

## **Office Management & Practice**

### **Unit -1 Office Filing**

#### **Meaning and Importance**

Filing is a form of record-keeping. Documents are filed in order that they may be available for use at some future date, which is the precise purpose of making records. Filing provides a means of preserving records of business transactions. According to Leffingwell: "filing is the process of so arranging and sorting original records, or copies of them, that they can be readily located when required."

#### **Classification of Files**

Classification can be defined as the process of selecting headings under which documents are grouped or classified on the basis of certain common characteristics before filing takes place. The problem is not in filing records, but in finding them. The object of classification is to enable the managers to select any one paper from among all the papers stored in the office, without loss of time and at the least cost.

In order to make files promptly available, it is necessary that they should be given proper titles and classified or grouped according to some fixed basis.

#### **Direct and Indirect Classification of files**

Classification systems may be either direct or indirect. Direct filing means that the documents can be stored or retrieved without reference to an index. In an indirect system, index is necessary.

#### **Direct classification of files**

The files can be arranged on any one or more of the following basis.

1. Alphabetical classification.
2. Numerical classification.
3. Geographical classification.
4. Subject-wise classification.
5. Chronological classification.

### **1. Alphabetical Classification of Filing**

Alphabetical filing is the most widely used method. In this system of classification the papers or records are classified in accordance with the first letter of the name in alphabetical order. The Telephone Directory is a good example of such a classification.

The main divisions of the alphabet can be further sub-divided and colour coding can be employed to facilitate selection and replacement of files. Alphabetical classification can be either by name or by subject or by geographical location.

#### **Advantages of Alphabetical Filing**

1. Most people are familiar with alphabetical filing. Hence, it is easy and simple to understand and operate.
2. It is self-indexing. No separate index is needed for alphabetical filing.
3. Chances for misfiling are minimized.
4. There are useful provisions for miscellaneous papers.

#### **Disadvantages of Alphabetical Classification**

1. Alphabetical classification of filing is not always the fastest system i.e. it takes a long time to find papers in large organizations.
2. Difficulties may arise through the misspelling of names.

3. Dead files removed from the system leave gaps, which cannot be filled except by correspondence bearing the same or a very similar name.

4. If the number of records increases, extensive rearrangements of guide cards and files became necessary.

In spite of these limitations, it is the most suitable method of filing inward and outward letters and other documents, Generally, there is a separate file for each letter in alphabet. However, in small organizations two or three files are sufficient for all the 26 letters.

## **2. Numerical Classification of Files**

Under this method, each folder or record is given a number and the files are arranged in the numerical order i.e. each customer or subject is allotted a number. All papers relating to a particular customer or supplier or subject are placed in one folder bearing its distinctive number. Folders are arranged in the cabinet numerical sequence and guide cards are used to divide them into suitable groups of 10 or 20. Thus, if a customer, is allotted the number 14, all papers and documents connected with him will be found in folder number 14.

### **Types of Numerical Classification**

Numerical classification can be further divided into various categories. Of them the following three are worth mentioning viz.,

1. Consecutive Classification System.
2. Dewey Decimal System.
3. Terminal Digit System.

#### **1. Consecutive Classification System**

In this classification, folders or files are arranged in a strict numerical order from one onward. Each folder is numbered and titled by subject or name and placed at the rear (back) of the existing folders.

#### **2. Dewey Decimal System**

This system is very popular in libraries. Under this method, each digit stands for a sub-classification.

### **3. Terminal Digit System**

Under this method, file numbers are in groups of two or three read from right to left each group representing a particular location or some other coding.

#### **Advantages of Numerical Classification**

1. Greater accuracy in filing is ensured. Hence, chances for misfiling are reduced to the minimum.
2. This system is highly flexible because it has unlimited scope for expansion.
3. There is no need for keeping miscellaneous files as in the case of alphabetical system.
4. Replacement of files shall be quicker and more certain.

#### **Disadvantages of Numerical Classification**

1. This system will operate efficiently only when there is an index. The index must be carefully managed and kept up-to-date.
2. Index should be referred before ascertaining the location of a file. This will cause delay in locating the files.
3. Since no miscellaneous files are kept it is not easy to arrange files for miscellaneous papers.
4. Errors in filing will result due to transposition of figures.

### **3. Geographical Classification**

Under this system, files are arranged according to the location or addresses of the persons or parties to whom they relate.

The classification can be street-wise, town-wise, district-wise, state-wise or country-wise. This system will operate efficiently only when it is combined with either numerical system or alphabetical system.

This system of classification is generally followed in organizations engaged in export trade or doing business over a wide geographical area. Mail order houses, banks, insurance companies etc. also adopt this system of classification. This system is also suitable in those concerns where records are required according to the sales territory.

#### **Advantages of Geographical Classification**

1. Speedy location of files is possible.
2. It is simple to adopt.
3. Direct filing is possible.

#### **Disadvantages of Geographical Classification**

1. This system will work only when combined with alphabetical classification. Hence, it is not an independent system.
2. An index should be prepared, without index this system shall become inoperative. Errors may result if the geographical knowledge of the filing clerk is poor. Hence, chances for misfiling will be more.
4. Proper training must be given to filing clerks. Otherwise, errors shall become frequent.

#### **4. Subject-Wise Classification**

Under this system, all documents concerned with a particular subject are brought together in one file. Such document may have come from different sources and from different people.

This system is adopted only when the subject or content of a letter is more important than the name of the correspondent. Each subject matter is kept in a separate file. These files may then be arranged alphabetically, numerically or on some other basis.

For instance, separate files may be maintained for purchase quotations, purchase orders, income tax returns, traveling allowance bills and so on.

### **Advantages of Subject-Wise Classification**

1. Once the subject is known, it is very easy to trace out the required information.
2. Each subject file gives complete particulars and information on that subject.
3. There is scope for unlimited expansion.

### **Disadvantages of subject-wise Classification**

1. This system is not suitable for filing miscellaneous papers.
2. Its greatest drawback is that it is difficult to classify.
3. If the subject classification is not understood properly, it will become difficult to locate a document.
4. If the number of subjects is more, an elaborate index is necessary. This will make the system costly.

## **5. Chronological Classification**

Under this arrangement, records are filed in strict date order. Records like vouchers, invoices, bills etc. mostly connected with accounts are filed in this fashion. However, this system cannot be adopted independently.

The records must be classified according to their subject and may then be placed in date order inside the file related to that subject.

### **Merits of Chronological Filing System**

Chronological filing system is good for overall classification because records may be separated month-wise. In particular, this system has the following points to its merit.

1. Speedy location of records is possible.
2. Simple to operate.

3. Less expensive because ordinary files are sufficient to preserve the records under this system.

### **Demerits of Chronological Filing System**

1. This system is suitable only for small business enterprises.
2. This system is not useful when exact dates are not known.
3. Incoming letters are separated from outgoing replies. Hence the history of particular transaction cannot be ascertained at a glance.

### **Methods of filing**

Various methods of filing are based on the different types of equipment in use. These methods may be classified in two broad categories.

(1) Conventional methods.

(2) Modern methods.

#### **Conventional methods**

The old methods of filing are still in common use in most offices. However they are being gradually replaced by modern methods. The most important conventional filing methods.

(1) Methods holders.

(2) Bound books(guard books).

(3) Spike or pillar-and-post filing.

(4) Expanding pockets.

(5) Concertina file.

(6) Box files.

(7) Pigeon-hole method(docketing).

#### **Modern filing methods**

The conventional filing methods and equipments are obsolete and useless from the standpoint of large-scale organization. This equipment was useful when the number of record was very small. Many sophisticated, improved and new filing equipment have been developed to meet the filing requirements of a modern business and these may be classified as.

(a) Horizontal filing.

(b) Vertical filing.

**(a) Horizontal filing**

Horizontal filing indicates the horizontal positions of files. Under this methods, papers, folders, other containers are placed in a horizontal or flat position” one on the top of another on shelves or in shallow drawers.” The paper are filed in a chronological order (date-wise). These files come in a variety of folders. some of these are.

**(1) Flat files :** these are covers of cardboard or thick papers, fitted with metal hinges with which to fasten the papers together. A separate cover(file) is allotted to each customer or subject, and all the correspondence and document relating to the customer or subject is placed in that cover in a chronological order.

**(2) Arch files :** these are strong cardboard folders containing strong metal arches, which can be operated by leaves. If a paper is to be filed , it is punched with holes with the help of a punching machine ; the lever is then moved upward which opens the springs or metal arches.

**(b) Vertical filing :** vertical filing indicates the vertical position of the files. Under this method, paper folders or files are kept in upright or standing position. This system is an improvement on the horizontal filing system in which a great deal of time is consumed in locating a paper or document.

- **Folders :** folders are the basis of vertical filing. They are made of manila paper or some other strong paper and are used to hold papers and documents.

- **Cabinets :** for general office use vertical filing cabinets made of wood or steel are fitted with four drawers. The drawers in these cabinets run on ball bearings, and are deep enough to hold the folders in a standing position.

- Suspension filing.

- Lateral filing.

- Open-shelf filing.

- Visible filing(card filing).

## **Unit -2**

### **Office Records**

#### **Meaning of Office Records**

# **What is Office Records?**



The term record may be defined as “any written data that are made for possible future use”. It refers to the vast bulk of correspondence and other documents which are created, received and stored in any business office.

The term “record” includes all forms of information processing media used by a business, whether they are in the forms of correspondence, vouchers, cards, registers, files, tapes or microforms of the records. A typical business has dozens of kinds of records, which constitute the memory of the entire organization.

## **Types of Records**

### **I. Administrative Records**

Records which pertain to the origin, development, activities, and accomplishments of the agency. These generally fall into two categories: **policy records** and **operational records**.

#### **Policy Records:**

Records that relate to the organization such as plans, methods, techniques, or rules which the agency has adopted to carry out its responsibilities and functions. These include three basic categories.

1. **Organizational Documents:** budgets and budget planning records, fiscal records, organizational and functional charts.
2. **Governing Documents:** manuals, directives, orders, and interpretations issued from top authority levels, correspondence files of high-level officials, regulations, circulars, instructions, memoranda or regular issuances that establish a course of action, and staff studies or special reports relating to methods of workloads and performances.

3. **Reporting Documents:** annual reports, periodic progress or summary reports, special reports or accomplishment, transcripts of hearings, minutes of meetings and conferences, and agency histories.

### **Operational Records:**

Records necessary to implement administrative policies, procedures, and operations. The operational value is the usefulness of a record in the conduct of an organization's business. Examples include mandates, procedural records, or records that give direction.

## **II. Legal Records**

Records of legal value include those with evidence of legally enforceable rights or obligations of the State. These may include:

1. Records relating to property rights: land, probate, contracts, agreements, leases, licenses.
2. Records relating to citizenship rights: vital statistics, such as birth, death, marriage, some legal proceedings, and criminal cases.
3. Records relating to employment: veterans' records involving legal rights attached to employment, basic state personnel records, and, in some cases, payroll records.
4. Records containing information required to protect the State against claims or to enforce statutes: executive orders, rules, regulations, and records to establish or support judicial opinions and interpretations.

## **III. Fiscal Records**

Records that have fiscal value relate to an agency's financial transactions. These may be budgets, payrolls, vouchers, and accounting records. After records have served their primary administrative purpose, it may be necessary to preserve them to document the

expenditure of public monies and to account for them for audit purposes and requirements.

#### **IV. Historical Records**

Records worthy of permanent preservation for reference and research purposes are selected for deposit in the state Archives at the Connecticut State Library. These records are retained for many uses. Public officials use archival records to protect the government, to give consistency and continuity to their actions, to prevent duplication of efforts, and to find successful ways for solving recurrent problems. Records are also kept to protect citizens' legal rights and for research in many fields to advance general knowledge and understanding.

#### **V. Research Records**

Records used in scholarly studies and investigations. Researchers want to extend human knowledge using basic historical evidence. These records may include important information on individuals, corporate bodies including their problems and conditions, and significant historical events. Researchers may include case files and correspondence of a regulative and quasi-judicial nature, statistical and other data on economic development, population changes, and/or major movements in our society. Many of these records have informational, administrative, and archival value.

#### **VI. Electronic Records**

The Connecticut Uniform Electronic Transactions act (CUETA) defines an electronic record as "a record created, generated, sent, communicated, received or stored by electronic means, including, but not limited to, facsimiles, electronic mail, telexes and internet messaging" (CGS, Section 1-Electronic messages sent or received in the conduct of public business are public records.

### **Unit-3**

#### **OFFICE FORMS**

##### **Meaning**

A form is printed or cyclostyled piece of paper containing some information with blanks spaces left for the entry of required information briefly by the persons using it. In another words An 'Office form' may be defined as a printed sheet of paper or card with marked headings for entries to be made in hand or by typing. Forms are the basic tools for all types of office work. It is through the office forms all essential information required for efficient conduct of business can

be received, recorded, arranged and transmitted in a systematic manner. Generally, the data may be collected from outside sources through bills, quotations, orders, statistical data, return etc.

### **Definition of Office Form**

J.C.Denyer,

Office form may be defined as a vehicle by which the required information is collected briefly for the effective and economical function of an office.

**George R. Terry** says that, "Office forms are the raw materials of the office".

### **Need for Office Forms:**

Modern business depends much upon record. "A record is any written data that is made for possible future use." Forms are needed together and preserve information for present and future use. Need for office forms arise as they serve the following purposes:

**a. Gathering and Communicating Information:** They collect the needed data and then communicate the same to perform different tasks.

**b. Providing Specific Location:** They provide a specific location for each item of information needed and thus the work of data entry, processing and reference becomes easy.

**c. Elimination of Recopying:** As forms used to collect regular and standard information are prepared in duplicate and triplicate they eliminate the need for recopying repetitive or standard information, thus saving much time and money.

**d. Identification of Records:** They help to identify records and facilitate filing for future reference.

Following are the factors to be considered while designing office forms:

**1. Forms must be designed according to the purpose of their use:** The general purpose of a form is to make clerical work easier than what it would be if a blank paper was used.

**2. Forms should be easy to use:** The manner in which a form will be used must be kept in view while designing the forms and choosing the quality of paper for its printing. A form which is to be used on a typewriter or on a book-keeping machine should be so designed that it may have minimum number of starting places for the typist.

**3. The design of forms should be simple and facilitate the use:** A simple design generally makes the form more convenient to use. The design should enable the placing of matter to be easily done.

**4. Each type of form should bear a title and number:** To use a form, one must refer to it by a title or number. The title of the form should be standardised and printed at the top. It should be clearly descriptive but short. The form title is more easily remembered by the clerks than the serial number.

**5. The size of the form should be decided in accordance with the purpose in view:** There is no hard and fast rule regarding the exact size of a form.

**6. The type face for printing forms should be clear and distinct for purposes of reading:** The form designer has to keep in view the type- face for printing so as to make the printed form neat and compact.

**7. The right type of paper should be selected for every form:** The printing, typing or writing impression desired will determine the quality of paper suited for the purpose. The appearance of the forms as regards finish colour, weight, etc., makes an appeal to the person to whom they are addressed.

**8. Adequate provision should be made for punching, scoring and perforating the forms:** If forms are required to be punched for binders, it should be arranged by specifying standard measurements from centre to centre of the holes. Scoring means impressing a line on the form which crease the paper so that time of printing. Perforation of certain forms may be required or a series of short dash(--) marks which cut partially through the paper.

## **IMPORTANCE OF OFFICE FORMS**

An office can work very easily and economically with the help of receiving information through form. Time required to perform a work is reduced and the energy of the employee is saved. Therefore, the applications of printed forms have become an essential part of the office procedure.

### **TYPES OF OFFICE FORMS**

Forms can be **classified based on their utilization**. They are

Then, the forms can be classified based on the number of copies required. They are

1. **Single copy forms:** Single copy form is used to save the only one purpose and kept by the anyone of the office employee.
2. **Multiple copy forms:** Multiple copy forms are prepared in more than two copies but according to the requirements. For example, if three copies are prepared; three employees in various departments or in various sections keep them.

Again, office forms are **classified based on place of utilization**. They are

1. **Outside contact forms:** Outside contact forms means forms used for collection of information from the outside of office. They are purchase orders, sales invoices, vouchers and the like.
2. **Internal office forms:** Internal office forms mean forms used for collection of information within the organization. They are requisitions, report forms, accounting forms and the like.

Unit -8

### **Moderen Office Machine**

Modern day office is furnished with so many different types of office equipment that it might be hard for some people to understand what is going on. Luckily, we have an article on types of office equipment and their uses, which might help some clueless souls understand things better. Read more The definition of office equipment is pretty straightforward: it is an umbrella term for

the machinery, supplies and other paraphernalia that can be found in an office. This includes everything, from various electronics to mops and thumbtacks

#### Factors in Selecting Office Machines

(1) **Ease of operation** : Faster operation, less fatigue, and fewer errors go with ease of operations. Here are some contributory factors; indexing the amounts, operating the control keys etc.

(2) **Flexibility** : Unless there is enough work to keep a highly specialized machine busy, it is better to select one which can be used for different types of work. In absence of the flexibility the purchase of the machine is not at all justified.

(3) **Durability** : A machine is used by different people under varying conditions. Unless, therefore, it is strong and durable, it would be a poor investment.

(4) **Portability** : A machine is frequently moved from user to user or from one place to another place in the same work area. Compactness and ease of handling saves time and energy and increase the use of the machine. Modern machine have been reduced in size and weight without the sacrifice of the quality.

(5) **Adaptability** : If a machine can be used without disrupting an existing system, it would be better to do so than go in for one which necessitates a considerable rearrangement of the forms and records involved, of extensive recopying of information, and of adjustments in procedures.

(6) **Service** : Reliable and continuous performance demands quick repairs and proper maintenance. The machine which can be serviced promptly has advantage over one which cannot be so serviced.

(7) **Operating cost** : This includes such things as supplies, the space occupied, the special equipment and forms required, repairs, etc.

(8) **Reputation of the Supplier** : Few people have the expertise to judge the mechanical qualities of a machine; one has therefore, to depend upon the integrity of the manufacturer and dealer to furnish a good machine and to backup claims and guarantees.

#### **Unit -4 Office Correspondence:**

##### **Meaning of Office Correspondence:**



A lot of communication that takes place in an organisation is in writing. Correspondence thus is defined as 'communication in writing on subject of mutual interest either within the organisation or with an outsider'.

Correspondence within the organisation lends a meaning of definiteness to corporate policies and practice, promotes understanding between the members and departments the organisation.

Correspondences with the outsider promotes image of the organisation, clarifies its policies, keeps its legal entities intact and keeps its operations going.

**Importances of Office Correspondence:**

1. Serving a notice to the office personnel.
2. Serving a notice to the individual person.
3. Serving an order either to the entire department or to the individual employee in the office.
4. Serving an instruction either to the department or to an individual working in the department.

Serving an instruction or a notice to the office situated outside the office premises. There can be many other reasons to execute and serve an instruction which is a part of office correspondence, however, the nature of the correspondence depends upon the situation that arises in the office for which a notice has to be served.

**Maintenance of Official Correspondence:**

Maintenance of the office correspondence starts either with receiving the official letter and filing them in the proper file, or sending a letter out of office, or sending a letter to some other department, and maintaining a copy of it in the file.

**This is best explained thus:**

Incoming letters are also known as incoming mails and the outward letters are known as outgoing mails. We shall discuss the procedure of handling inward mails and outward mails.

**Procedure for Handling Inward Mails in Office Correspondence:**

Inward mail forms the basis on which the organisation works and exists. Much of the efficiency of the organisation is reflected through a proper handling of inward mail.

## **Listed is the procedure of handling an inward mail:**

### **1. Receiving and Collecting the Mails:**

An ordinary 'dak' or 'mail' is brought to the office either by a courier or by a post-man once or twice in a day in most of our cities in India. At once, the number of letter received should be counted. An office, as it is, will receive about 25 to 30 letters in a day and may be 10 to 12 letters at a time.

### **All such letters after receiving should be stamped. A proper example of stamp is shown:**

Here the stamp reflects the name of the office. It is office at Kolkata. The stamp reflects other information as letter number, date of receipt, and the direction of the letter to whom it has to be handed. Suppose this is the 10th letter that the office has received on 10/10/10, then the figure 10 and the date 10/10/10 should be posted at the appropriate place.

Lastly, if the letter is marked to the accounts department, then “**accounts**” should be written in the appropriate place. However, this step will take place only after opening the mail.

### **2. Opening Mail:**

Letters may be opened either by hand or by letter opening machines. Opening letters by hand with the help of a paper knife is the most common method of opening letters even in a very large organisation.

After opening the letter it should be noted whether the contents of the letter written are in a single page, or more than a page. If it is more than one page, the entire pages should be numbered.

After numbering the pages, the contents of the letter should be read and a greater importance should be laid on the subject matter of the letter.

It is the subject matter which, at a glance, tells us about the entire contents.

Now it is here that the 'letter referred to' comes into foreplay as inscribed on the stamp. Once the entire letter is read, one would come to know about the department where the letter has to be directed. It should be written on the space provided.

### **3. Recording of the Mail:**

Most of the organisations like to keep a permanent record for all inward mail. For this purpose, the **“inward mail register”**, 'dak received register' or 'letter received book' is maintained. This register records all the particulars of letter received. It is better to have such a register in almost all offices to check the records of the letter received and also check whether a letter has been returned for filing.

### **4. Sorting and Distribution of Inward Mail:**

Once the entire stamping and entire recording is over, the letters should be sorted out. For example, all letters to be directed to accounts must be separated and grouped together so that every letter belonging to the Accounts Department are sent to Accounts.

Similarly every letter directed to Administration may be sent to Administration Department. Thus process of putting all the letters belonging to the Accounts Department are sent to the accounts. Similarly every letter directed to Administration may be sent to Administration.

This process of putting all the letters to one department, in series and directing it to the concerned department for action is known as **“sorting”**. Once the letters are sorted and recorded, the letters are sent to the respective departments to receive. This process is known as distribution.

### **5. Follow Up:**

Efficient reply back to incoming correspondence is the index of the efficiency of the organisation and to improve its image. The executives and the various departmental heads should see to it that letters received during the days are attended to on the same day and replies are prepared on the same day, and then the duplicate copies of it are filed properly.

The original letters should be given the file name and should be dispatched properly.

### **Outgoing or Outward Mail in Office Correspondence :**

Mails are sent outside by every department, by every organisation.

#### **There is a procedure of sending the mail out:**

Read the entire contents of the letter which has to be sent out.

2. Take out the file in which the second copy of the letter will be filed. The file will have a file number. This file number has to be given to the letter.
3. See in the outward register what the serial number of the last letter is. The next number will be the serial number of this letter.
4. Put the date of despatch on the letter. The same date will have to be put on the letter.
5. After making all the entries of the letter in the outward dak register, send the letters to the despatch section. The despatch section will affix the stamps etc., will write the address on the envelope and then post the letter making an entry in the register maintained by them. This is the simplest and easiest method of dispatching a letter from the office.

### **Classification or Types of Correspondence**

1. **Internal Correspondence:** Internal correspondence refers to correspondence between the individuals, departments, sections and branches of the same organization.
2. **External Correspondence:** It refers to correspondence made with outsiders of the organization who are individuals, customers, suppliers, banks, financial institutions, money lenders, government departments, educational institutions, charitable trust and the like.

3. **Routine Correspondence:** Routine correspondence refers to correspondence on routine matters like inquiries, acknowledgements, replies, orders, invitations and appointment letters.
4. **Sales Correspondence:** It refers to correspondence relating to sales. They are sales letters, sales reports, invoices, offer and discount letters, statement of accounts, confirmation of order, collection letters, delivery letters, debit and credit notes letters and the like.
5. **Personalized Correspondence:** Emotional factors are responsible for personalized correspondence. The letters relating to requesting, granting or refusing co — operation, favour, letters intimating gratefulness, appreciation, congratulation or commendation, letter of introduction or recommendation of an individual, letters of sympathy or censure and the like are termed as personalized correspondence.
6. **Circulars:** A common matter is communicated to a large number of persons or firms. They treated as circulars and/or notices change of address, change of telephone numbers, opening of a new branch, introduction of a new product and product line, notices regarding meetings to share holders, debenture holders, depositors, financial institutions and the like are the example of circulars. These are cyclostyled, duplicated or printed.

### **Definition of Speed Post**

The 'Speed Post' service was started by the Indian Department of Posts way back in 1986, to provide time bound delivery of posts. The service offers '**one rate**' delivery pricing in all the places of India, with faster and secure delivery (normally 2-3 days, within India). It also provides an excellent delivery network across the different parts of the world (including the remote areas). As the delivery is made at the address of the receiver, full name and signature of the person taking delivery and the number of articles delivered is recorded the delivery slip.

The main feature that distinguishes this service from all others is its faster delivery system. Speed Post also provides a facility to track the status of posts through an online portal.

### **Definition of Registered Post**

'Registered post' is an Indian Postal Department service, similar to an ordinary post, providing additional facilities like safe delivery, the signature of the recipient at the time of delivery, extra cover (insurance) and proof of delivery.

As the service is similar to an ordinary post, the parcel normally takes 2-5 days to reach its destination. Identification is given to the article and recorded simultaneously at each handling stage. In this way, the proper record of the posts and parcel is maintained till the delivery point, with tracking details available to the recipient at each point. In general, the service is used to deliver credit cards, or property documents etc. **Key Differences Between Speed Post and Registered Post**

1. The major difference between a speed post and the registered post is that speed post is address-specific service, in essence, the delivery of the article can be taken by the addressee or any other person also, at the address, such as the family members of the addressee while registered post is addressee-specific, i.e. only the addressee is allowed to take the delivery of the article.
2. The second difference lies in the time they take to deliver a message. Speed Post is a high-speed postal service that offers time bound delivery of the post. As far as timely delivery of Registered post is concerned, it is like an ordinary post in which the parcel gets registered and safe custody of the parcel is maintained from the source to destination.

#### **Advantages of Speed Post**

- • Affordable Prices
- • Fast Delivery
- • Status Check
- • Guaranteed Delivery
- • Safe and Reliable

#### **Advantages of Registered Post**

- • Status Check
- • Certainty in Delivery
- • Proper record keeping
- • Extra Cover

- • Safe and Secure custody



- • Courier Services

- There are some private operators who provide mail services to the public. They are known as private couriers. They collect letters and parcels and deliver them at the place of the addressee. Private couriers provide quick service in collection and delivery of letters, parcels, packets etc. No postage is required to be affixed on letters and parcels if sent through couriers. The charges payable for private courier service are generally higher in comparison to post office. Again these charges are also not uniform. Private couriers are popular in big cities and towns. OVERNITE EXPRESS, DHL, BLUE DART EXPRESS are some of the private carriers operating in our country. The main features of private couriers services are as follows: i. It provides a quick means of communication. ii. It provides facilities for national as well as international communication. iii. All kinds of articles are handled by it except gold and jewellery. iv. Besides using railways, roadways and airways for carriage of articles, some agencies use telephone, telex and fax services for transmission of messages. v. It undertakes full responsibility of safe and timely delivery of articles. vi. It collects articles from the doorstep of senders and delivers them to the receive

- • Parcel Post

Suppose you want to send a book to your friend who is staying in the nearby town. Can you send it through post? Yes, it can be sent through the parcel service of Post office. Let us learn about it. The postal facility through which articles can be sent in the form of parcels is known as Parcel Post. It provides reliable and economical parcel delivery service. Under parcel post services, parcels of specified size and weight can be sent across the country as well as outside the country. Postal charges vary according to the weight of the parcel. Separate postage is to be paid for inland and foreign parcel post.

- • Email

Email is the modern way to send letters – you can send a message to the other side of the world and get a reply in minutes! Email is short for electronic mail. An email is a letter that is sent over a computer network instead of being sent through the post. You can attach documents and photos to emails, just like you can include a photo or a document with a letter. You can also attach computer files, such as programs and spreadsheets.

Sending and receiving email is generally free, and you can actually send an email to as many people as you like. Each person on email has a unique email address, which is how you direct an email address to a specific person. You can even send emails to yourself. This sounds kind of silly, but people do this to send themselves reminders and also to transfer files from one place to another. All your emails come into your Inbox, which is like your virtual letter box. Later in this session, we'll talk about how you set up your own Inbox. Email has its own writing conventions, which may take a little getting used to. Not many people start an email with Dear sir, or end it with Regards. It's a lot less formal than that. There's nothing wrong

An email address always has an @ symbol (pronounced at). Australian email addresses often finish with .com.au – although if you use a web mail service like Hotmail or Gmail (which we'll be walking you through later), you can also end up with a .com address. If you get confused between email addresses and website addresses, remember that website addresses begin with www. An example of an email address is mary@domain.com.au. It would be read aloud as mary at domain dot com dot au. Every person's email address is completely unique. If you email a person who works at a company, you'll probably see that their email address ends with the company name. For example, a person named Joe who works at Telstra might have an email address

- Airmail

It is the system of sending letters, parcels, and goods by air....an airmail letter.

**Airmail** (or **air mail**) is a **mail** transport service branded and sold on the basis of at least one leg of its journey being by **air**. **Airmail** items typically arrive more quickly than surface **mail**, and usually cost more to send. ... Thus even "regular" **mail** may make part of its journey on an aircraft.

Airmail is a mail transport service branded and sold on the basis of being airborne. Airmail items typically arrive more quickly than surface mail, and usually cost more to send. Airmail may be the only option for sending mail to some destinations, such as overseas, if the mail cannot wait the time it would take to arrive by ship, sometimes weeks. The Universal Postal Union adopted comprehensive rules for airmail at its 1929 Postal Union Congress in London.

Since the official language of the Universal Postal Union is French, airmail items world-wide are often marked Par avion, literally: "by airplane". For about the first half century of its existence, transportation of mail via aircraft was usually categorized and sold as a separate service from surface mail. Today it is often the case that mail service is categorized and sold according to transit time alone, with mode of transport being decided on the back end in dynamic intermodal combinations. Thus even "regular" mail may make part of its journey on an aircraft. Such "air-speeded" mail is different from nominal airmail in its branding, price, and priority of service.

### **Unit-5 Indexing**

An indexing is anything that points out or indicates. It is a ready guide to the location of the required file or records. It is a process of determine the documents which are to be filed. It is an important aid to filing and finding because, when a large number of files are maintained for

various purposes, they can be located are indicated by some sort of a guide which is known as index.

### Types of Indexing

The various types of indexing is also known as methods of systems of indexing. Some of the important types of indexes are given below:

**(i) Page Index :** An ordinary page index consists of a page for each letter of the alphabet, fitted with a tab showing the letters, and on each page is written the names beginning with that letter and quoting the relevant page number. This type of index may take the following forms:

**(a)** Bound Book Index.

**(b)** Loose Leaf Index.

**(c)** Vowel Index.

**(ii) Loose or Vertical Card Index :** A loose card index is used to overcome the difficulties (limitations) of an ordinary page index. It consists of a number cards of small size (12cms x 7cms), each concerned with one item of the index. The references heading is written along the top edge of a card, and the remaining space is used to indicating the place where the corresponding record may be found.

**(iii) Visible card Index :** Under this system, the cards are laid flat in transparent covers in a shallow tray or in a metal frame. Each card is fitted into metal hinge so that it overlaps the one before it in such a way that a narrow strip at the bottom, containing the name or title, remains visible.

**(iv)Strip Index :** In every office, whatever the organisation, a list of the names, addresses and telephone numbers, etc., of the correspondents has to be maintained.