

**Administration**  
**STAFF ADMINISTRATIVE PROCEDURES**

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Changes to this memorandum are not official unless they are authenticated by the Deputy Chief of Staff for Command, Control, Communications and Computers, FORSCOM and the Secretary of the General Staff.

FOR THE COMMANDER:

OFFICIAL:

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//Signed//

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FORSCOM Memorandum 1-11, Staff Administrative Procedures, dated 1 July 1998, is changed as follows:

**Add to paragraph 3-2a:**

a. Copies of slides to be used, seating charts and BLUE CARDS (for CG) must be provided. Update changes ASAP. The intent is to ensure the CG and DCG is as knowledgeable as possible for the next days activities.

**Add paragraph 3-8g:**

g. For all meetings and VTCs involving the CG, action officers are required to include w/ the daybook entries (see para 3-2) a BLUE 3x5 card, with the following items (**Figure B-19**):

Title of the briefing

Date time group

Name, rank, position, and conversational name for all participants of the briefing

VTCs further require that the FORSCOM action officer prepare BLUE CARDS for participants at the remote sites. BLUE CARDS are due in for submission with the daybook entry (see FORSCOM Memo 1-11, pg 3, sub-paragraph 3-2) NLT one working day prior at 1200.

**Add paragraph 7-7:**

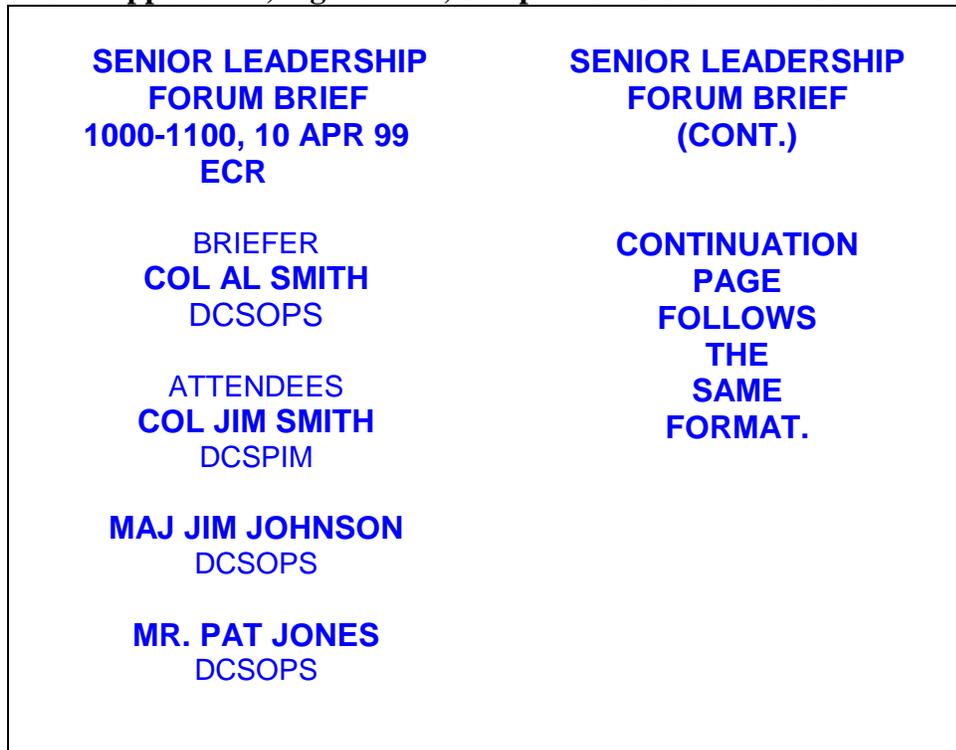
Guidelines and Courtesy Rules for Use of the Red Line Phones.

The following rules apply when using the Red Line phones:

1. If you are calling the CG, DCG/Chief of Staff or CSM, first call their respective Executive Officer or Administrative Assistant to determine whether or not the Principal is available to receive the call. If the Principal is available, make the call.

2. Rule of Thumb: If the person you are calling is of equal or lesser rank, make the call. If you are junior to the person you are calling, check first with their Executive Officer or Administrative Assistant. Then make the call.

**Add to Appendix B, Figure B-19, Sample FORSCOM Blue Card:**



**Figure B-19**

**Add Appendix I, Electronic Mail Guidelines:**

1. Email has evolved from an informal method of communication to being the predominant communications means. A whole culture of etiquette has grown up around the use of email: some of it is a carry over from other forms of communications and some is new. Below are some guidelines on courtesy and format to improve email communication.

- a. Observe the Golden Rule - be courteous and conscientious.
- b. Be professional and careful regarding what you say about others. Remember, it is easy to forward messages. What you say today can be seen in tomorrow's newspaper.
- c. Write complete sentences but be concise. Try to avoid writing in all CAPS, which is normally construed to be shouting at the recipient. Conversely, avoid writing in all lower case as this shows poor writing style.
- d. Use spell check.
- e. Use discretion in forwarding email from General Officers or Senior Executive Service members.
- f. Address your email only to those who need to respond to the message. Courtesy copy (cc) anyone who needs to be informed but does not need to respond. If you are cc'd on a message, it may not be necessary for you to reply.
- g. Do not use the "Reply All" button when answering a message sent to a large group. Usually the rest are not concerned with your response and it triggers numerous other messages as addressees banter over the use of "Reply All".
- h. Use a descriptive subject line. If you reply to a message but talk about a different subject, change the subject line to reflect the new subject matter.
  - i. Follow the chain of command unless specifically asked for a direct reply.
  - j. Answer messages within a reasonable time. If you will be out of the office for more than a day or so, please use the "Out of Office Assistant" feature. Also, remember the "Rules Wizard" feature is available to forward your email to the person filling in for you.
- k. Do not send chain letters, or forward virus warnings. It is the responsibility of the mail administrator to forward email concerning viruses.

1. All laws governing copyright, defamation, discrimination and other forms of written communication also apply to email. Do not use unclassified systems to transmit classified email or attachments.
  - m. Use discretion in printing email messages. Attempt to keep email electronic in order to conserve paper and filing space.
  
2. Writing email messages for division chiefs and directorate heads.
  - a. When sending an email note that will be forwarded, put it in final format. Please do not make another person do the work of assembling, reformatting, or adding additional endorsements.
  - b. Your opening comments should state the purpose of the email, e.g., "This responds to your request "....."; this responds to tasker XXXX; For your info; Keeping you informed; etc.
  - c. In addition to the content of the email, draft the endorsement words for each person who will be sending the note forward. For example, if you are preparing an email for your directorate head to send to the command group, forward endorsement words for your division chief and the directorate head.
  - d. Notes from a division chief to the head of a directorate should conclude with the complementary closing of "Respectfully" ("R") or "Very Respectfully" ("V/R"). If a note is to go from a directorate head to a person of higher rank the complimentary closing of the note should also be "Very Respectfully" or "V/R."
  - e. Do not email files to the Commanding General. Directorates should send an Executive Summary or at least highlight the significant points.
  - f. Keep content as brief as possible.
  - g. Notes should be businesslike and cordial even if non-concurring with a position taken by the intended recipient. Be as diplomatic as possible.
  
3. An example of a set of notes to send forward to higher authority follows.

**FORSCOM Memorandum 1-11**  
**Change 3**

**EMAIL EXAMPLE**

Subject: GCCS-Army Tier I Fielding Schedule

*(Note from Action Officer to Director)*

Sir:

Good news about GCSS-A Tier I schedule - timeline has moved up six months. HQDA funded the UFR. The CG may have called the CSA asking him to fund the \$3M UFR from our SPU topic two weeks ago. The net slip now is six months.

V/R, Bill

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*(Action Officer's suggested comments for Director to send to Higher Authority)*

Sir:

Good news on the GCSS-Army Tier I fielding schedule that had slipped 12 months, timeline has moved up 6 months. ODCSLOG has funded the \$3M UFR to carry out testing at the Ft Hood Test Bed Site. The program had slipped a year due to a lack of FY 99 funding. The approval of this UFR will allow us to regain a 6 month shift for the entire program. This will provide some relief for the soldiers and units who have to maintain and work with obsolete (1980's vintage) legacy systems. We have sponsored a request to further expedite development and fielding that will be discussed during the upcoming GO GCSS-A VTC on 7 Apr - will keep you informed.

V/R, McGillis