

# Introduction

These instructions apply to the use of the letter template 'Letter v2010.dot'. This is a stand-alone template and is not linked to other University of Twente systems and/or applications.

## Faculty/Institute/Department details etc.

The template is linked to a file which contains all of the details of the various parts of the organization. If you change your details, they will automatically be changed and saved in this file. When you produce a new letter, these changes will therefore automatically be included.

## General

The template determines the layout of the document. The user can fill in an on-screen form to help him/her compose a letter.

The on-screen form is divided into a number of sections:

- address details (Adresgegevens)
- reference details (Referentiegegevens)

Send details:

- sender (Afzender)
- language (Taal)
- department and location (Afdeling en locatie)
- signature (Ondertekening)

Once you have filled in this screen, a letter will be generated with the correct details, logos and layout.

The screenshot shows a web-based form titled 'Brief' with a blue header bar and a close button (X) in the top right corner. The form is organized into several sections:

- Adresgegevens:** Includes a 'Classificatie' dropdown menu (set to 'Geen') and a large text area for 'Adres'.
- Afzender:** Includes a 'Naam' dropdown (set to 'Van') and a text field for 'Afzender', an 'E-mail' field (set to 'email@utwente.nl'), and a 'Telefoon' field.
- Referentiegegevens:** Includes 'Ons kenmerk' and 'Uw kenmerk' text fields, 'Variabel kopie' dropdown (set to 'Geen'), and 'Variabele tekst' text field.
- Afdeling en locatie:** Includes 'Faculteit / Instituut' dropdown (set to 'College van Bestuur') and 'Afdeling' dropdown (set to 'Geen').
- Gegevens ondertekenaar:** Includes 'Ondertekenaar' text field, 'Functie' text field (set to 'Functie'), and a checked checkbox for 'Afdrukken logo'.
- Other fields:** 'Onderwerp' text field, 'Datum' (set to '21 mei 2010'), 'Aanhef' dropdown (set to 'Beste'), 'Naam aanhef' text field, 'Groetregel' dropdown (set to 'Met vriendelijke groet,'), and 'Bijlagen' text field.

At the bottom right, there are 'OK' and 'Annuleren' buttons.

## Headings

The examples above illustrate letters for which all of the fields have been filled in. Within the template, the following headings are used:

|  |  |
|--|--|
| From (alternatives:<br>Contact person, Handled<br>by)<br>Date<br>Page<br>*Department<br>*Our Reference<br>*Your Reference<br>*Enclosures<br>*Copy to<br>*'Free heading'<br>Subject | <b>As in template (Dutch)</b><br>Van (varianten:<br>Contactpersoon,<br>Behandeld door)<br>Datum<br>Pagina<br>* Afdeling<br>* Ons Kenmerk<br>* Uw Kenmerk<br>* Bijlagen<br>* Kopie Aan<br>* 'Vrij kopje'<br>Onderwerp |
|--|--|

The headings with asterisk will not appear on the letter unless they are filled in.  
The headings have a set position, so if they are not filled in, it may result in a “blank space” in the layout.

**UNIVERSITEIT TWENTE.**

VERTROUWELIJK  
Bedrijf  
T. a. v. Contactpersoon  
Straat  
PC Plaats

CONCERNDIRECTIE STRATEGIE & COMMUNICATIE

|                  |                |            |
|------------------|----------------|------------|
| VAN              | DATUM          | PAGINA     |
| Absender         | 25 mei 2010    | 1 van 1    |
| T 0123-45 67 89  | ONS KENMERK    | BIJLAGEN   |
| email@ubwente.nl | 0000.0000.0000 | 2 bijlagen |
| AFDELING         | UW KENMERK     |            |
| COM              | YY YY YYYY     |            |
| KOPIE AAN        | FAWOMMER       |            |
| K. Dpje          | 0123-45 67 89  |            |

ONDERWERP  
Voorbeeld brief

Geachte Contactpersoon,  
Typ hier uw tekst  
Hoogachtend,

Ondertekenaar  
Functie

DE ONDERNEMENDE UNIVERSITEIT

Postbus 217  
7500 AE Enschede  
www.ubwente.nl

Example letter UT en Institute

**IGS**  
INSTITUTE FOR INNOVATION  
AND GOVERNANCE STUDIES

VERTROUWELIJK  
Bedrijf  
T. a. v. Contactpersoon  
Straat  
PC Plaats

CHEPS

|                  |               |            |
|------------------|---------------|------------|
| VAN              | DATUM         | PAGINA     |
| Absender         | 25 mei 2010   | 1 van 1    |
| T 0123-45 67 89  | ONS KENMERK   | BIJLAGEN   |
| email@ubwente.nl | 000000.0000   | 2 bijlagen |
| AFDELING         | UW KENMERK    |            |
| COM              | YY YY YYYY    |            |
| KOPIE AAN        | FAWOMMER      |            |
| K. Dpje          | 0123-45 67 89 |            |

ONDERWERP  
Voorbeeld brief

Geachte Contactpersoon,  
Typ hier uw tekst  
Hoogachtend,

Ondertekenaar  
Functie

UNIVERSITY OF TWENTE.

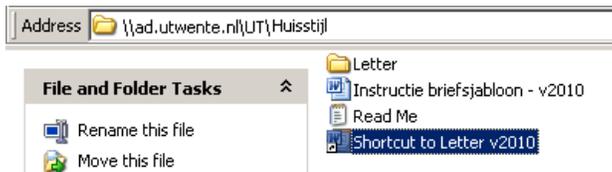
Postbus 217  
7500 AE Enschede  
www.ubwente.nl

## Use – First time

## File locations

The shortcut to the template can be found at \\ad.utwente.nl\UT\Huisstijl.

Copy this shortcut by selecting it, right-clicking on the mouse and selecting 'copy'. Open or go to Windows Explorer and copy the link into the address field (right-click on mouse → paste). Open the template by double-clicking on the shortcut. You will be presented with the on-screen form.



Shortcut to the letter template

## Opening the template for the first time

Depending on your settings (security macro 'High' or 'Medium'), you may be presented with a security warning when you open the template for the first time. Tick the box to select 'Always trust macros from this publisher' [Macro's die afkomstig zijn van deze bron, altijd vertrouwen] and then click on 'Enable macros' [Macro's inschakelen].

### Please note:

When macro security is set to 'Very High', the template will not work. In that case you should contact the ICTS help desk on extension 5577.



Security warning enable macros

## Composing a letter using the template

If you double-click on the shortcut, the opening screen of the letter template 'Letter2010.dot' will appear.

When you open the template for the first time, all of the fields will be empty. A feature of this template is that the send details are 'saved' and will be automatically filled in when you use the document again. You can modify these details in the on-screen form at any time.

## Language settings

The first time you use the template, you will be asked to set the language. When the document is finalized, it will automatically contain the correct details and logos.

Taal

Nederlands

Nederlands

Engels

Language settings

| English  | Dutch   |
|--|---|
| <p>Naam</p> <p>From</p> <p>Afzender</p> <p>From</p> <p>Contact person</p> <p>Dealt with by</p>             | <p>Naam</p> <p>Van</p> <p>Afzender</p> <p>Van</p> <p>Contactpersoon</p> <p>Behandeld door</p>   |
| <p>Aanhef</p> <p>Dear</p> <p>Naam aanhef</p>   | <p>Aanhef</p> <p>Beste </p> <p>Beste</p> <p>Geachte</p> <p>Naam aanhef</p>  |
| <p>Groetregel</p> <p>Kind regards, </p> <p>Best regards,</p> <p>Kind regards,</p>                          | <p>Groetregel</p> <p>Met vriendelijke groet, </p> <p>Hoogachtend,</p> <p>Met vriendelijke groet,</p>  |
| <p><b>Classification:</b></p> <p>Personal</p> <p>Confidential</p> <p>Recorded Signed For</p> <p>Urgent</p> | <p><i>When the letter is generated, these settings will be translated into:</i></p> <p>Persoonlijk</p> <p>Vertrouwelijk</p> <p>Aangetekend</p> <p>Spoed</p> |

## Logo

The language setting ensures that the correct logo is automatically used in the document.

UNIVERSITEIT TWENTE. or UNIVERSITY OF TWENTE.

### Please note!

The language setting will not affect the names of the faculties. The English name of the faculty can be included in the list for selection.

## Layout of letter

### On-screen form

With regard to the layout of the letter, the following fields can be filled in:

### 1: Classification

You can select from a list with the following options: "Personal, Confidential, Recorded Signed For, Urgent". If you select "None [Geen]", no classification will be included in the address field.

If you select "Dutch" as the language setting, the above classifications will be translated as follows in the final document: "Geen, Persoonlijk, Vertrouwelijk, Aangetekend, Spoed".

Adresgegevens

Classificatie

Geen

Geen

Persoonlijk

Vertrouwelijk

Aangetekend

Spoed

## 2: Address

Fill in the address in this field.

## 3: Our Reference

This is where you fill in the reference details for the letter.

## 4: Your Reference

If relevant, this is where you fill in the recipient's reference details. This might be relevant if you are responding to previous correspondence.

Referentiegegevens

Ons kenmerk

Uw kenmerk

Variabel kopje

Geen

Variabele tekst

Onderwerp

Datum

25 mei 2010

Aanhef

Geachte

Naam aanhef

Groetregel

Hoogachtend,

Bijlagen

CC

## 5: Variable heading and Variable text

In the variable heading field, you can make a selection from "None [Geen], Project number [Projectnummer], Dossier number [Dossiernummer], Fax number [Faxnummer]".

If you select one of the above headings, you should add the relevant details in the "variable text" field.

The list of options can be modified. To arrange this, please send an e-mail to: [huisstijl@utwente.nl](mailto:huisstijl@utwente.nl).

Variabel kopje

Geen

Geen

Projectnummer

Dossiernummer

Faxnummer

Variabele tekst

## 6: Subject

You should fill in the subject of the letter here.

## 7: Date

The date is automatically generated and can be changed manually.

## 8: Opening line and Name in opening line

You will be provided with the salutation “Dear”, “Dear Mr.” or “Dear Ms.” [“Geachte”, “Geachte heer”, “Geachte mevrouw”, “Geachte heer/mevrouw”. You should fill in the name of the recipient in the field “Name in salutation”. It is also possible to compose your own salutation.

## 9: Closing Line

Here you can choose between seven options, “Kind regards”, “Best regards”, “With kind regards”, “Yours truly”, “Yours sincerely”, “Yours faithfully” or “Warm regards” [“Met vriendelijke groet” or “Hoogachtend”]. It is also possible to compose your own valediction.

## 10: Appendices and CC

If other documents are enclosed and/or copies of the letter will also be distributed, the corresponding information should be entered in these fields.

## 11: Name

Here you can choose the heading to be used in the letter: “From” [Van], “Contact person” [Contactpersoon], “Prepared by” [Behandeld door]. You should then fill in the name of the sender/person dealing with the letter.



## 12: E-mail

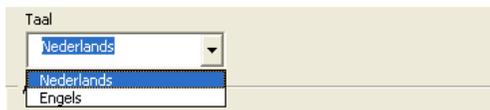
Here you can fill in the e-mail address of the sender/person dealing with the letter.

## 13: Telephone

Here you should fill in the number of the person who will sign the letter.

## 14: Language

You can select the language of your choice here. When the document is finalized, it will automatically contain the correct details and logos.



## 15: Department and Location

Here you can select the Faculty/Institute of your choice. When the document is finalized, it will automatically contain the correct details and logos.

Afdeling en locatie

Faculteit / Instituut

College van Bestuur

College van Bestuur  
Directie  
Concerndirectie Financiële en Economische Zaken  
Directorate for Financial and Economic Affairs  
Concerndirectie Personeel, Arbeid & Organisatie  
Directorate for Human Resources Management  
Concerndirectie Strategie & Communicatie  
Directorate for Strategy, Marketing and Communications

A department can be selected for each section. If you select the option “None [Geen]”, no department name and no header will be incorporated into the layout of the letter.

Afdeling

Geen

Geen  
AAMP  
AH  
AMH  
APB  
AUT  
B&A  
BB

## 16: Signer

Here you should fill in the name of the person who will sign the letter. The signatory’s name will be added to the bottom of the letter and can be removed or modified manually.

## 17: Job title

Here you can fill in the position of the signatory.

## 18: Printing logo

The box will be checked depending on the option selected. On this basis, the relevant logo will be placed in the document.

The logos will be included in the document as standard, except for the institutes. The institutes already have a logo printed on their stationery.

Afdrukken logo

### *Electronic letter - Institutes*

If a letter is sent by e-mail, for example, the logo should be included in the letterhead. In that case it is possible to manually select “Print logo [Afdrukken logo]”, which will ensure that the logo is placed in the letterhead.

## **Generating the letter**

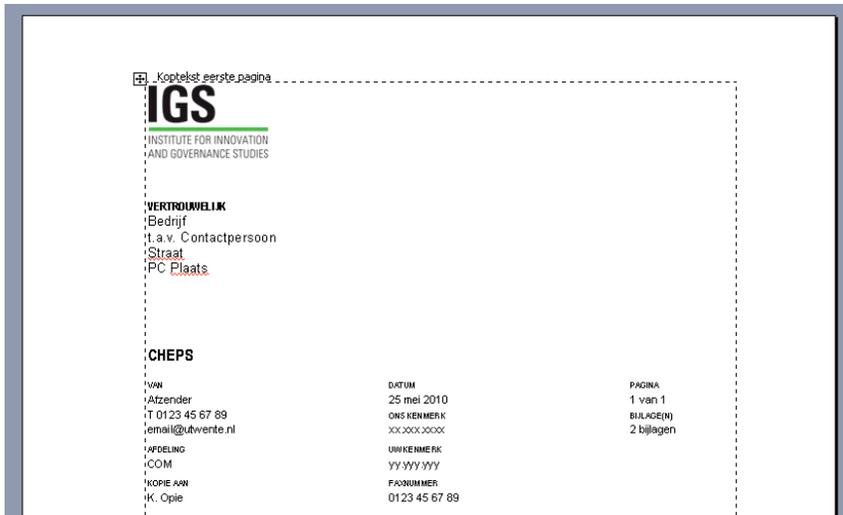
Once all relevant fields have been filled in, you can generate the letter by clicking on “**OK**”. All of the data from the fields will then be placed in the document and the information regarding the relevant faculty/department will be written to the document.

## **Working on the letter**

When a letter is generated, it is advisable to save it before you do anything else. Then you can start composing the content of the letter.

## **Changing details**

Address and reference details appear in the ‘page header and footer’ section of the document. If you need to change details in this section, position your mouse in the field you want to change and double-click. This will open the header and footer and enable you to make the desired changes. You can then close the “header and footer” section by clicking on the “close” button.

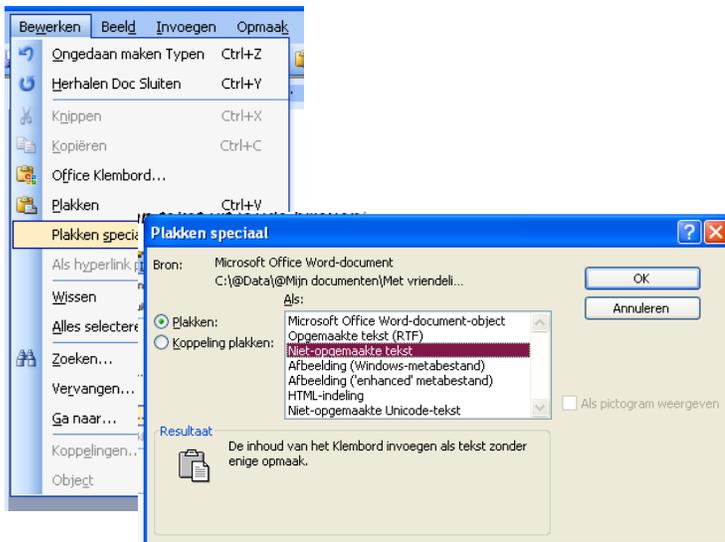


Header section of the letter

## Incorporating text from existing letters

If you wish to use text from existing letters and documents in your own letter, it is important that you do not copy in the layout profile of the source document. You can avoid this by:

- 1) selecting and copying the text from the source document
- 2) pasting the text into the letter using the command “Paste special [Plakken speciaal]” via “Edit – Paste special ... [Bewerken - Plakken speciaal...]” and then selecting “Unformatted text [Niet-opgemaakte tekst]”.
- 3) you can then format the inserted text.



## Questions

For questions about the use and layout of the letter template, please contact the Traffic team at the Communication Department within Strategy, Marketing and Communications (S&C): [huisstijl@utwente.nl](mailto:huisstijl@utwente.nl).

## Technical problems

ICTS Service Desk