Correspondence Protocol
Owner: Office of the President

**Purpose:** To ensure that all of the president’s correspondence is prepared, edited and signed in a timely manner.

**Definition of “correspondence”**

At our office, correspondence includes:

- Articles
- Biographies for the president
- Certificates or parchments
- Emails
- Forms
- Invitations
- Letters (nominations, endorsement, thank you, congratulations or condolence)
- Press releases
- Quotes or messages

**How to submit a request**

Email [president@ucalgary.ca](mailto:president@ucalgary.ca) to submit your correspondence request. We will confirm receipt of your request, follow-up with any questions, and then add your request to our correspondence tracking document for completion by the appropriate team member.

**Required lead time**

Allow a minimum of 10 business days for letters and a minimum of 2 business days for quotes from the president. Letters that require extensive research and review, such as letters of nomination or endorsement, may take longer than 10 business days.

**Required information**

Please provide the following information to help us process your request:

- Name of the individual or company receiving the correspondence
- Proper salutation (i.e. Dr., Mr., Ms., Mrs.)
- Title (if sending to a business address)
- Address (include name of the business or company if applicable)
- Brief background information, key messages and content submission deadline. If you are requesting a quote from the president, please include specific details from a press release or full article and cc the Strategic Communications team at [comms@ucalgary.ca](mailto:comms@ucalgary.ca) in your request.