

CF OPERATING PROCEDURE  
NO. 15-2

STATE OF FLORIDA  
DEPARTMENT OF  
CHILDREN AND FAMILIES  
TALLAHASSEE, May 31, 2019

Documentation Management

STANDARD LETTERHEAD AND BUSINESS CARD FORMATS

1. Purpose. This operating procedure describes the department's standard letterhead and business card formats, and the standard return address element for the department's business envelopes.
2. Paper Standards. The standard paper size used in state government is 8 1/2 x 11.
  - a. Original Copy. Use white letterhead paper for the first page of a letter, letter report, or minutes of a meeting. Use plain white paper for the succeeding pages, if any.
  - b. Courtesy Copies or File Copies. Photocopy courtesy copies or file copies after the original copy has been signed (if applicable). Whenever possible, courtesy copies or file copies must be photocopied front and back to save paper.
3. Standard Letterhead Format. The format for printed letterhead paper and word processing letterhead templates will be found at the links listed in paragraphs a and b below. Other letterhead formats may not be used without prior written approval from the Office of the Secretary.
  - a. The headquarters letterhead format, including placement of the logo in color or black/white, names, address and mission statement, and type style and size are found at <http://ewww.dcf.state.fl.us/webservices/stationery.shtml>.
  - b. The region or institution letterhead format, including placement of the logo in color or black/white, names, address and mission statement, and type style and size are found at <http://ewww.dcf.state.fl.us/webservices/stationery.shtml>.
  - c. Use of telephone numbers in official letterheads is not authorized. When necessary to provide a correspondent a telephone number, include the number in the text of the letter.
  - d. The inclusion of names of incumbent officials on official letterheads, other than the names of the Governor, Secretary, Regional Managing or Institution Superintendent/Administrator, is prohibited.
4. Standard Business Card Format. Business cards used by DCF employees, including Career Service, SMS and SES employees, must follow the standard format shown in appendix A to this operating procedure. Other business card formats may not be used without prior written approval from the Office of the Secretary.

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This operating procedure supersedes CFOP 15-2 dated July 7, 2015.

OPR: ASGO

DISTRIBUTION: A

5. Envelopes. Whenever practical, window envelopes will be utilized. The standard return address element to use on all envelopes is shown below.



Put Return Address Here  
Your City, Florida 12345-6789

*(Signed original copy on file)*

CHAD POPPELL  
Secretary

SUMMARY OF REVISED, DELETED, OR ADDED MATERIAL

Provided links to the current letterhead paper.

## Standard Format for DCF Business Cards (Career Service/SMS/SES)

Example 1:

Employee's Name  
Employee's Title

The address area has  
room for up to 4 lines  
of information

|                                                                                                                                                              |                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
|  <b>FLORIDA DEPARTMENT<br/>OF CHILDREN AND FAMILIES</b><br>MYFLFAMILIES.COM |                                                                                                     |
| <b>John W. Doe</b><br><b>General Services Manager</b>                                                                                                        |                                                                                                     |
| 1317 Winewood Boulevard<br>Building 1, Room 202<br>Tallahassee, FL 32399-0700                                                                                | Office: (850) 487-1952<br>Cell: (850) 501-8154<br>Fax: (850) 487-4682<br>lee.riggs@myflfamilies.com |

The telephone number  
area has room for up to  
4 lines of information

Example 2:

Employee's Name  
Employee's Title

The address area has  
room for up to 4 lines  
of information

|                                                                                                                                                              |                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
|  <b>FLORIDA DEPARTMENT<br/>OF CHILDREN AND FAMILIES</b><br>MYFLFAMILIES.COM |                                                                             |
| <b>John W. Doe</b><br><b>General Services Manager</b>                                                                                                        |                                                                             |
| 1317 Winewood Boulevard<br>Building 1, Room 202<br>Tallahassee, FL 32399-0700                                                                                | Office: (850) 487-1952<br>Fax: (850) 487-4682<br>lee.riggs@myflfamilies.com |

The telephone number  
area has room for up to  
4 lines of information

Example 3:

Employee's Name  
Employee's Title

The address area has  
room for up to 4 lines  
of information

|                                                                                                                                                                |                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|  <b>FLORIDA DEPARTMENT<br/>OF CHILDREN AND FAMILIES</b><br>MYFLFAMILIES.COM |                                                                                       |
| <b>John W. Doe</b><br><b>General Services Manager</b>                                                                                                          |                                                                                       |
| 1317 Winewood Boulevard<br>Tallahassee, FL 32399-0700                                                                                                          | Office: (850) 487-1952<br>Fax: (850) 487-4682<br>christopher.goodman@myflfamilies.com |

The telephone number  
area has room for up to  
4 lines of information

## **Template for Ordering DCF Business Cards (available in DCF Forms)**

*(Find this template in DCF Forms by number "Business Card Template" [or any fragment],  
or by title "Business Card Template" [or any fragment])*

To order business cards for Career Service/SMS/SES employees, complete this oversized card template for each employee, attach the completed template(s) to a purchase requisition, and submit the signed purchase requisition to your purchasing office. PRINT LEGIBLY ON THE TEMPLATE OR TYPE. The "address" area may have up to 4 lines of information; the "telephone number" area may also have up to 4 lines of information (including the employee's E-mail address on the last line).

|                                                                                                         |                                                                                                                                                                                                                |                                                     |
|---------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
|                                                                                                         |  <div data-bbox="609 598 1242 745"> <b>FLORIDA DEPARTMENT<br/>OF CHILDREN AND FAMILIES</b><br/> <hr/> MYFLFAMILIES.COM </div> |                                                     |
| Name:                                                                                                   | _____                                                                                                                                                                                                          |                                                     |
| Title:                                                                                                  | _____                                                                                                                                                                                                          |                                                     |
| The address area has room for up to 4 lines of information                                              | _____<br>_____<br>_____<br>_____                                                                                                                                                                               | Office: _____<br>Cell: _____<br>Fax: _____<br>_____ |
|                                                                                                         |                                                                                                                                                                                                                |                                                     |
|                                                                                                         |                                                                                                                                                                                                                |                                                     |
|                                                                                                         |                                                                                                                                                                                                                |                                                     |
| The telephone number area has room for up to 4 lines of information.<br><br>E-mail address on last line |                                                                                                                                                                                                                |                                                     |
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Example: This example has 3 lines in the "address" area and 3 lines in the "telephone number" area.

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                       |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
|  |  <div data-bbox="682 1554 1079 1648"> <b>FLORIDA DEPARTMENT<br/>OF CHILDREN AND FAMILIES</b><br/> <hr/> MYFLFAMILIES.COM </div> <div data-bbox="625 1669 998 1753"> <b>John W. Doe</b><br/> <b>General Services Manager</b> </div> <div data-bbox="503 1785 771 1858"> <b>1317 Winewood Boulevard</b><br/> <b>Building 1, Room 202</b><br/> <b>Tallahassee, FL 32399-0700</b> </div> <div data-bbox="852 1785 1120 1858"> <b>Office: (850) 487-1952</b><br/> <b>Fax: (850) 487-4682</b><br/> <b>lee.riggs@myflfamilies.com</b> </div> | <div data-bbox="1161 1774 1429 1858"> <b>"Telephone Number"</b><br/> <b>Area (put E-mail address</b><br/> <b>on last line)</b> </div> |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|