. CC means carbon copy. The last names of persons and name of organizations are then specified where copies are directed.

A Letter-query (inquiry, or enquiry) a company sends, when it wants:

- to get the detailed information about goods;
- to know, whether there are they in a presence;
- to specify time and delivery dates;
- to obtain information about the terms of delivery and discounts method

of transportation, insurance;

- to obtain information about prices of goods;
- to get catalogues and samples of goods,

At writing of letters-queries follows, as possible in more detail to expound essence of question (to give full details), that will allow to your business partner to shorten time on drafting of answer.

List of reductions

AAA is the Greatest rating (estimation) of bonds of the best quality; the USA produced by corporations.

AAM is the American marketing association.

АСКИ is CAS of commercial information.

БМР is Bank of international calculations.

GDP is the Gross domestic product.

ВНП is the Gross national product.

ВОП is the Gross public product.

ВЦКИ is the All-union center of commercial information.

ГРИ is Guarantee of risk of investments

ГРЭ is Guarantee of risk of export

ДТС – a Trust-company is a depositary.

ЕАСТ is an EFTA.

EBRD is the European bank of reconstruction and development.

EBC is the European currency system.

ЕС is European community

ЕФВС is the European fund of currency collaboration.

ECC is European Economic Community.

ЗСП are Zones of free enterprise.

ИКО are Engineer-consultative organizations.

ИТС is System of inter-market trade.

КИНЭС – "capital-surplus", oil-exporting countries.

By a COOK is the Coordinating committee on export control.

МБРР is the International bank of reconstruction and development.

IMF is the International monetary fund

МИБ is the International investment bank.

НАСД is the National association of dealers for operations security-related.
 НИС is the "New industrial countries".
 НИСЕ is the New York exchange stock.
 А NIFE is the New York exchange of time-bargains.
 НИЭ are the "New industrial economies".
 НТС are the Scientific and technical systems.
 ОФОТ is the Remaining fund of remuneration of labour.
 ПКЦ is the Industrial and commercial center.
 ППТ is Direct profitability of commodity.
 СДР are Special drawing rights.
 СЕ is СЕ
 СИПС is Corporation on defence of bearers of securities.
 СИФ is Cost, insurance, freight.
 СП is the Joint ventures.
 СФТС is Commission on trading in the commodity futures.
 СЭЗ is an economic clear zone.
 СЭС – Socio-economic statistics, method.
 ТОЭС are the Territorial-branch economic systems.
 ТСЭС is the Territorial socio-economic system.
 ТЭИ is Theory of the economic measuring.
 PHASES is Fund of the joint-stock personal interest.
 FRONT is an eng of abbr. of FAS, from free alongside ship, letters. – free
 of charge along a shipboard.
 FRS is FRS.
 ЧКВ is Partly convertible currency.
 ЭКО-ЕСИ is European currency unit.
 ЭКОСО are the Economic conferences.
 EUA is Issued European currency unit.

Phrases of cliché

The compiler of letter won't be difficult to build a phrase, if he disposes the set of the constructions prepared, tested by of many years practice.

For confirmation of receipt of letter, fax, telex next phrases are used:

We have received your letter... Мы получили ваше письмо от.....

We acknowledge the receipt of your....(letter) Мы подтверждаем получение вашего (письма)

We thank you for your letter dated... Благодарим за ваше письмо, датированное.....

In reply to your letter of... В ответ на ваше письмо от....

We are obliged (thankful) for your letter of... Мы вам признательны за ваше письмо....

When referring to previous correspondence on any documents, telephone calls, negotiations, etc. the following expressions are usually used:

With reference to... Ссылаясь на...

Referring to your (our) letter of... Ссылаясь на ваше (наше) письмо от....

We refer to your (our) letter of... Мы ссылаемся на ваше (наше) письмо от...

Reverting to our letter of... Возвращаясь к нашему письму от....

With further reference to... Again referring to... Повторно ссылаясь на ...

Phrases used in polite business requests:

Please inform us... Пожалуйста, сообщите нам....

We ask you to inform us... Просим вас сообщить нам...

We shall be obliged if you will... we should appreciate it if you will... Мы будем признательны, если вы...

Please, be so kind as to... Будьте так любезны....

Please be good enough to send us.... Пожалуйста, вышлите нам...

Please send us by return of post... Пожалуйста, пошлите с обратной почтой....

Please send us as soon as possible (urgently)... Пожалуйста, вышлите как можно скорее....

Expressions that are used in response to the request:

In accordance (in conformity) with your request... In compliance with your request... В соответствии с вашей просьбой...

As requested by you... Как было потребовано вами....

Phrases used when sending anything:

We are glad to send you... We are pleased to send you... С удовольствием высылаем вам...

We are sending you herewith... при этом прилагается....

We enclose... We attach... Мы прилагаем при этом....

Please find enclosed... При этом приложено...

Expressions of regret, apology:

We regret to inform you that... С сожалением сообщаем вам о том, что...

We must acknowledge with regret that... С сожалением вынуждены признать...

Unfortunately, regrettably... К сожалению...

To our deep regret... К нашему глубокому сожалению...

Please accept our apologies for the inconvenience caused...Пожалуйста, примите наши извинения за причиненное неудобство...

We apologize for... Мы извиняемся за....

Выражения, употребляемые при исправлении ошибок:

We regret that... Мы сожалеем, что...

through a typing error... из-за ошибки секретаря....

through a technical error...из-за технической ошибки...

due to mistake made by the packing department...из-за ошибки упаковщиков...

International contract (international commercial contract, foreign transaction) – transaction (agreement) between two or more parties located in different countries (which are the subjects of law of different States), for the supply of certain quantity of goods, rendering of services or other activities in accordance with agreed parties to the terms. The international contract is the basis of foreign economic activity of economic entities.

The contract shall be considered international if it is concluded between the parties, which are under the jurisdiction of different States. In accordance with the Vienna Convention on contracts for the international sale of goods mandatory condition of such contract shall be the seat of business of the parties of the contract in different States. For example, the contract shall be considered international if it is enclosed between firms of the same nationality; places of business are in different States. Conversely, a contract between located on the territory of one state firms of different nationality, in accordance with the terms of the Vienna Convention would not be considered international.

Depending on the object of contract and other conditions there are different types of international contracts, which are significantly different in form and content.

International contracts are divided into primary and supporting.

Major contracts include:

- contracts of sale of goods;
- contracts related to barter transactions;
- contracts for the assignment of rights to objects of intellectual property (license contracts):
 - contracts for the provision of scientific-technical services (engineering, consulting);
 - lease agreements (leasing);
 - contracts in the field of international tourism and others.

To providing, or also known as distribution contracts, include:

- contracts for the international carriage of goods;

- contracts for the provision of forwarding services;
- contracts of insurance;
- contracts for the storage of goods in international traffic;
- agreements for the provision of mediation services;
- contracts for the provision of services for international settlements;
- the contract for the provision of factoring services;
- providing other main activities in the international market contracts.

There are two forms of international commercial contract – oral and written. The first assumes the existence of an oral agreement of the parties to contract. The second fixation will of the parties in a tangible medium, which refers to how the presence of a single document signed by both Contracting parties, and the messages sent by Telegraph, telecopy, telex, etc.

The Vienna UN Convention of 1980 allows for the conclusion of international commercial contract in any form, including orally. The fact of conclusion of the contract may be proved by any means, including witness testimony. However, made a very important exception to that take into account under some national laws, in particular, and Russian, compulsory written form. The state party of the Convention, the legislation of which requires mandatory written form of international commercial contract, at any time can make the corresponding statement. In this case, if at least one of the parties to the contract has his place of business in the state making such a Declaration, to this contract will not apply the provisions of the Convention, allowing for the application is not written, and any other form. Only in writing in such a situation must be made as the contract itself or its termination by agreement of the parties, offer, acceptance or other indication of intent. This is the only peremptory norm of the Convention, all other provisions are dispositive. The existence of this norm makes it possible participation in the Convention of States whose legislation imposes various requirements as to the form of contracts.

8. THE CORRESPONDENCE, WHICH IS CONNECTED WITH CARRYING OUT PERIODIC OCCASIONS

The periodic occasions: conference, symposium, meeting, assembly, olympiad, fair, exhibition.

Conference - (the Med. Lat. **conferentia** – from Lat. **confero** – to collect in one place) – a meeting, deliberation of representatives of any organizations, groups, states, and also of individuals, scientists for discussion of concrete issues.

Symposium (lat. *symposium* from Ancient Greek *συμπόσιον* – «feast») – a deliberation, a scientific conference on any scientific question (it is usually with participation of representatives of the different countries).

Meeting (Ancient Greek *Συνάντησις* «Sinatistis») – it's joint presence of group of citizens at a certain place for the discussion of different themes or the solution of certain problems.

Assembly – a common meeting, conference, congress of any organisation (usually it is an international organisation).

Olympiad – a competition, review, contest (e.g., the olympiad of schoolchildren in Mathematics).

Fair (Pol. *jarmark*, Germ. *Jahrmarkt* – an annual market) – annually repeating sale of goods, sometimes with restrictions on the certain season, goods (for example: wine, honey, vegetables and fruit) or theme (for example, orthodox fairs) .

Exhibition – a public demonstration of achievements in the field of economy, science, equipment, culture, art and other areas of public life. The concept can designate both action, and a venue of this action. Distinguish different kinds of exhibitions such as: the local, national, international and world, and also general, which are covering all branches of human activity (e.g., the Exhibition of achievements of a national economy of the USSR of ENEA), and specialized exhibitions, devoted only to one sphere of human activity, such as art, industrial and agricultural exhibitions. Also distinguish periodic (temporary) exhibitions and constant exhibitions.

Exhibition (by definition of "The international bureau of exhibitions") is a display, through the demonstration of means, which is available to mankind for satisfaction of needs, and also for progress in one or several areas of its activity.

The big preparatory work is necessary for full carrying out meetings. Documenting of preparation of the meeting consists of, first of all, the drawing up the agenda which can include the issues which aren't provided by the plan, but require obligatory permission at a meeting. It is recommended to include a

small amount of questions which can be possible discussed in details at a meeting in the agenda. However the agenda quite often joins many questions. It means that such meetings need detailed preparation and exact introduction. In this case, it is necessary to specify the amount of time which is necessary for each question in the agenda, and to establish firm regulations at the meeting.

The questions in the agenda should have the order according to their importance and complexity, thus the members of the meeting spend as little time waiting for consideration of the questions as it possible .Attach the list of invited to a meeting with a sign of their position and the organization which they represent, to the agenda.

The materials to the meeting are presented, as a rule, for three – five days before the meeting to the head of establishment and after their consideration materials and the notice about the meeting go to members of collegial agency. Preliminary mailing of materials gives the chance to make amendments to already available written draft decision and by that accelerates the solution of questions at the meeting.

Registration of attendees takes place before the meeting. The preparation of big meetings, conferences, meetings where the participation of employees of institutions, of the organizations from other edges, areas, the international organizations, are planned, it is recommended to provide the next moments:

- 1) development of the agenda and definition of a circle of alleged participants;
- 2) acquaintance of alleged participants with the agenda;
- 3) development of regulations of meeting;
- 4) preparation of materials which will be considered at meeting:
 - a) report, information message of the organizer of meeting,
 - b) report, information message of participants of meeting,
 - c) reference materials which can be demanded during the meeting,
 - d) the project of decision;
- 5) organizational support of meeting:
 - a) registration of participants,
 - b) the placement of participants,
 - c) transport service of participants,
 - d) food of participants,
 - e) cultural events,
 - f) informing the participants about the questions which are interesting for them,
 - g) supply of participants with stationery;
- 6) organizational works of the secretariat of meeting;

7) technical ensuring carrying out meeting (equipment of the room technical means) ;

8) documenting of work of meeting (registration of documentary materials) :

a) drawing up protocol (shorthand report) of total materials,

b) reproduction of total materials,

c) providing the participants of meeting with these materials;

9) questioning of participants of the meeting:

a) about work of the meeting,

b) about the level of the organization and carrying out meeting.

If the whole group participates in preparation of the meeting, the plan approved by the official who is responsible for meeting is necessary.

The estimate of expenses is formed. The agenda is defined. The subject which will be discussed at meeting is specified in the relevant document, subjects of reports, co-reports, messages and so on, offered for discussion are listed, and short data about the participants are provided: their surnames, names and patronymic names (completely or in abbreviated form), positions, academic statuses.

The list of the persons invited to meeting is specified, the invitation (notice) to meeting are formed. The structure of the invitation: the address, information about date and a venue of meeting, the agenda, the offer to take part, a request for participation confirmation. People who are responsible for preparation of meeting subscribe the invitations.

The regulations of work are defined. It has to provide the accurate organization of the course of meeting, an order of cases in point, certain procedural parties. The general duration of meeting shouldn't exceed three-four hours a day.

Report – is the public message representing the developed statement on a certain theme. There are certain rules of writing of the report. The report should be begun with weaker arguments and gradually to pass to stronger. For example, at discussion of any action program in the report at first should be arguments in favor of this program .If some versions of the action programs are discussed, it is necessary to begin the report with telling arguments. Writing of the report has to be maintained in logical and chronological sequence of actions and events. The following sequence of elements in the report is recommended:

– introduction (summary of essence of the report) ;

– report purpose;

– tasks and their decision;

– the main part (it has to be expressed in accurate formulations about

requirements, desires, interests, actions and acts) ;

– the conclusion (contains development of offers on a rational solution) .

It is also necessary to tell some words about the summary of the report. *The summary of the report* has to give a clear idea about the main contents of the report. Most often the summary is provided in the beginning of the report and its volume is no more than one third of a sheet.

Letter of notification

Letter of notification – is the office letter informing about public actions (meetings, seminars, exhibitions, conferences, etc.).

Letter of notification are, as a rule, dispatched to a wide range of the organizations, establishments, enterprises for the purpose of their attraction or the invitation to participation in the held events. Depending on a concrete situation they can only report about the held event, time and a venue, but at the same time they can invite to participation, report about conditions of participation in action and contain other auxiliary information.

Letter of notification can have the appendices containing the card of the participant, the questionnaire of the participant, the program of meeting and other information materials.

The letter of notification at the same time can be a letter of invitation, and invitation can be as a separate document.

The letter of notification, as a rule, is dispatched according to the list therefore the requisite "Addressee" is made out generally or isn't made out in general.

The letter of notification is signed by the head of organization or by the deputy head that is responsible for the organization and carrying out the meeting. It can be signed by some heads, if the meeting is held by several organizations.

Letter of invitation

Letter of invitation – is the office letter, a kind of letter of notification. It differs from the letter of notification because it can be made out not on the form, have various format, colour. At registration of Letter of invitation various elements of decoration of the text can be used. For example an ornament, drawings, etc.

Can be addressed to the particular person, either to several persons, or the mass addressee. In the official invitation of a large number of people as ready, printed in the typographical way texts invitations, as clichés are used now.

Inquiry

Inquiry – is the document which represents the official address of the natural person or representative of legal entity to other legal entity. In most cases they precede all subsequent work on the conclusion of various agreements between partners in office and business correspondence and are intended for requesting of necessary (missing) information. Inquiries assume obligatory reaction of addressees in the form of the written answer on a being and in time, directly established by either the author of inquiry, or standard and legal documents.

As a rule a text of such letter includes two parts:

1. Introduction, where the essence of business is stated, incentive motives and the reasons of request are explained, in a narrative form. Here the following standard expressions which are often used:

•the reason of request:

- Due to the non receipt of the invoice...
- In view of discrepancy of your actions to earlier accepted arrangements...
- Owing to the change in price for energy carriers... etc.

•the aim of request

- For the fastest solution of a question...
- For coordination of controversial issues...
- For safety of passing of freight...
- In order to avoid conflict situations... etc.

•links to the basis for the request

- Considering that operational performance decreased on...
- According to the agreement reached earlier...
- On the basis of our telephone conversation...
- According to the government resolution...
- According to the protocol on mutual deliveries... etc. In need of the text the links to the oral arrangement reached the decision, former letters, regulations are entered.

2. The conclusion in which specific questions on which the answer of the addressee is expected are raised. Here the key phrase of the letter inquiry includes the words formed from a verb to ask. Its use is explained by etiquette requirements to business texts and psychological laws of business communication – the person agrees to execute the action expressed in the form of a request, than in the form of the order more willingly. In the conclusion the following standard expressions are often used:

- We ask you to report about possibility of delivery...
- We ask to extinguish immediately debt for 2009...

- We ask to send us (to send) the offer on delivery...
- We will be grateful, if...
- Don't refuse courtesy to tell us about...
- I ask you to send samples of materials... etc.

One of kinds of letters inquiries – commercial inquiry – the document representing the address of the person wishing to conclude the bargain (the buyer to the seller, the importer to the exporter), with a request to give detailed information on goods (services, etc.) and (or) to direct the offer on delivery of goods (a request of the seller to the buyer).

The commercial inquiry is included into group of contract documents and used in operations on preparation and the conclusion of the transaction. The description of goods (services) and a condition on which it is desirable for importer to receive goods, for example quantity and quality of goods, its model, brand, the price, delivery time and terms of payment are specified in such letter inquiry, as a rule.

The standard formulations which are often used in the prolog of commercial inquiries can look as follows:

- According to (The protocol on mutual deliveries on... year..., preliminary arrangement..., telephone conversation from... etc.)
- On the basis (Protocol..., trade agreement..., price-list..., our arrangement about... etc.)
- It agrees (the Protocol..., trade agreement..., price-list..., our arrangement about... etc.)
- Referring on (the protocol of negotiations..., our arrangement..., our telephone conversation... etc.).
- Letters inquiries assume obligatory reaction of the addressee in the form of letters answers. Therefore at the end of the text of the letter inquiry the addressee can express in a tactful form the wish concerning terms of providing information interesting you, for example:
 - We look forward your letter
 - We ask to answer whenever possible rather
 - We ask to answer in two weeks
 - I ask to send the answer the return e-mail.
 - We urge to answer in three-day time.

Drawing up list of participants

One of the most important moments of the organization of action is drawing up the list of participants. Drawing up lists has to be charged to the ranking officer and be approved as the head of the institution arranging action. The author of the list first of all has to define total of participants who is

supposed to be invited. This quantity shouldn't exceed normal opportunities of service and rooms where will pass action, thus it is necessary to consider a certain percent of participants who owing to any reasons won't be able or will refuse to arrive to the held event.

The list of participants from the foreign party first of all joins representatives of authorities, diplomatic corps if he is invited, and the public representatives. It isn't recommended to invite persons with sharply opposite views and positions to the events held in narrow structure. Such actions took place successfully; it is expedient to invite persons of identical party accessory to them or connected by mutual friendship and interests.

The letter on booking of tickets has to include the following information:

1. First name, middle initial, last name all people for whom the reservation will be carried out (the list, not in a line) ;
2. Contact phone responsible (making out the demand for booking of tickets);
3. First name, middle initial, last names the responsible;
4. City (Cities);
5. Number of tickets;
6. Days on which booking is carried out;

Example of the letter on booking of hotel reservations

(Date)

Dear manager of hotel, ...

I would like to reserve (number type) in your hotel on (number) of nights on (number) of guests.

Date of arrival (date and a day of the week), approximately in (time).

Date of departure (date and a day of the week) in (time).

Number of adults – ...

Number of children – ... Age – ...

Number type: (for example, single, double, luxury, the first floor, the last floor, with windows at the sea, without food inclusion, number and a breakfast, a half board (a breakfast and a dinner), a full board (three meals a day), all inclusive).

Special inquiries and requirements: (for example, any medical conditions, access for a wheelchair, the silent room in the distance from any entertaining rooms, existence of Internet access in number).

Special conveniences: (for example, the sauna, a jacuzzi, etc. demanding the advanced order. You can order them in advance to avoid expectation).

I thank you for immediate manifestation of attention to the above. With impatience I expect from you the letter with confirmation of my booking.

Best regards,

(yours name, surname)

Contact phone:

E-mail:

Postal address:

**Petition form on obtaining the short-term business visa
to Republic of Belarus**

Форма ходатайства на получение
краткосрочной деловой визы в
Республику Беларусь

ФИРМЕННЫЙ БЛАНК ОРГАНИЗАЦИИ

исходящий номер, дата

(Наименование заграничного учреждения
Республики Беларусь)

**ХОДАТАЙСТВО О ВЪЕЗДЕ В РЕСПУБЛИКУ БЕЛАРУСЬ И ОФОРМЛЕНИИ
КРАТКОСРОЧНОЙ ВИЗЫ БЕЗ ПРАВА РАБОТЫ ПО НАЙМУ**

Просим оформить _____ краткосрочную визу для
(одно-, двух-, многократная)
въезда в Республику Беларусь на срок с _____ по _____ гражданину (лицу без
гражданства) _____
(гражданство, государство постоянного проживания)

_____ родившемуся _____, документ для выезда за границу _____
(Ф.И.О. по документу для выезда за границу в латинской транскрипции)
(дата рождения)

Пребывание данного иностранца в Республике Беларусь необходимо с
целью: _____
(указывается цель и предполагаемый срок)

Занимаемая должность иностранца в иностранной организации _____
(указывается должность и место работы иностранца)

Основной вид деятельности нашей организации _____

В связи с вышеизложенным сообщаем, что необходим _____
(одно-, двух-, многократная)
въезд данного иностранца в Республику Беларусь в течение заявленного срока.

Обязуемся принимать меры по оформлению иностранцем регистрации, выезду из Республики Беларусь по истечении определенного срока пребывания, а также в случае депортации или высылки иностранца возместить в соответствии со статьей 65 Закона Республики Беларусь «О правовом положении иностранных граждан и лиц без гражданства в Республике Беларусь» расходы, связанные с депортацией или высылкой.

Руководитель организации

(подпись)
(печать)

Фамилия, инициалы

Example of a registration card of the conferee

РЕГИСТРАЦИОННАЯ КАРТОЧКА УЧАСТНИКА КОНФЕРЕНЦИИ

Фамилия _____ Имя _____

Отчество _____

Название доклада _____

Вид сообщения (неужное зачеркнуть): устный стендовый

Место работы, должность _____

Почтовый адрес и индекс _____

e-mail: _____

Телефон: _____ Факс: _____

Нуждаемость в гостинице (отметить подходящий вариант)

2-х местный номер - 720 руб.	
2-х местный номер (при одноместном поселении) - 1200 руб.	
дополнительное место (раскладушка) в 2-х местном номере – 400 руб.	
1 место (3 кровати в номере) – 670 руб.	
1 место (4 кровати в номере) – 540 руб.	
в номере «люкс» – 1310 руб.	
в номере «люкс» (дополнительное место – диван) -1020 руб.	
в номере «люкс» (дополнительное место – раскладушка) - 720 руб.	
Общешитие УЖЖХ г. Пущино (200-250 руб./сут)	

В каких экскурсиях хотели бы участвовать (приводится ориентировочная стоимость):

посещение площадок многолетнего мониторинга за эмиссией CO ₂ из почв и экскурсия в Приокско-террасный биосферный заповедник (100-150 руб.)	
посещение музея-усадьбы «Толково» (300-400 руб.)	
экскурсия в г. Серпухов (150-200 руб.)	

9. OTHER CORRESPONDENCE

Administrative activities of management also include issues of selection, placement, and reception of citizens to work, reassignment and dismissal. Documents produced at registration reception, dismissal and transfer of employees, granting leave, promotions, constitute a group of documents on staff. The value of personnel documents is determined by that they recorded information that is required to implement the citizens' right to work, education, pensions, etc.

Employees responsible for record keeping on staff must know the Labor Code of the Republic of Belarus. Based on the articles of the Code in the enterprise should be a single procedure for registration of acceptance, dismissal and transfer of employees. For every employee of the enterprise is carried out a personal file. The composition of the personal file is usually as follows:

- an internal inventory of the documents of the case;
- personal application for a job (and dismissal);
- employment contract;
- personal form of accounting personnel (the questionnaire);
- verification sheets;
- statements about the movements of the employee;
- submission guidance when moving, nomination, unreserved;
- a supplement to the personal form of accounting personnel (a supplement to the questionnaire);
- autobiography;
- copies of the documents on education;
- characteristics or recommendation letters;
- statements (copies) of the documents on awarding honorary titles, degrees, state awards;
- copies of premium sheets;
- registration cards of rewards and penalties;
- photo;
- the results of the medical examination;
- card form № t-2;
- copies of orders on appointment, transfer and dismissal of.

Hereafter, personal file included documents confirming the change of questionnaire biographical data of the employee and is characterized by its professional, business and personal qualities. According to the "list of types of administrative documents generated in the activities of organizations, with an

indication of the shelf life" private affairs of ordinary employees should be temporarily stored in the plant for 75 years, and managers – constantly.

Making of employment Admission to the permanent employment of a new employee is accompanied by registration of the following documents (fig. 9.1).

Curriculum vitae – a summary of the currently composed contender for the vacant position. CV allows management to the organization pre-acquainted with the applicant and must include the following information on the candidates: the place of residence (address): date and place of birth; citizenship; marital status; education; experience; additional information.

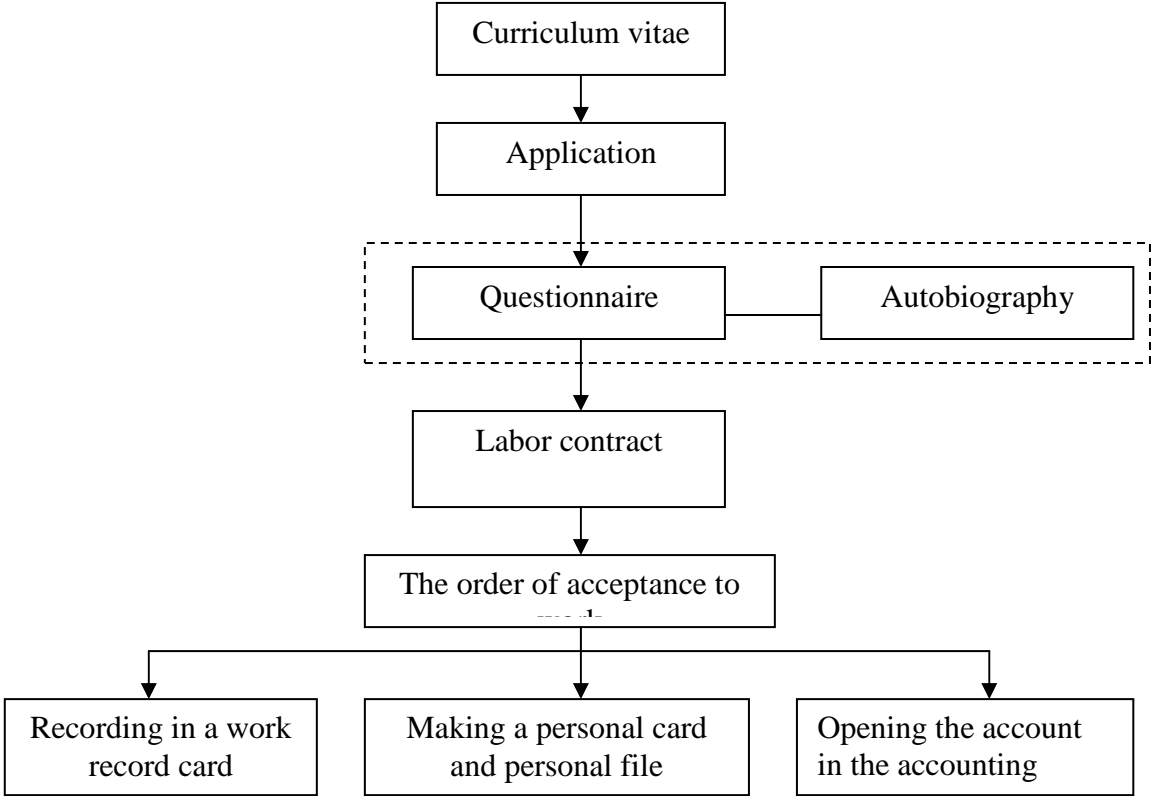


Fig. 9.1. The sequence of the documentation for the employment

When applying for job citizens submit a written statement setting out the request for enrollment in the enterprise, organization, institution, indicating their profession, qualifications, specialization, and position. At present the basis for employment is also a contract.

Personal application – the document which is liable to all business procedures, up to storage in the personal file of the employee within the prescribed time. Application for admission to employment should be in any form, written by hand. But in its drafting should be aware of the standards of the minimum number of requisites, to comply with the format of the sheet, the size

of the fields. Compulsory elements (requisites) of the document are:

- the recipient – to whom the document is addressed, from whom required some action, a decision;
- sender – the author of the document, from whom the document who expresses a wish, a claim request, who wants to target made some steps in the organization, where people hold certain jobs, perform the job duties, be sure to indicate the position of the sender and the recipient;
- the name of the document, the title to make it clear which group the document, and which determines the rules of the group work with the document;
- the text – a statement of fact, the reasons for resorting to someone and expected results;
- signature – the requisite authenticates the document, shows exactly who sent it;
- the date of creation of the document, confirming its relevance, establishing the initial time point, the beginning of the interaction.

Application for admission to work after consideration, as well as acquaintance with the other required documents is the basis for the conclusion of an employment contract and order the employment.

When signing a labor contract, a person who turns up to work presents to the employer:

- passport or other identity document;
- work record card, except cases when the labor contract is for the first time or the employee arrives at time work;
- insurance certificate of state pension insurance;
- document of the military account – for military service and persons subject to military conscription;
- a document on education, on skills or special knowledge – when applying for a job that requires special knowledge or special training.

In some cases, taking into account the specifics of the Code, other laws, edicts of the President of the Republic of Belarus and resolutions of the Government of Belarus could provide for the necessary filing with signing a labor contract of additional documents.

It is forbidden to require a person turning up to work, in addition to the documents provided by the Labor Code of the Republic of Belarus, other laws, decrees of President of the Republic of Belarus and resolutions of the Government of the Republic of Belarus.

When signing a labor contract for the first time work record card and insurance certificate of state pension insurance are made by the employer.

The labor contract is concluded in written form, is made in two copies, each signed by the sides. A copy of the employment contract is transferred to the employee; the other is kept by the employer.

The labor contract which is not drawn properly, considered to be concluded if the employee has started to work on behalf of the employer or his representative. In actual admission of the employee to the employer is obliged to issue him the labor contract in writing no later than three days from the date of actual admission of the employee to work. When signing labor contracts with certain categories of workers by laws and other normative legal acts may provide for the need to harmonize the possibility of concluding employment contracts or their environment with relevant persons or bodies who are not the employers under these agreements, drafting employment contracts or in more copies.

The employment contract shall contain: name, surname, patronymic name of the employee and the employer (name, surname, and patronymic name of employer – natural person) who have concluded the labor contract.

The material terms of the labor contract are:

- place of employment (indicating the structural subdivision);
- the date of commencement of work;
- name of the position, specialty, profession with the qualifications in accordance with the staff list of the organization or a specific work function. If, in accordance with the law to the performance of certain jobs, professions or occupations related to the provision of benefits or the existence of restrictions, the name of these positions, professions or occupations, and qualification requirements for them must comply with names and requirements specified in the qualification handbooks, approved in the order, established by the Government of Belarus;
- rights and duties of the employee;
- rights and duties of the employer;
- characteristics of working conditions, compensation and benefits to employees for work in heavy, harmful and (or) dangerous conditions;
- work and rest conditions (if it is in respect of an employee is different from the general rules set out in the organization);
- wage conditions (including the size of the tariff rate or base salaries, bonuses, allowances and incentive payments);
- types and terms of social security, which are directly related to labor activity.

The labor contract may prescribe the conditions of the test, the non-disclosure of secrets protected by law (state, official, commercial and other), the

obligation of the employee to work after studying for at least the period specified in the contract, if education was performed at the expense of the employer, as well as other conditions which are not seriously detracting status of an employee compared with the Code, laws and other normative legal acts, collective bargaining contract, agreements.

The labor contract terms can be changed only by mutual agreement and in writing form.

In the case of signing fixed-term labor contract, it shall indicate the period of validity and the circumstances (the reason), served as the basis for concluding a fixed-term contract in accordance with the Labor Code and other laws.

If the labor contract does not specify the duration of its validity, the contract is concluded for an indefinite period. If any of the parties did not demand the termination of fixed-term labor contract due to expiry of its term, and the employee continues to work after the expiration of the labor contract, the labor contract is concluded for an indefinite period.

Hiring formalized by *order* (instruction) of the employer, issued on the basis of the contract. Contents of the order (instruction) of the employer must comply with the terms of the labor contract.

The text of the order should contain the title, name of the structural unit, established wage, if necessary, and other information. If the text of the order does not indicate the date of hiring, the operation of the order is considered to be the moment of signing.

Order (instruction) of the employer of hiring is declared to the employee on receipt within three days of the date of signing labor contract. At the request of the employee the employer is obliged to give him a duly certified copy of the order (instruction).

When hiring the employer must inform the employee with the applicable internal rules and other local regulations in the organization pertaining to employee work performance, the collective agreement.

After the issuance of the order a personal card (Form T-2) is issued and an entry in the work record card is made.

Autobiography – a document which the author makes on his own, and although there is no standard form of autobiography, and it is made by hand, it must be reflected in the chronological order of presentation of his own path of life, professional and social activity.

Essential elements of autobiography: the name of the document; name and surname of the author; day, month and year of birth; information about the parents, indicating the surname, name, patronymic name, year of birth and place

of employment; education (time and place of training) and the profession; motion at work; the last place of employment; rewards and incentives; participation in public work; marital status, indicating the surname, name, patronymic name, year of birth of wife (husband), children and their place of work (study); home address and telephone number; date of preparation of autobiography and personal signature.

Characteristic – a document that contains a description of typical and distinctive features and qualities of the worker, and reflects the opinion of the administration of it.

Characteristic is made by administration of the enterprise at the request of the employee, other organizations. Form of characteristic can be applied in the design a recommendation letter to the employee.

Characteristic typically includes the following information:

- the name of the document type;
- introduction, including basic personal data of the employee (surname, first name, patronymic name, date of birth, education, a position a structural unit in which the employee works, the experience of his work at the enterprise);
- the main text, which specifies the professional qualities, moral and psychological qualities, personality traits, manifested in relation to employment duties, the general attitude to work, stages of professional growth, the availability of awards, communication skills, i.e., ability to communicate, collaborate, lead;
- the final phrase "Characteristic is given for bringing in ...";
- a reference to the date and number of minutes of the meeting of social organizations, if is approved by the characteristics this social organization;
- the signature of the director and, if in the drafting of the characteristic public organization is involved a, the signature of the head of a public organization;
- printing, assuring signature of the head.

Characteristic is made in two copies, when it's designed, on the second copy visas are placed by immediate supervisor of the employee, i.e. head of the unit, which employs the characterized, and the head of unit of social organization in this division, if any.

The work record card is the basic document on employment rights.

Work record cards are conducted on all employees who have worked in the organization of more than 5 days, including seasonal and temporary workers, as well as supernumerary workers, provided that they are subject to state and social insurance.

Persons arriving at work must present a work record card issued in the prescribed manner to the administration. Hiring without work record card is not allowed. When registering to work in part-time, under an employment contract, under the contract work record card is not presented. A record of this kind of work can be done in the employee work record card by the administration of company at the main place of his work, provided that the employee will present a certificate of additional employment.

Those, who coming to work for the first time, must present a certificate of the last session, issued at the place of residence, and discharged from the Armed Forces – the military card to the administration.

Filling work record card for the first time made by the administration of the company in the presence of the employee not later than one week from the date of employment. Moreover, the employer – natural person has no right to produce employment records of employees, as well as to issue work record cards to workers recruited for the first time.

Provided by the rules of conducting work record cards information about the employee, indicated on the first page (title page) of work record cards are filled as follows: surname, name and patronymic name are specified in full, without reducing or replacing the name and middle name initials, date of birth recorded in full (day, month, year) on the basis of the passport or other identity document, such as a military identification card, passport, driving license, etc.

Information about education (general, professional, etc.) is recorded only on the basis of duly certified documents: passport, certificate, diploma, etc.

After specifying the date of filling work record card of the employee with his signature on the first page (title page of work record card) assures the correct entry of data.

The first page (title page of work record card) sign also the person responsible for issuing of work record cards, and then is stamped by the organization (stamp of personnel department), in which was first filled the work record card.

With each record introduced in the work record card of the work done, transfer to another permanent work and dismissal the employer must inform the owner against receipt in his personal file, in which repeated entry, entered in the work record card.

Particular attention is paid by the rules to the issue of work record card at dismissal: "The employer must give the employee his work record card with the amended record of dismissal at the day of dismissal (the last day)."

"The date of dismissal (termination of employment) is considered the last day of work, unless otherwise is provided by law, labor contract or agreement between the employer and the employee."

In sections of work record card, containing information on the work, or information about the awarding, strikethrough inaccuracies or incorrect entries is not permitted, but a change in the recording made by nullity and making the correct entries.

Penalties in the work record card are not written.

Work record cards are a document of strict registration.

Transfer of the employee to another position is carried out on the basis of the statement of the employee, and in some cases (for the production need) temporary transfer to another position can be made on the basis of acts, memoranda, certificates and other documents.

A standardized format for the transfer, which includes the following details, is developed:

- the name of the structural unit;
- the name of the type of document;
- date;
- registration number;
- place of preparation;
- destination;
- the title of the text;
- text;
- signature.

For example:

ЗАЯВЛЕНИЕ	
Прошу перевести меня на должность _____	
_____ <i>Наименование должности</i>	
_____ <i>Наименование структурного подразделения</i>	
в связи _____	
_____ <i>Причина перевода</i>	
_____ <i>Подпись работника</i>	_____ <i>Расшифровка подписи</i>
Дата _____	

This statement can be written in a general form or on a standard sheet of A4 paper. The destination of application for transfer to another job applicant indicates his post.

The notion of translation, prepared by the head of the structural unit, addressed to the head of the organization, and after consideration by the head is the basis for the issuance of the order to transfer of the employee to another position.

The application for leave on large enterprises issued on the stencil form, executed in hard copy.

The types of *applications as an application for a study leave, maternity leave, etc.*, must include in the text a reference to the existence of the required documents (medical certificate, certificate of studies, etc.), without which the question of the leave is not possible. In these cases, the relevant documents are submitted for consideration together with the application.

Recruitment, relocation of the service, dismissal, provision a leave, free ads promotions, application of measures against violators of discipline, etc. issued by *orders on staff*.

Orders on staff are made on general blanks. In the title of the text of the order is written: "About hiring" and "About transferring to another job", "About the dismissal", "About the leave," "About encouragement", "About infringement," "About imposing penalty" etc.

After issuing the order is necessary to record the transfer of the employee to another position in the work record card in the personal card (form № T-2 or a personal file).

Dismissal of an employee of organization is made at the request of the employee, at the initiative of the organization or for other reasons.

The basis for the issuance of the order on staff is a statement of the employee, the employment contract expired, reports, statements and other documents. In the text of the dismissal order must be indicated the reason for dismissal.

After issuing the order of dismissal of the employee in his personal file and in the work record card is made a record.

Personal file. The main document on accounting the staff of the enterprise is a form of personal card T-2, which is put on all the employees taken on a permanent or temporary work.

All entries in the cards are made on the basis of the documents submitted by an employee. Date of completion of personal file and personal signature of the employee are required.

The most important are the sections relating to the appointment and transfer and the date and reasons for dismissal. Entries in these sections should

include a reference to the date and number of orders on appointment, transfer or dismissal of the employee. In the section on the appointment and displacement at the end of each entry should be a signature of the employee.

When dismissing of the employee number and date of the order entered in the card, the reasons for dismissal are indicated. This information must be filled with special care, as they often serve as the basis to confirm length of service.

Personal cards are filled with the person responsible for working with the staff or the secretary-referent. All entries must be without cuts. Personal card is put on the worker in a single copy, stored in a safe in a separate file cabinet, compiled in alphabetical order.

At many enterprises personal cards of employees are filled with using a PC.

Letters of invitation

A letter of invitation – official letter, a kind of letter of notification. It differs from the letter of notification by that it can not be made out on a form, have different size, color. When making the letters of invitation various elements of decoration text – decoration, drawings, etc. can be used.

Business invitation letter – an invitation for some events: conferences, job interviews, exhibitions, meetings, concerts, charity event, seminars, etc.

The text of the invitation should contain clear and specific information about the date and venue of the celebration. The letter can be addressed to a single person or several at a time.

A letter of invitation is sent, usually for a few days or even weeks before the event.

It is advisable to send a letter of response to the proposal, even if the refusal of the proposal. Refusal is necessary to formulate politely, specify the reason for refusal, even invented. Making the letter of invitation is carried out according to the rules established for the business letter.

A letter of congratulation

A letter of congratulation – official letter, drawn up in special occasions associated with significant events in the position of the official organizations, institutions and enterprises.

Letters of congratulations, as a rule, are made in a free form, can be both small in volume – one or two sentences, and big enough. In the latter case, the letter of congratulation outlines the basic stages of life, activities of the person to whom congratulations are addressed, the most important of his achievements. If the letter is addressed to the organization or its structural division, it outlines the most important and significant achievements of the organization or department.

The letters of congratulations, the following key phrases:

Поздравляем Вас в связи с ...
Искренне поздравляем Вас с ...
Примите наши искренние поздравления в связи с ...
Сердечно поздравляем Вас с ... и т.п.

Letters of congratulations can be issued not only in the blanks of organization, but also on special paper of various colors, decorated with ornaments, water marks, having a large density, etc.

Letter of condolences

Letter of condolence – an expression of sympathy over some sad event or loss: condolences for the death, accident, etc.

A letter of condolence is made in free form; registration is carried out on the organization's letterhead or on a postcard, signed by the head of the company or other authorized person. A letter of condolence should contain warm and sincere words of support.

For example:

Мы глубоко опечалены известием о ... и хотим выразить искреннее соболезнование Вам и другим сотрудникам Вашей фирмы.
Примите, пожалуйста, наши искренние соболезнования по поводу
...
Для нас было огромным потрясением известие о ...
Хотим выразить нашу глубокую скорбь по поводу ...
Мы были глубоко огорчены, узнав о ...
Нам трудно поверить печальному известию о ...

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