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PREPARING OFFICIAL COMMUNICATIONS

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This manual implements Air Force Policy Directive (AFPD) 37-1*, Air Force Information Management* (will convert to AFPD 33-3, *Information Management*), and states the procedures for preparing communications in both manual and automated environments. Public Law 104-13, *Paperwork Reduction Act of 1995*, and Air Force Instruction (AFI) 37-160, Volume 8, *The Air Force Publications and Forms Management Program - Developing and Processing Forms* (will convert to AFI 33-360, Volume 2), affect this publication. Send recommended changes or comments to Headquarters Air Force Communications Agency (HQ AFCA/XPXP), 203 W. Losey Street, Room 1060, Scott AFB IL 62225-5222, using AF Form 847, **Recommendation for Change of Publication**, with an information copy to Headquarters Air Force Communications and Information Center (HQ AFCIC/ITS), 1250 Air Force Pentagon, Washington DC 20330-1250. Refer to **Attachment 1** for a glossary of references and supporting information.

(62AW) AFMAN 33-326, *Preparing Official Communications, 01 November 1999*, is supplemented as follows: The OPR for this supplement is 62 CS/SCSA (SSgt Akers).

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

This revision converts the publication from the 37-series to the 33-series; updates references to other Air Force publications throughout the instruction; moves the terms from **Chapter 1**, Administrative Communications Management, to **Attachment 1**, Glossary of References and Supporting Information; discusses plain language in paragraph **1.2.**; rewords and reorganizes remaining paragraphs for clarity; allows Information Mapping as another format for written communication (see paragraph **4.9.**); deletes **Chapter 8** on electronic mail (see AFI 33-119, *Electronic Mail (E-Mail) Management and Use*); moves **Chapter 9**,

Department of the Air Force Seal, to **Attachment 2** and renumbers the paragraphs and the figures; moves **Attachment 2**, Message Preparation and Processing, to **Chapter 7** where it includes only message preparation instructions; adds **Chapter 9**, Air Force Address Directory (which supersedes the instructions of Air Force Directory [AFDIR] 37-135, *Air Force Address Directory*); and adds **Chapter 10**, Standard Office Symbols (which supersedes the instructions of Air Force Manual [AFMAN] 37-127, *Air Force Standard Office Symbols*). It obsoletes AF Form 1509, **Word Processing Work Request**. A (|) preceding the title indicates a major revision from the previous edition.

(62AW) Changed paragraph **1.6.5. (Added)** to reflect new groups created during the reorganization of the Air Wing organizational structure. Corrected paragraphs 4.10.1 and 4.10.2. to reflect correct paragraph numbering. Changed paragraph **6.2.3.** to read "standard mail" versus "third-class mail". **A bar (|) indicates a change since the last revision.**

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Chapter 1

ADMINISTRATIVE COMMUNICATIONS MANAGEMENT

1.1. Formats Unique to the Air Staff. Air Staff formats differ from some of the other types of correspondence prescribed in this manual. These formats are unique to the Air Staff and normally are used for correspondence within the Air Staff, Office of the Secretary of the Air Force, Office of the Secretary of Defense (OSD), and individuals or agencies within the Department of Defense (DoD) located in the Washington DC area. Headquarters United States Air Force (HQ USAF) Headquarters Operating Instruction (HOI) 33-3*, Correspondence Preparation, Control, and Suspense Tracking,* outlines Air Staff instructions for those forms of correspondence.

1.2. Plain Language. Prepare all Air Force correspondence using plain language. Plain language saves the Air Force time, effort, and money. Plain language means using logical organization; common, everyday words, except for necessary technical terms; "you" and other pronouns; the active voice; and short sentences.

1.2.1. Organize your material to help the reader. Identify your audience for the document, and write to get their attention and answer their questions. Consider any additional readers. Always start by putting your main message up front; when you bury the main message, you only make it harder on your readers. Present information in the succeeding paragraphs in a logical order.

1.2.2. Avoid words and phrases that your readers might not understand. Define each abbreviation or acronym the first time you use it. Use the same term consistently to identify a specific thought or object. Use words in a way that does not conflict with ordinary or accepted usage. Avoid ambiguous phrasing, confusing legal terms, and technical jargon that can mislead your reader.

1.2.3. Use "you" and other pronouns to speak directly to readers. Do not refer to people as if they were inanimate objects. Address the reader as “you.” “You” reinforces the message that the document is intended for your reader. Use “we” in place of your organization name. Be careful using “you” if it sounds accusatory or insulting. Instead, put the emphasis on the organization by using “we.”

1.2.4. Active voice is the best way to identify who is responsible for what action. To communicate effectively, write the strong majority (around 75%) of your sentences in the active voice.

1.2.5. Short sentences deliver a clear message. Your sentences should average 15 to 20 words--never make them longer than 40 words. Complex sentences loaded with dependent clauses and exceptions confuse the reader by losing the main point in a forest of words. Resist the temptation to put everything in one sentence. Break up your idea into its various parts and make each one the subject of its own sentence. Cut out words that aren't really necessary.

1.2.6. Check **http://www.plainlanguage.gov**, for more plain language techniques.

1.3. Writers’ Responsibilities. Write correspondence in plain language--clear, concise, direct, and organized. Avoid duplication. Determine the proper form of reply to complete an action. Know your audience and the purpose of your communication.

1.3.1. Use this manual and Air Force Handbook (AFH) 33-337, *The Tongue and Quill*, when preparing correspondence.

1.3.2. Protect and mark any classified information in your correspondence according to DoD 5200.1-R, *Information Security Program,* and AFI 31-401, *Information Security Program Management*. Distribute on a need-to-know basis.

1.3.3. Follow Air Force Supplement (AFSUP) to DoD 5400.7-R, *DoD Freedom of Information Act Program*, if you include For Official Use Only (FOUO) information, and refer to AFI 37-132, *Air Force Privacy Act Program* (will convert to AFI 33-332), if the Privacy Act applies.

1.3.4. Check Joint Publication 1-02, *Department of Defense Dictionary of Military and Associated Terms*, and Air Force Doctrine Document (AFDD) 1-2, *Air Force Glossary*, for correct terms and usage.

1.3.5. Use the Air Force address directory at **http://afdir.hq.af.mil/** (see **Chapter 9**) for correct mailing addresses and standard office symbols (see **Chapter 10**).

1.3.6. Distribute correspondence on a need-to-know basis.

1.3.7. Conserve paper. Use backs of scrap paper for drafts and interoffice memos. Consider if you can communicate with other means such as a telephone call or E-mail. Do not print and mail out correspondence originally sent by E-mail, unless requested. Satisfy the minimum distribution requirements only.

1.3.8. Use the telephone for routine matters. (You can record the inputs on your record copy of the final correspondence.)

1.3.9. Unless critical, do not ask for negative replies or acknowledge receipt of negative replies.

1.3.10. Call or use an AF Form 74, **Communication Status Notice/Request**, or an E-mail instead of a formal memorandum to check the status of an action (see paragraph **8.4.**).

1.3.11. Use caution when highlighting material you copy or microfilm, since highlighters can obscure the print.

1.3.12. Select the appropriate distribution method. Some distribution methods include: E-mail, facsimile (FAX), Automatic Digital Network (AUTODIN) message, Defense Message System (DMS), United States Postal Service (USPS), Base Information Transfer System (BITS), and Defense Courier Service (DCS). Consider the needs of the recipient when choosing the distribution method. Send computer-generated information electronically if the receiver will copy the information into another computer system.

1.3.13. Use E-mail before using FAX, AUTODIN, BITS, or USPS. However, do not send classified E-mail on a system not authorized for that purpose. When transmitting classified E-mail take care to transmit only that level of classified information for which the system is certified and accredited. When transmitting sensitive unclassified information by E-mail, apply an appropriate level of safeguards to ensure the sensitive, but unclassified, information is properly protected. For more information refer to AFI 33-119. When delegating an E-mail task, send a courtesy copy (cc) to the originator.

1.3.14. Follow AFI 37-124, *The Information Collections and Reports Management Program; Controlling Internal, Public, and Interagency Air Force Information Collections* (will convert to AFI 33-324), when requesting information licensed under Public Law 104-13.

1.3.15. Avoid abbreviations and military jargon. Write out abbreviations the first time used and follow with the abbreviation in parenthesis.

1.3.16. Apply record keeping requirements listed in AFMAN 37-139, *Records Disposition Schedule* (will convert to AFMAN 33-322V4) when preparing official communications.

1.4. Suspense Actions:

1.4.1. Set realistic time limits for answering priority and routine correspondence. Establish a suspense only when you need a reply by a specific date. Notify the action agency of the suspense date as early as possible.

1.4.1. (62AW) In the absence of suspense dates, the following types of communications should be answered within these time frames listed:

Congressional Inquiries	24 hours
Correspondence/Messages from General Officers	72 hours
Correspondence/Messages from Higher Headquarters	5 days
Communications from other AMC agencies	7 days

NOTE: The OPR will immediately notify the wing command section in the case of congressional, Inspector General (IG) interests, distinguished visitor (DV) visits, and communications from general officers.

1.4.2. Control suspenses at all offices tasked with answering correspondence. Notify the originating agency before due date if the reply is delayed.

1.4.3. You may use an automated system or an AF Form 388, **Communication Control Record** (see paragraph **8.5.**), to control suspense actions.

1.5. Coordination Process:

1.5.1. Coordinate with offices affected by the proposed action during the draft stage to keep from revising the final version.

1.5.2. Coordinate by telephone or E-mail when possible. Indicate coordination at the bottom or in the right margin of the first page of correspondence. Do not indicate coordination in the upper right-hand corner since it is used for the file code (see AFMAN 37-123, *Management of Records* [will convert to AFMAN 33-322V2]).

1.5.3. You may coordinate using AF Form 1768, **Staff Summary Sheet** (see paragraph **8.6.**), Optional Form (OF) 41, **Routing and Transmittal Slip** (see paragraph **8.2.**), or on the first page of the correspondence.

1.5.4. Remember to coordinate with each office that has a functional interest. Consider the chain of command to ensure complete coordination. Schedule enough time to finish review and coordination.

1.6. (Added-62AW) Authentication. Wing and group staff agencies are authorized to authenticate correspondence pertinent in their area of responsibility. Authentication must be accomplished by the staff agency chief or designated representative. Correspondence which may have a potential major impact on the wing or group because of policy or procedural implications are listed below. This list is not all inclusive and when doubt exists, refer the correspondence for a signature of the appropriate commander. Cor-

respondence referred to the commander for signature will be written in the first person. A command signature element is required for correspondence addressed to:

1.6.1. (Added-62AW) A general or flag officer on any subject.

1.6.2. (Added-62AW) An AMC staff agency chief. Routine replies to requests for information do not require a command signature element: Record copy will show coordination by 62 AW/CC or the 62 MSG/CC in accordance with this instruction.

1.6.3. (Added-62AW) HQ 15 AF command section.

1.6.4. (Added-62AW) A reply to inspection from higher headquarters.

1.6.5. (Added-62AW) A response to a special directive or HQ AMC Special Interest Items. Except for routine responses to requests for information, or when directed to do otherwise, correspondence intended for HQ USAF or HQ AMC staff agencies will be addressed to the appropriate 15 AF staff agency for subsequent referral to higher headquarters. An information copy of correspondence to 15 AF will not be forwarded to HQ USAF or HQ AMC unless directed to do so by HQ USAF or HQ AMC, or when it has been approved by the 62d Airlift Wing Commander or Vice Commander, 62d Maintenance Group (62 MXG), 62d Medical Group (62 MDG), 62d Operations Group (62 OG), or 62d Mission Support Group (62 MSG) Commander or their designated alternates.

Chapter 2

STATIONERY STANDARDS AND USES

2.1. Paper Standards. Use 8 1/2- by 11-inch paper.

2.1.1. Original. Use white letterhead stationery (printed or computer-generated) for the first page of a memorandum, staff study, report, or minutes of a meeting. Use plain white paper for continuation pages. (See paragraph **2.4.** for computer-generated letterhead.)

2.1.2. Copies. Use plain white paper for information or convenience copies.

2.1.3. Paper Quality. Stationery is produced from recycled paper that has at least 25 percent cotton or rag content. The recycled logo is shown in the watermark. Paper quality must not exceed the following:

Item	Paper Color	Grade	Pounds
Letterhead	White	50% rag or 25% rag	16 20
Continuation	White	50% rag or 25% rag	16 20
Manifold	White	25% rag	9

2.2. Standard Letterhead. DoD Instruction 5330.2, *Specifications for DoD Letterheads,* establishes the standards for letterheads. There are two types of letterhead: printed and computer-generated. Use only the letterhead formats discussed in paragraphs **2.3.** and **2.4.** Submit any exceptions to the specified standards through major commands (MAJCOM) to the Air Force Communications and Information Center, Combat Support Division (HQ AFCIC/ITS). Air National Guard (ANG) exceptions will be approved by individual ANG State Headquarters or the Director, Air National Guard.

2.3. Printed Letterhead. See **Figure 2.1.** for an example of letterhead. MAJCOMs may elect to use generic two-line command letterhead for command-wide use. MAJCOMs may authorize letterhead below wing level if the quantity needed justifies the printing cost or other circumstances warrant. Any unit without its own letterhead uses its parent unit's letterhead stationery and identifies its organization and standard office symbol in the FROM caption.

2.3.1. Ink. Print the letterhead and seal using either reflex blue or black ink

2.3.2. Seal. The DoD seal is one inch in diameter. Align the seal 1/2-inch from the upper left and top edge of the paper. Do not use any other emblem, decorative device, or distinguishing insignia with or in place of the DoD seal.

2.3.3. Format. Center organization name and address on the letterhead using no more than four lines:

2.3.3.1. First Line. DEPARTMENT OF THE AIR FORCE. Center this line leaving 5/8-inch from the top of the sheet. Print it in 12 point uppercase using copperplate letters, heavy plate Gothic letters, or equivalent.

2.3.3.2. Second Line. Center the name of the organization as shown in the G-series special order that established it. If G-series orders do not exist, the MAJCOM Director of Communications and Information decides the second line. Put HEADQUARTERS before the organization's name only if it appears in the activation order. Print it in 10.5 point uppercase using copperplate letters, heavy plate Gothic letters, or equivalent. If the name is more than fifty characters, you may use an additional line.

2.3.3.3. Third Line. If used, center the location without the ZIP+4 code on this line. Print it in 10.5 point uppercase using copperplate letters, heavy plate Gothic letters, or equivalent. The bottom of the third line should be 1 1/16 inches from the top of the sheet. If your unit is overseas, do not show the Army and Air Force Post Office (APO) or Fleet Post Office (FPO) number and a geographical location together. You may use the two-letter state abbreviation or spell out the state name. Do not use punctuation in the last line of the address element.

EXAMPLES:

DEPARTMENT OF THE AIR FORCE HEADQUARTERS AIR EDUCATION AND TRAINING COMMAND

DEPARTMENT OF THE AIR FORCE AIR EDUCATION AND TRAINING COMMAND

DEPARTMENT OF THE AIR FORCE HEADQUARTERS AIR EDUCATION AND TRAINING COMMAND RANDOLPH AIR FORCE BASE TEXAS

2.3.4. Optional Items. Fold marks are guides for judging typing space and for folding the paper in three equal parts. Typist guidelines show you are near the 1-inch bottom margin. If used, print them in half-point rules (see **Figure 2.1.**).

2.4. Computer-Generated Letterhead. Computer-generated letterhead allows for the use of continuous form paper and high production rates. It also permits an organization to generate its own letterhead stationery. Use correspondence quality print. (Letter quality dot-matrix print is acceptable).

2.4.1. Use. You may use computer-generated letterhead the same as printed letterhead when the design satisfies all specifications in paragraph **2.3.** Use computer-generated letterhead only for correspondence within the DoD. Do not use for the signature of the Secretary or Deputy Secretary of Defense, or Executive Secretary of the DoD. MAJCOMs may direct the use of printed letterhead for headquarters and subordinate units.

2.4.2. Format. When using computer-generated letterhead, you may identify the office name as approved in organizational designation documents. Center the office name below the organization

name. You may identify the complete mailing address including ZIP+4 code. Do not use more than four lines for the letterhead.

2.5. HQ USAF Letterhead. HQ USAF offices use this stationery, as do certain field operating agencies (FOA) when their commanders function as members of Air Staff.

2.6. DoD Programs and Activities Letterhead. When the Department of the Air Force is the executive agent for DoD-directed programs, the letterhead format is similar to paragraph **2.3.**; do not show DEPARTMENT OF THE AIR FORCE on the top line for DoD programs or joint activities. Use this layout instead:

2.6.1. First line. Print the name of the program as shown in the DoD directive.

2.6.2. Second and third line. Print the location. For further guidance, contact HQ AFCIC/ITS.

EXAMPLES:

DoD MEDICAL EVALUATION REVIEW BOARD USAF ACADEMY COLORADO SPRINGS CO

ARMED FORCES VOCATIONAL TESTING GROUP 456 ARMY DRIVE, ROOM 407 RANDOLPH AIR FORCE BASE TX 78150-4567

2.7. Slogans. MAJCOMs and FOAs may permit use of slogans on official memorandums and personalized letters. Slogans will:

2.7.1. Represent the mission of the organization.

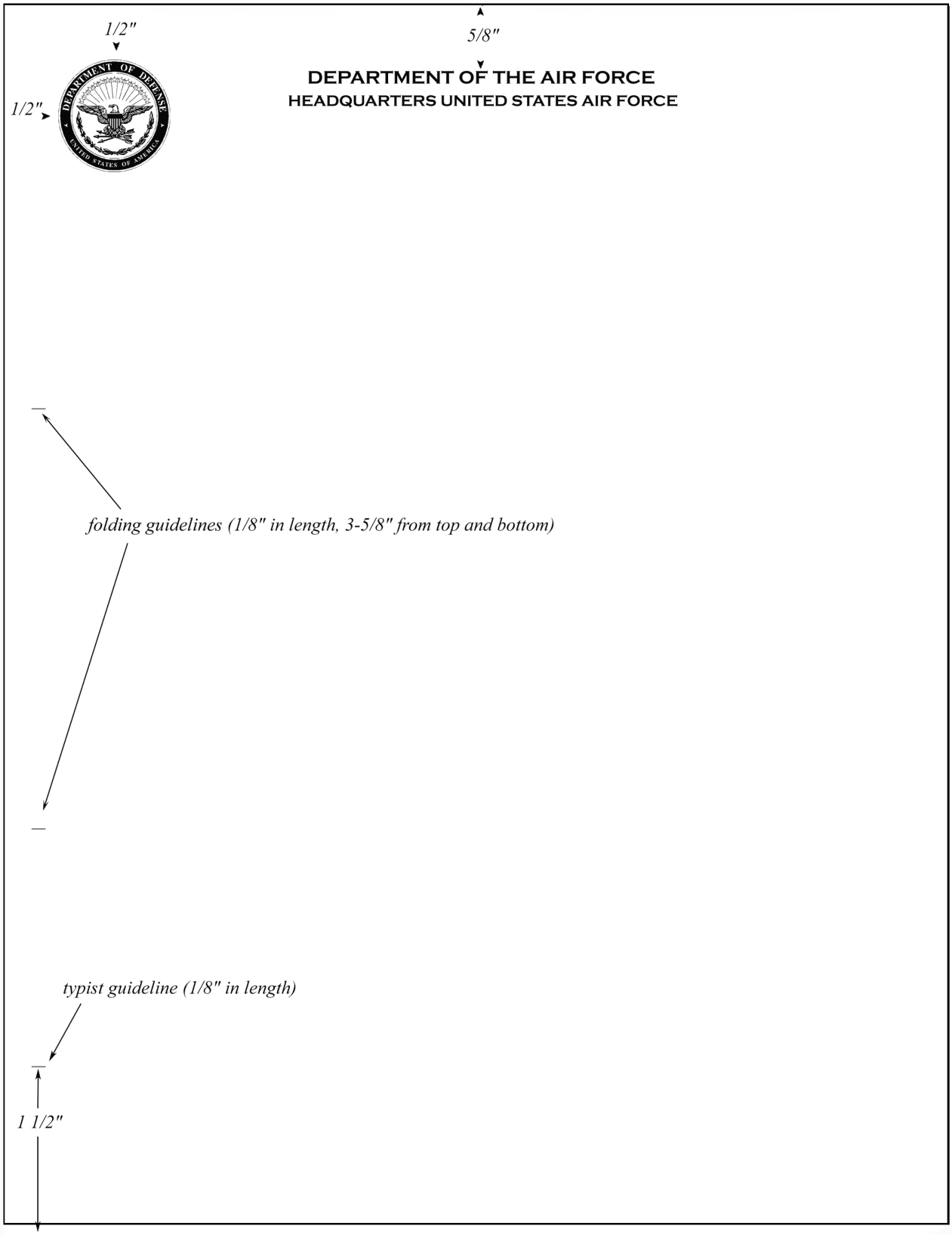
2.7.2. Be easy to understand.

2.7.3. Not be offensive.

2.7.4. Meet printing specifications (printed approximately 1/2-inch from bottom of page).

2.8. Logograms (Logos). Do not use the Department of the Air Force seal on stationery; the proper use of the Department of the Air Force seal is covered in **Attachment 2**. DoD Instruction 5330.2 prohibits use of logos, emblems, decorative devices, or distinguishing insignia on stationery. OSD grants waivers only for programs of Air Force-wide importance and applicability, such as the Air Force Fiftieth Anniversary. Send waiver requests to HQ AFCIC/ITS for staffing with Defense Administrative Service (DAS). Use existing logo stationery until all supplies are exhausted.

Figure 2.1. Design of Official Stationery.



Chapter 3

THE OFFICIAL MEMORANDUM

3.1. General Rules:

3.1.1. Memorandums are used to communicate with all DoD agencies to include Joint Chiefs of Staff, unified and specified commands, and other Federal agencies. They are also used to conduct official business outside the Government with vendors or contractors when the personalized letter is inappropriate.

3.1.2. Use printed letterhead, computer-generated letterhead, or plain bond paper. The writer decides which stationery is appropriate. **Chapter 2** contains formats for stationery.

3.1.3. Type or print only on one side of the paper using black or blue-black ink.

3.1.4. You may use dot matrix printers for official correspondence if the print is correspondence quality.

3.1.5. Use 10 to 12 point fonts for text.

3.1.6. Correct all typographical errors on all correspondence, but do not redo routine correspondence to correct minor errors that do not change the writer's intent. Correct these errors neatly and legibly in ink. Redo correspondence only when the correction is important enough to justify the time, purpose, and expense.

3.1.7. See DoD 5200.1-R and AFI 31-401 for the necessary markings on classified correspondence.

3.1.8. See **Figure 3.1.** for an example of an official memorandum.

3.2. Margins. Use 1-inch margins on the left, right, and bottom for most memorandums.

For shorter communications, you may adjust the margins. Use these guidelines:

When memorandum text is:	Use:
20 lines or more	1-inch margins
10-19 lines	1 to 1 1/2-inch margins
1-9 lines	1 1/2 to 2-inch margins

3.3. Heading Format:

3.3.1. Date Element. Type or stamp the date flush with the right margin, 1.75 inches or 10 line spaces from the top of the page. Use the format of day, month, and year, for example, 6 June 1999. Unless the date of signature has legal significance, date the original and all copies of the correspondence at the time of dispatch.

3.3.2. MEMORANDUM FOR Element. Type “MEMORANDUM FOR” in uppercase, flush with the left margin, 2.5 inches or 14 line spaces from the top of the page. After the MEMORANDUM FOR element, type two spaces followed by the recipient organization. For short communications, you may adjust the top margin in order to center the memorandum.

3.3.2.1. When addressing one office, type in uppercase the organization name or the organization abbreviation and office symbol separated by a virgule (/). You may type a name in parentheses after the organization and omit the "ATTENTION" element.

3.3.2.2. When sending the same memorandum to several offices, prepare a multiple-address memorandum. Align subsequent addresses with the first address. Circle, underline, or highlight the recipient organization for each copy. Stay consistent; use the same format throughout.

EXAMPLES:

```
MEMORANDUM FOR THE CHIEF OF STAFF
 DIRECTOR, COMMUNICATIONS AND INFORMATION
 GENERAL COUNSEL
```

Or

```
MEMORANDUM FOR AF/CC
HQ USAF/SC
SAF/GC
```

3.3.2.3. When frequently sending correspondence to the same group of addresses, use a categorical address. See **Attachment 3** for information on categorical addresses.

3.3.2.4. When the address list is too long to include in the heading, use a distribution list. Type "MEMORANDUM FOR SEE DISTRIBUTION." Include the addresses in the DISTRIBUTION element or on a separate page attached to the memorandum (see paragraph **3.5.5.**). ***NOTE:*** Organizations may establish distribution codes and lists to satisfy internal distribution requirements. To establish distribution codes, the organization must provide the distribution list to the Base Information Transfer Center (BITC) and keep the list current.

3.3.3. ATTENTION Element. If the ATTENTION element is used, type "ATTENTION:" or "ATTN:" or "THROUGH:," followed by the name, in uppercase, one line below the MEMORANDUM FOR line. Align under the address.

EXAMPLE:

```
MEMORANDUM FOR  SAF/AAX
                ATTENTION:  COL JONES
```

3.3.4. FROM Element. Type "FROM:" in uppercase, flush with the left margin, two line spaces below the last line of the MEMORANDUM FOR element (and the ATTENTION element, if used). After the FROM element, type two spaces followed by the organization abbreviation and office symbol of the originator. The FROM element contains the full mailing address of the originator so that recipients may easily prepare and address return correspondence.

3.3.4.1. The first line of the FROM element includes the organization abbreviation and office symbol separated by a virgule and typed in uppercase. If the complete mailing address is printed on the letterhead (see paragraph **2.4.2.**) or if all recipients for the memorandum are located on the same installation as the originator, omit the second and third lines of the FROM element.

3.3.4.2. The second line of the FROM element is the delivery address of the originator.

3.3.4.3. The third line of the FROM element includes the city, state, and ZIP+4 code.

3.3.4.4. Place contact names, E-mail addresses, fax numbers, and telephone numbers in the last paragraph of the memorandum text.

3.3.5. SUBJECT Element. Type "SUBJECT:" in uppercase, flush with the left margin, two line spaces below the last line of the FROM element. After the SUBJECT element, type two spaces followed by the subject title; capitalize the first letter of each word except articles, prepositions, and conjunctions. Be brief and clear. If you need a second line, align it under the first word of the title.

3.3.5.1. When writing about a single person who is not the addressee, include rank and full name in the subject line. If you refer to the person again in the text of the memorandum, use only the rank and surname. Do not include names in the subject line when writing about two or more individuals. When writing about several people, state their full names with rank in the text of the memorandum the first time the names appear.

3.3.5.2. Cite a single reference to a communication or a directive in parentheses immediately after the subject title. See paragraph **3.3.6.** to cite more than one reference.

EXAMPLE:

SUBJECT: PACAF Work Center Standard (Our Memo, 31 June 1999)

3.3.5.3. Emphasize a suspense date in the subject element by typing "SUSPENSE:" or "SUSP:" with the date in parentheses after the subject title.

EXAMPLE:

SUBJECT: AETC Letterhead Stationery (SUSPENSE: 3 July 1999)

3.3.5.4. When the communication supersedes a previous communication, type "S/S" with a reference to the previous communication in parentheses after the subject title.

EXAMPLE:

SUBJECT: Appointment of OJT Monitor (S/S Our Memo, 23 Jun 94)

3.3.6. References Element**.** To cite two or more references, use the References element. Type "References:" two line spaces below the last line of the SUBJECT element. Capitalize the first letter of every word except articles, prepositions, and conjunctions.

3.3.6.1. Identify each reference by organization of origin, type of communication, date, and subject. When referencing a commercial publication, state the author's name, publisher, publication title and date, and the paragraph or page number.

EXAMPLE:

SUBJECT: Preparation of Memorandums References: (a) HQ USAFE/IM Memo, 30 Aug 94, Message Addresses (b) AFMAN 33-326, 1 November 1999, *Preparing Official Communications* (c) Strunk and White, *The Elements of Style* (NY: MacMillan Publishing Co, 1989), 70

3.3.6.2. If the recipient is unfamiliar with the publication or form cited, write out the title the first time you reference it. Use these guidelines for citations:

When you refer to:	**Show it in this format:**
Other correspondence	HQ USAF/DPT Memo, 23 Mar 93, Military Training Program
A publication	AFI 33-360, Volume I, *Publications Management Program*, paragraphs 3.1 through 3.13 AFMAN 36-606, Volume 2, *Air Force Civilian Career Planning,* Chapter 12, Figure 12.1
A publication when the communication is addressed outside the Department of Defense.	Air Force Manual 23-110 (and not AFMAN 23-110)
A Government form	AF Form 74, **Communication Status/Notice Request**
A commercial publication	Strunk and White, *The Elements of Style* (NY: MacMillan Publishing Co, 1989), 70
An item in a magazine, newspaper, or book	"New Optimism About Aging," *The Washington Post*, 9 Sep 93, p.1.

3.3.6.3. Attach a copy of the reference, or instructions to obtain it, if the reader does not have it. Type “(NOTAL)” after the citation if not all addressees received the referenced item.

3.4. Text of a Memorandum:

3.4.1. Spacing. The first line of the text begins two line spaces below the last line of the SUBJECT element (and the References element, if used). Single-space the text, but double-space between paragraphs and subparagraphs. You may double-space the text of a one-paragraph memorandum less than eight lines.

3.4.2. Paragraphs. Number and letter each paragraph and subparagraph (unless under the jurisdiction of HQ USAF HOI 33-3 which requires indented paragraphs without numbers). A single paragraph is not numbered. Indent subparagraphs 0.5-inch or five spaces and number or letter them in sequence. Use the following format to subparagraph short sentences or phrases of a half line or less:

EXAMPLE:

This format has several advantages: (a) It's compact, (b) it highlights ideas, and (c) it saves space.

3.4.3. Punctuation. Use conventional rules of English grammar. See AFH 33-337 for specific applications.

3.4.4. Word Division. When dividing a word, separate between syllables (see AFH 33-337).

3.4.5. Quotations. When quoting numbered paragraphs from another document, cite the source and paragraph numbers in your text. See AFH 33-337 for specific applications.

3.4.6. Suspense Dates. If you include a suspense date in the text of the memorandum, emphasize it by placing it in a separate paragraph.

3.4.7. Identifying Point of Contact. Indicate contact names, telephone numbers, and E-mail addresses in the text of the correspondence, normally in the last paragraph.

3.4.8. Continuation Pages. Use plain bond paper. Begin typing the text of the continuation page four lines below the page number. Type at least two lines of the text on each page. Avoid dividing a paragraph of less than four lines between two pages.

3.4.9. Page Numbering. The first page of a memorandum is never numbered. You may omit page numbers on a one or two-page memorandum; however memorandums longer than two pages must have page numbers. Number the succeeding pages starting with page 2. Place page numbers 0.5-inch or four line spaces from the top of the page, flush with the right margin. Number the continuation pages of each attachment as a separate sequence.

3.5. Closing Format:

3.5.1. Authority Line Element. The authority line informs readers that the person who signed the document acted for the commander, the command section, or the headquarters. If it is used, type in uppercase, two line-spaces below the last line of the text and flush with the signature element. Use the words "FOR THE COMMANDER" unless the head of the organization has another title like commander in chief, superintendent, or commandant.

3.5.1.1. Use the authority line when:

3.5.1.1.1. A commander's designated representative signs for a specific action.

3.5.1.1.2. A document represents the commander's position or the coordinated position of the headquarters staff.

3.5.1.1.3. Staff members sign documents that direct action or announce policy within their areas of responsibility.

3.5.1.2. Do not use the authority line when:

3.5.1.2.1. The commander (or head of the organization) signs.

3.5.1.2.2. The deputy or vice commander signs when the commander is temporarily away from the place of duty (TDY, etc.) unless command action is directed by law and requires an indication of delegation.

3.5.1.2.3. The correspondence expresses opinions of units, directorates, divisions, offices, or branches.

3.5.1.2.4. The correspondence is addressed outside the DoD.

3.5.2. Signature Element. Type or stamp the signature element five lines below the last line of text and 4.5 inches from the left edge of the page or three spaces to the right of page center. If the authority line is used, type the signature element five lines below the authority line. If dual signatures are required, type the junior ranking official's signature block at the left margin; type the senior ranking official's signature block 4.5 inches from the left edge of the page or three spaces to the right of page center. The signature element may be added after you are sure who will sign the correspondence. Do not place the signature element on a continuation page by itself. Consider correspondence received via E-mail, copied, or stamped SIGNED as authoritative as long as the signed copy is kept on file at the originating office.

3.5.2.1. First Line. Type the name in uppercase the way the person signs it. Include grade and service if military; civilians may include their grade. Avoid using legal, educational, or ecclesiastical degrees or titles.

3.5.2.2. Second Line. Type the duty title. Use the term "Acting" before the duty title of a *staff* position if the incumbent is absent or the position is vacant. Do not sign "for" or "in the absence of." Do not use the term "Acting" for any command capacity or where prohibited by law or statute (see AFI 37-121, *Authentication of Air Force Records* [will convert to AFI 33-321] and AFI 51-604, *Appointment to and Assumption of Command*).

3.5.2.3. Third Line. Type name of the office or organization level if not printed on the letterhead or included in the heading. Limit the signature element to three lines if possible; however, if a line of the signature element is too long, indent two spaces on the next line.

EXAMPLES:

For an officer:

BRANDON BERNARD SPROWL, 1st Lt, USAF
Commander

BRIAN EDWARD LEWIS, 2d Lt, USAF
Chief of Personnel

DUANE VANCE MOORE, Maj, USAF
Chief, Visual Information and Publishing Branch
Directorate of Communications and Information

S. W. MATTHEWS, Lt Col, USAF
Chief, Staff Communications
and Analysis Division
Directorate of Curriculum

MARTEL ROBERT WESTHALLER, III, Col, USAF, DC
Base Dental Surgeon

For a noncommissioned officer:

RAYMOND L. KENNEDY, CMSgt, USAF
Chief, Publishing Branch
3400th Training Group

For a civilian:

ELLEN C. CAMPANA
Chief, Quality Assurance Branch
Air Staff Systems Directorate

SUSAN L. BASS, GS-12
Chief, Information Communications Policy
Directorate of Communications and Information

NOTE: Medical service officers should use their medical designations in their signature blocks (MC, DC, BSC, or NC).

3.5.2.4. Signature. Sign correspondence with permanent black or dark blue ink. Use black typewriter ribbons, black printer toner, or black ink for rubber stamps or signature facsimile equipment. Refer to AFI 37-121 (will convert to AFI 33-321) for authentication of Air Force documents and how to use seals instead of signatures.

3.5.3. Attachment Element. Type “Attachment:” or “Attachments:” at the left margin, three line spaces below the signature element (see **Figure 3.1.**). Do not number a single attachment; when there are two or more attachments, list each by number and in the order mentioned in the memorandum. Describe each attachment briefly, but do not use general terms or abbreviations such as "as stated," "as described above," or "a/s." Cite the office of origin, the type of communication, the date, and the number of copies (in parentheses) if more than one. Include the subject of the attachment if the receiver will not get copies of attachments or if subject is not already referenced in text. For classified attachments, show the assigned classification symbol (in parentheses).

EXAMPLE:

Attachments: 1. HQ USAF/SC Memo, 2 May 98 (U)(2) 2. 380 FMS/CC Msg, 232300Z May 98 (NOTAL) 3. HQ USAF/SP Memo, 3 May 98 (S)

3.5.3.1. Type “(sep cover)” when sending an attachment separately. Send a copy of the memorandum when you send the attachment.

EXAMPLE:

Attachments: 1. AFI XX-XX, 26 May 94 2. AFI XX-XX, 24 May 94 (sep cover)

3.5.3.2. Do not divide attachment listings between two pages. If the listing is too long, type “Attachments: (listed on next page),” and list the attachments on a separate page.

3.5.4. Courtesy Copy Element. When sending courtesy copies to activities other than to addressee, type "cc:" flush with the left margin, two line spaces below the attachment element. If the attachment element is not used, begin typing three line spaces below the signature element. List names or organization abbreviation and office symbol of offices to receive copies. If a courtesy copy is sent without including the attachments, type “wo Atch” after the office. Circle, underline, or highlight the office to indicate the recipient.

EXAMPLE:

cc: HQ AETC/DP wo Atch HQ USAFE/DP Atch 2 only HQ PACAF/DP (Atch under sep cover)

3.5.4.1. If courtesy copies of a memorandum are not signed, write or stamp "signed" with black or dark blue ink above the signature block.

3.5.4.2. Do not show internal distribution of courtesy copies on the original (or courtesy copy) for correspondence addressed outside your activity. However, you may show the distribution if one

addressee needs to know who received a courtesy copy, or if correspondence is multiple-addressed and reproduced.

3.5.4.3. When using manifold tissue courtesy copies, type or stamp your unit's designation at the top of the first page.

3.5.5. DISTRIBUTION Element. When SEE DISTRIBUTION is used for the MEMORANDUM FOR element (see paragraph 3.3.2.5.), type "DISTRIBUTION:" flush with the left margin, two line spaces below the attachment element or the courtesy copy element if used. If both the attachment element and the courtesy copy element are not used, begin typing three line spaces below the signature element. Do not divide distribution lists between two pages. If the listing is too long, type "DISTRIBUTION: (listed on next page)," and list the organizations on a separate page.

3.5.6. Optional Automated File Designator (AFD) Element. The AFD element documents the storage location for data stored on disks or other magnetic media. Type the AFD two line spaces below the courtesy copy distribution element. You may include the AFD in the identification line of talking, position, and bullet background papers.

3.5.6.1. Contents of the AFD are based on the user's needs and the system being used; e.g., the element may include items such as the file name, typist's initials, and number or title of the disk.

3.5.6.2. Refer to World Wide Web pages by typing the uniform resource locator (URL) as the AFD.

3.6. Typeset Correspondence. You may typeset correspondence for a large audience (such as a memorandum to ALMAJCOM-FOA). Use an appropriate letterhead as with other official correspondence. You can use the full range of typesetting capabilities, including, but not limited to, two columns, italics, bold type, variable spacing, boxed inserts, and screened backgrounds.

3.7. Record or Coordination Copy. This is the official record for your office files, so make sure it is completely legible. Type or write additional information of value only to the office of record on the record or coordination copy.

3.7.1. Showing Coordination. Type or write the organization abbreviation and office symbol of each office that should coordinate across the bottom or right side of the record copy. The coordinating officials enter their last name and date.

3.7.2. Showing Internal Courtesy Copy Distribution. List all internal courtesy distribution on the record copy unless it is listed on the original.

3.7.3. Identifying the Writer. If identifying the writer is of value to the office of record, place the writer's organization abbreviation and office symbol, name, telephone number, typist's initials, the date the correspondence is typed, and, if desired, the document name/number at the top or bottom margin of the page. Do not repeat the writer's name if the writer signed the correspondence. Use a new identification line, if desired, each time the correspondence is rewritten or retyped. Place the name of the person who rewrote it on the next line followed by the date it was retyped.

3.7.4. Annotating for Magnetic Storage Media. Use the writer identification line (see paragraph **3.7.3.**) to show document name, storage location, or file identification for reference and possible revision or reprinting.

3.7.5. Preparing a Memorandum for Record (MR). When preparing a MR for another office or when using it as your primary record, write or type on the record copy any information needed for the record. Continue on the back or a separate sheet if you need more space. The writer signs (see AFH 33-337).

3.8. Attachments to Correspondence. Attachment, appendix, annex, and exhibit all mean additional or supplementary material and indicate relative position within a correspondence package. The first addition is an attachment; an addition to an attachment is an appendix; an addition to an appendix is an annex; and so on. Indicate on the attachment, appendix, or annex if there are appendices, annexes, or exhibits to it. Type or write attachment markings in the same position as on the basic correspondence. If possible, use pencil to allow future renumbering and reuse with other documents. Mark attachments as follows:

3.8.1. Mark each attachment in the lower right corner as Atch 1, Atch 2, Atch 3, etc.

3.8.2. Mark additions to an attachment as Appendix A, Appendix B, Appendix C, etc.

3.8.3. Mark additions to appendices as Annex 1, Annex 2, Annex 3, etc.

3.8.4. Mark additions to an annex as Exhibit A, Exhibit B, Exhibit C, etc.

3.8.5. For multiple page attachments, number the pages of each attachment in a separate sequence. For example Atch 1 (1 of 3), Atch 1 (2 of 3), Atch 1 (3 of 3), etc.

3.8.6. When sending more than one copy of an attachment, place the copy number (typed or hand-written) to the right and slightly above the attachment number to indicate the copy is the first, second, third, etc. For example Atch 1^1, Atch 1^2, Atch 1^3, etc.

3.9. Arranging Correspondence. See **Figure 3.2.** for the order to arrange correspondence for signature. When using tabs, position the first tab at the lower right corner. Position the next tab slightly higher (see **Figure 3.3.**). Staple a memorandum of more than one page, or with attachments, in the upper left corner. If possible, arrange pages so that the reader can read information without removing the staples or paper clips; for example, turn landscape pages with top to the left. If required, prepare envelopes or facsimile cover sheets, and place them at the left side behind the copies for dispatch. Use a paper clip to hold the packet together before dispatch. Organizations may specify alternate methods to suit their needs.

Figure 3.1. Sample Official Memorandum.

DEPARTMENT OF THE AIR FORCE
HEADQUARTERS AIR FORCE COMMUNICATIONS AND INFORMATION CENTER
WASHINGTON DC

1 June 1999

MEMORANDUM FOR AF/CVAE

FROM: AFCIC/ITS

SUBJECT: Sample Memorandum Format (AFMAN 33-326, *Preparing Official Communications*)

1. Type or stamp the date on the right side of the memorandum 10 line spaces (1.75 inches) from the top of the page and about 1 inch from the right margin (paragraph 3.3.1).

2. Type the MEMORANDUM FOR element in uppercase 4 line spaces below the date or 14 line spaces (2.5 inches) from the top of the page. If you do not use the DoD seal on your computer generated letterhead or are using plain bond paper, begin the element approximately 11 line spaces (2 inches) from the top of the page (paragraph 3.3.2).

3. Type the FROM element in uppercase 2 line spaces under the MEMORANDUM FOR element. The FROM element should contain the full mailing address of the function originating the correspondence (paragraph 3.3.4).

4. Type the SUBJECT element in uppercase 2 line spaces below the last line of the FROM element (paragraph 3.3.5)

5. Begin typing the text flush left, 2 line spaces below the SUBJECT element (and the References element, if used). Number or letter each paragraph and subparagraph. See paragraph 3.5 for guidance on the closing format.

WALTER M. WASHABAUGH, Col, USAF
Chief, Business Systems Division

Attachments:
1. ----------
2. ----------

cc:

Guardians Cf The F.fth Dimension

Figure 3.2. Arranging and Assembling Correspondence.

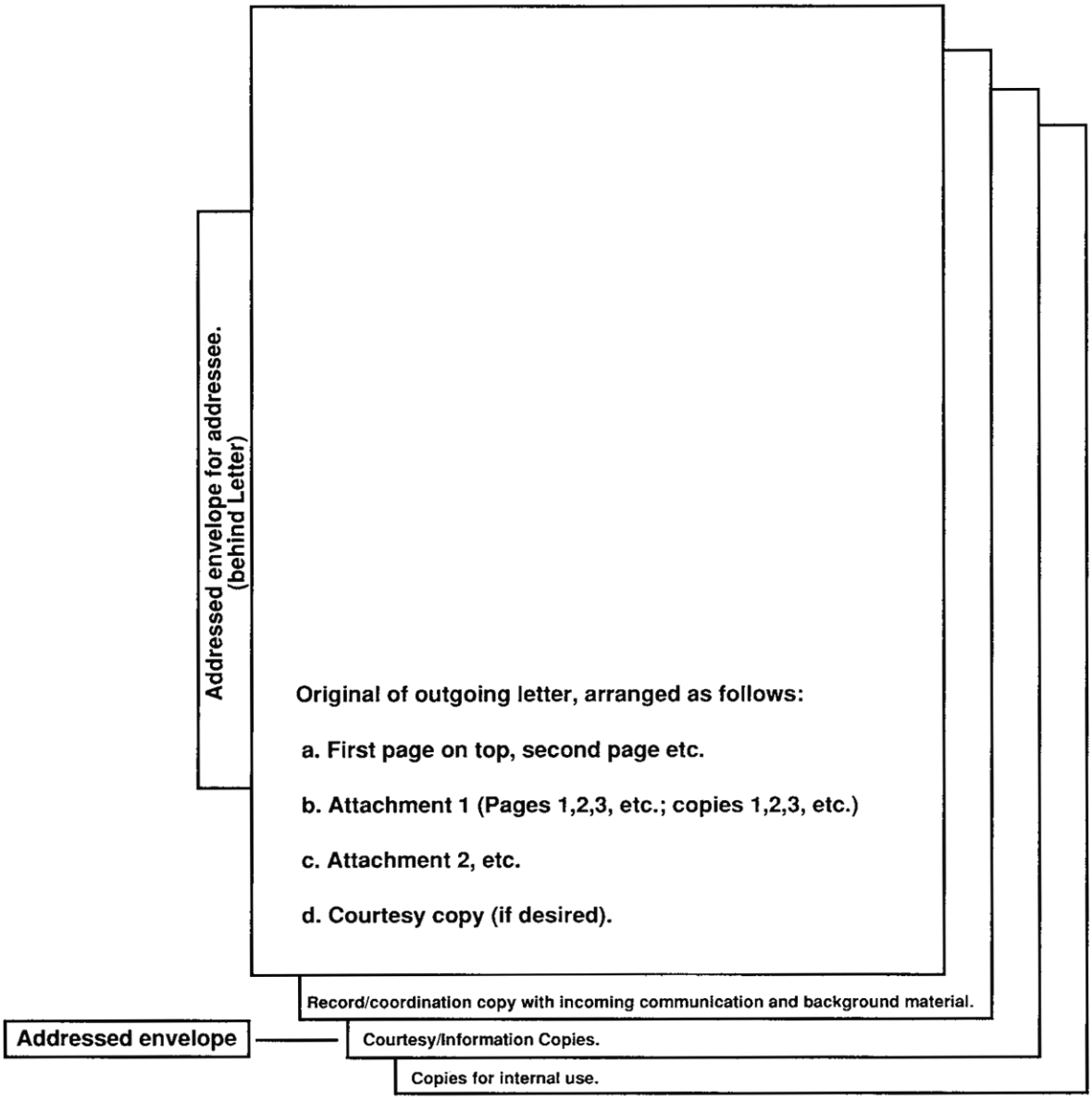
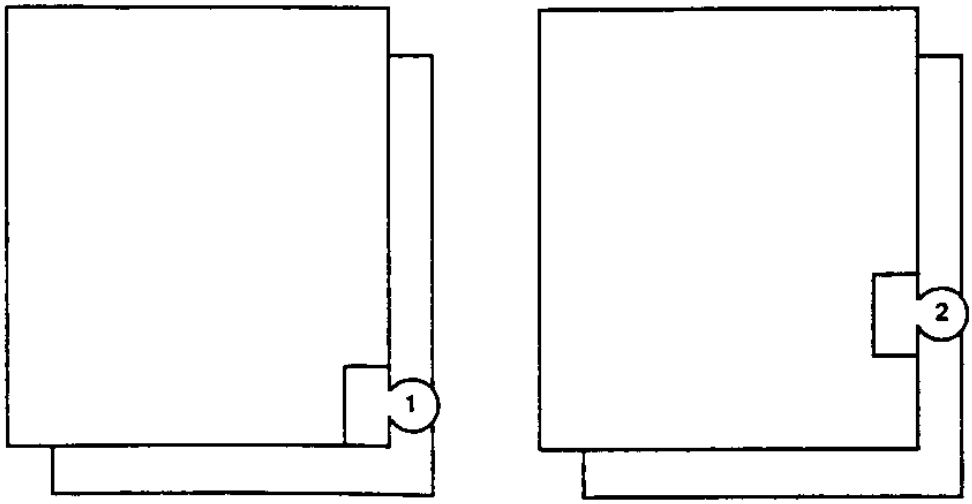
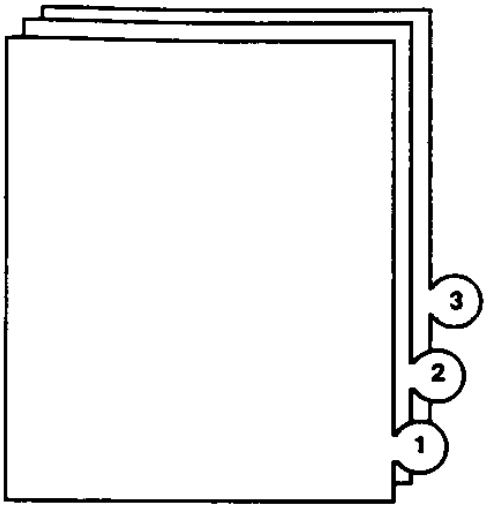


Figure 3.3. Using Tabs To Mark Attachments.



a. Where to Place Individual Tabs



b. Appearance of 3 Assembled Attachments with Tabs

Chapter 4

OTHER TYPES OF WRITTEN COMMUNICATIONS

4.1. Personalized Letter. Use a personalized letter when your communication needs a personal touch or when warmth or sincerity is essential. You may use it to write to an individual on a private matter for praise, condolence, sponsorship, etc. Keep it brief, preferably no longer than one page. Always use authorized USPS abbreviations (see USPS Publication 28, *Postal Addressing Standards*) for addresses. Avoid using acronyms. See **Figure 4.1.** for an example of a personalized letter.

4.1.1. Heading Format.

4.1.1.1. Date Element. Type the date flush with the right margin, 1.75 inches or 10 line spaces from the top of the page. For short communications, you may adjust the top margin to center the letter on the page. Use the format of day, month, year, e.g., 6 June 1999.

4.1.1.2. Return Address Element. Begin typing the return address flush with the left margin, 2.5 inches or 14 line spaces from the top of the page (or 4 line spaces below the date). Include name, rank (for military members), duty title, and the complete mailing address of the sender.

4.1.1.3. To Address Element. Type the receiver's address three line spaces below the return address. Include the receiver's title and full name along with the complete mailing address. Use punctuation after abbreviations such as "Mr.," "Ms.," "Mrs.," and "Dr."; however, no punctuation is used with military rank abbreviations.

4.1.1.4. Salutation Element. Begin the salutation two line spaces under the receiver's address. Type "Dear" followed by the title and last name of the receiver.

4.1.2. Text of a Letter. Start the text of a letter two line spaces below the salutation element. Do NOT number paragraphs. Indent all major paragraphs 0.5 inch or five spaces; indent subparagraphs an additional 0.5 inch or five spaces. You may double-space text of a one-paragraph letter with less than eight lines. Type references in the first paragraph.

4.1.3. Closing Format:

4.1.3.1. Complimentary Close Element. Type "Sincerely" two line spaces below the text of the letter and 4.5 inches from the left edge of the page or three spaces to the right of page center.

4.1.3.2. Authority Line Element. Do not use an authority line.

4.1.3.3. Signature Element. Type the signature element five line spaces below and aligned with the complimentary close element.

4.1.3.4. Attachment Element. Type "Attachment:" or "Attachments:" flush with the left margin, 10 line spaces below the last line of text (or 3 line spaces after the signature element).

4.1.3.5. Courtesy Copy Element. Type courtesy copy distribution "cc:" flush with the left margin, two line spaces below the attachment element. If the attachment element is not used, type "cc:" three line spaces after the signature element.

4.2. "IN TURN" Memorandum. Use an "IN TURN" memorandum to distribute the official memorandum to several individuals or offices in sequence.

4.2.1. Originators. Prepare an "IN TURN" memorandum when the information is too long to type on an Optional Form (OF) 41 or when the final addressee or office of primary responsibility (OPR) must see the coordination or action of all addressees. Use the official memorandum format (see **Chapter 3**). Type “IN TURN” in uppercase, one line below the last address of the MEMORANDUM FOR element. Align with addresses.

EXAMPLE:

MEMORANDUM FOR	HQ USAF/SC
	HQ AFCIC/IT
	HQ AFCIC/XP
	HQ AFCIC/SY
	IN TURN

4.2.2. Recipients. When you receive an "IN TURN" memorandum, strike through your organization abbreviation and office symbol, sign or initial, and date. Write "Concur,” “Nonconcur," "Comments attached," or "Comments sent by separate correspondence to" next to the date. Prepare an OF 41 or a separate memorandum for a lengthy comment. Attach comments to the "IN TURN" memorandum if the remaining addressees need them; otherwise, send comments directly to the final addressee. Send the "IN TURN" memorandum to the next address.

4.3. North Atlantic Treaty Organization (NATO) Letter. See NATO Standardization Agreement (STANAG) 2066 (Edition No. 5), *Layout for Military Correspondence*, for proper format. Write to Naval Publications and Forms Center, 5801 Tabor Avenue, Philadelphia PA 19120-5002 to get a copy. When using the NATO format, always include the name and telephone number of a point of contact. Use the term "enclosures" instead of "attachments." Enclosures may have appendices and annexes. List all references in the heading or in the beginning of the correspondence text.

4.4. Short-Note Reply. If you have enough space, write or type your comments on the incoming correspondence (see AFH 33-337).

4.5. Memorandum for Record (MR). Use the MR to document a discussion or an oral agreement. Prepare a MR using the official memorandum format (see **Chapter 3**). Type RECORD after the MEMORANDUM FOR element (see AFH 33-337).

4.6. Meeting Minutes. Prepare meeting minutes using the official memorandum format (see **Chapter 3**). Minutes are a clear summary of the participants' comments. They document planned or completed action. Date the minutes the day they are distributed. To save space, use two columns to list names of members present. Place information regarding a future meeting in the last paragraph. When a person signs a paper as a member of a board or committee, the signature element indicates that person's status on that board or committee, not any other position the person may hold. Type "Approved as written" two line spaces below the recorder's signature block, followed by the approving authority's signature block.

4.7. Staff Study Report. This is a problem-solution report (see AFH 33-337).

4.8. Talking, Bullet Background, and Position Papers. (See AFH 33-337.)

4.8.1. Talking papers (also called point papers) are concise, factual, written outlines for oral presentations, memory ticklers, or quick reference outlines. They use fragments to present key points, positions, and facts in a brief, orderly fashion when the user has knowledge of the subject.

4.8.2. Background papers are multipurpose written briefs used to provide information, forward items of interest, or to summarize current or potential problems. They include an introductory paragraph, a basic discussion, and a conclusion.

4.8.3. Position papers are used to advocate or to convince the reader on an argument or position.

4.9. Information Mapping. You may use the information mapping method for staff study reports and for talking, bullet background, and position papers. The Information Mapping methodology helps writers analyze, organize, and present information in a concise, user-friendly manner. Information Mapping principles can improve a wide variety of communications. For more information, contact HQ AFCIC/ITS.

4.10. Indorsement Memorandums. Indorsements are used at the discretion of sender as space allows (see AFH 33-337).

Figure 4.1. Sample Personalized Letter.

DEPARTMENT OF THE AIR FORCE
HEADQUARTERS UNITED STATES AIR FORCE

1 July 1999

Lt Colonel Debra Martinez
Chief of Executive Services Division
1670 Air Force Pentagon
Washington DC 20330-1670

Mr. Walter Jones
2560 Monte Vista Place
Alexandria VA 22390-1234

Dear Mr. Jones

Avoid using organizational abbreviations and office symbols in letters addressed to individuals outside the Department of Defense. These acronyms rarely have any meaning outside the Government and should be spelled out.

Type or stamp the date 1.75 inches or 10 line spaces from the top of the page at the right margin. Type the return address 4 line spaces below the date at the left margin. Type the "To" address three lines below the return address. Type the salutation two lines below the "To" address; the greeting is normally "Dear."

Begin typing the body of the letter 2 line spaces below the salutation. Do not number paragraphs. Indent all major paragraphs five spaces or 0.5 inch; indent subparagraphs an additional five spaces. Double space between paragraphs.

The complimentary close is normally "Sincerely." Type the complimentary close 2 line spaces below the text, at least three spaces to the right of page center. Place courtesy copy distribution at the left margin, 2 line spaces below attachments. If there are no attachments, type the courtesy copy distribution 3 line spaces below the signature element.

Sincerely

DEBRA MARTINEZ, Lt Colonel, USAF

cc:

4.11. Categorically (Cat) Addressed Correspondence. The following are the only categorical (CAT) addresses approved for use by the 62d Airlift Wing (62 AW).

4.11.1. (Added-62AW) CAT II. AMC Squadrons, Staff Agencies and Tenant Units: (One copy or more)

4.11.2. (Added-62AW) CAT VI. AMC Squadrons, Staff Agencies and Tenant Units: (One copy each)

4.11.3. (Added-62AW) All categorically addressed correspondence may be addressed as either CAT II or CAT VI instead of using the full address. A survey on the distribution of CAT letters will be conducted as needed. Emphasis will be on the minimum number of copies required to accomplish the mission. CAT addresses will not be used for distribution of classified correspondence. Distribution of CAT addressed communications will be made by the Base Information Transfer Center (BITC). Indicate in the Remarks section of the Defense Automated Printing Service print request form "deliver to 62 CS/SCSA." For special distribution, the following examples are provided for guidance:

TO: CAT II (Except Tenant Units or office symbols)	-Use when you need to exclude specific organizations.
TO: CAT VI (First Sergeant - 1 copy)	-Distribution for specific office/individual.

Chapter 5

GUIDE AND FORM MEMORANDUMS

5.1. Guide Memorandums. These are models of a memorandum text composed in advance, but not printed. They may be complete memorandums with several paragraphs or single paragraphs. Use guide memorandums to compose official memorandums. Select the combination of paragraphs appropriate for the reply.

5.2. Form Memorandums. These are mass-produced memorandums sent in place of individually composed or typed memorandums when many individuals require similar information or the same individual requires the information at frequent intervals. These also include standard formats stored on electronic media that can be accessed, completed with optional data, and then printed or electronically forwarded.

5.2.1. Types of Form Memorandums. The three basic formats for form memorandums are prewritten, fill-in, and optional statement. Prewritten form memorandums omit the receiver's name and address and the date. Fill-in form memorandums omit any information that varies with each response. Optional statement form memorandums provide several options; the writer checks the statements that apply to the specific situation. A form memorandum may have space for filling in information, selecting one of several statements, or both.

5.2.2. Form Memorandums Use. Use form memorandums when the subject matter and the action are routine or informational, when it is more economical to duplicate the memorandum than to type each memorandum individually, and when the printed format expedites response from the recipient. Do not use form memorandums if the subject is of a personal or congratulatory nature, if it may bring grief, disappointment, or embarrassment to the recipient, or if a numbered form would be better.

5.2.3. Preparing and Controlling Form Memorandums:

5.2.3.1. Justification. Analyze your correspondence for a 2-week period and group memorandums that are similar in meaning and purpose. Count the number of individually typed memorandums for each group. A form memorandum is justified if:

The line count (text) of a repetitive memorandum is:	And the number of similar memorandums written each month is:
5	30 or more
10	15 or more
15	10 or more

NOTE: Check with your forms manager to determine if a numbered form would be more beneficial.

5.2.3.2. Composition. Follow the principles of writing in AFH 33-337. Consider the memorandum's impact, especially if it is sent outside the Air Force. If a memorandum collects information, review the requirements of the Paperwork Reduction Act and AFI 37-124 (will convert to AFI 33-324).

5.2.3.3. Design. Leave enough blank space to complete a fill-in form memorandum. Align check boxes (o) on an optional statement form memorandum.

5.2.3.4. Signature. Sign form memorandums individually or sign the master before reproduction.

5.2.3.5. Control. Identify each form or guide memorandum by a different symbol if you have more than one, e.g., FM-1, FM-2, etc.; GM-1, GM-2, etc. You may mark the memorandums themselves or their folders. Review the need and currency of the memorandum before reproduction, and reproduce no more than a 3-month supply.

5.2.3.5. (62AW) All requests for reproduction and new Form Memorandums (FM)/Guide Memorandums (GM) will be approved by the squadron Form Memorandum Monitor or the unit commander. The Defense Automated Printing Service printing request form will be addressed to Defense Automated Printing Service (DAPS) and will be signed using the duty title "Unit Form Memorandum Monitor" unless signed by the commander. Enter the approximate monthly usage in the remarks section. Enter the total amount needed which will not exceed a 3-month supply unless approved by the Chief, Administrative Communications (62 CS/SCSA).

5.2.3.6. (Added-62AW) Each FM or GM will be numbered if the office uses more than one form memorandum. The number will include the complete functional address symbol, FM or GM and number (Example: 62 CS/SCSA FM-1 or 62 CS/SCSA GM-1). The form/guide memorandum number is placed in the lower left corner and approximately one inch from the bottom, or on the folder if the user does not want the number to appear on the letter.

5.2.3.7. (Added-62AW) Each squadron/staff agency should have one information manager to control, review and maintain all form memorandums. For large organizations with numerous branches and sections that have numerous form memorandums, your branch information management office should establish control. The wing's Form Memorandum Monitor (62 CS/SCSA) will act as an advisor and will assist in the development of new form memorandums.

Chapter 6

USE OF ENVELOPES

6.1. General Information. Local needs determine when to use envelopes, tags, and labels. See your BITC or DoD 4525.8-M/AFSUP 1, *DoD Official Mail Manual*. Use standard addresses listed in the address directory (see **Chapter 9**).

6.2. Envelope Size:

6.2.1. Use a rectangular envelope only slightly larger than the correspondence. Envelopes should be no smaller than 3.5 by 5 inches and no larger than 6.125 by 11.5 inches.

6.2.2. You may use window envelopes. Be sure to adjust the MEMORANDUM FOR element to align the address with the envelope window.

6.2.3. For consolidated mailing, the largest item that cannot be folded determines the envelope size (see DoD 4525.8-M/AFSUP 1).

6.2.3. (62AW) To preclude a surcharge by the United States Postal Service (USPS), activities will avoid sending First Class mail weighing one ounce or less and standard mail weighing two ounces or less in nonstandard envelopes.

6.3. Addressing the Envelope. For successful processing by optical character recognition (OCR) equipment, the USPS requires addresses to be machine-printed, with a uniform left margin, and formatted in a manner that allows an OCR to recognize the information.

6.3.1. Printing. Since OCR equipment cannot process dot matrix styles where the dots do not touch, print addresses on a laser printer. You may not hand write or use rubber stamps unless laser printers and appropriate software are not available.

6.3.2. Typeface. Use Courier New font 12 point (or similar simple sans serif font). Be sure characters are not too close together and do not touch or overlap. Do not use bold, italic, script, artistic, or other unusual typefaces.

6.3.3. Margins. Leave margins at least 0.5-inch from the left and right edges of the envelope and at least 0.625-inch from the bottom of the envelope. The last line of the address should be no lower than 0.625-inch and no higher than 2.75 inches from the bottom of the envelope.

6.3.4. Address Format. See **Figure 6.1.** for address position and format. Use block style with a uniform left margin, parallel to the long edge of the envelope. Single-space the address block and type the entire addresses in uppercase. Use one or two spaces between words. Do not use punctuation in the last two lines of the address block except for the dash in the ZIP+4 code. Addresses are limited to five lines:

6.3.4.1. Optional Address Data Line. Use this line for any nonaddress data such as account numbers, presort codes, or mail stop codes.

6.3.4.2. Optional Attention Line. Use this line to direct mail to a specific person.

6.3.4.3. Organization Abbreviation/Office Symbol Line. Use the organization abbreviation and office symbol separated by a virgule. Refer to the address directory for correct abbreviations.

6.3.4.4. Delivery Address Line. Use this line for the street or post office (PO) box number, and the room or suite number. Use authorized USPS abbreviations found in USPS Publication 28. Do not use punctuation on this line.

6.3.4.5. City or Base, State, ZIP+4 Code Line. Use the two-letter state abbreviations found in USPS Publication 28. Always include the ZIP+4 code in the address. Do not use commas between the city or base, abbreviation, and ZIP+4 code; the dash in the ZIP+4 code is the only punctuation used in the last address line. With overseas addresses, do not use the APO or FPO number and geographical location together; this will cause the mail to enter the international mail channels. Do not type any information below or to the right of the city, state, and ZIP+4 code address line.

6.3.5. Return Address Format. Place the return address in the upper left corner of the envelope (see **Figure 6.2.**). Follow the address format (see paragraph **6.3.4.**). Use the complete mailing address. Type "OFFICIAL BUSINESS" beneath the return address. (See DoD 4525.8-M/AFSUP 1).

6.3.5. (62AW) Return addresses will not be handwritten. They can be typewritten, machine printed or rubber-stamped.

6.4. Machine-Processed Mailing. Limit the thickness of the envelope to 0.25 inch or less when sealed (about four sheets of bond paper or eight tissue weight sheets). Press envelope to remove air. Write "non-machinable" above the address on the envelope if it is more than 0.25 inch thick (see DoD 4525.8-M/AFSUP 1).

6.5. Mailing Labels, Cards, and Self-Mailers. See DoD 4525.8-M/AFSUP 1.

6.5. (62AW) Mailing Labels, Cards and Self-Mailers. Approval is required by 62 CS Administrative Communications Branch when requesting printing of mailing cards and self-mailers.

6.6. Preparation and Content of Mail Indicia. See DoD 4525.8-M/AFSUP 1.

6.6. (62AW) Preparation and Content of Mail Indicia. Approval is required by 62 CS Administrative Communications Branch when requesting reprinted envelopes with the G-1 permit.

6.7. Preparing Envelopes for Classified Material. See DoD 5200.1-R and AFI 31-401.

Figure 6.1. Envelope Address Position and Format.

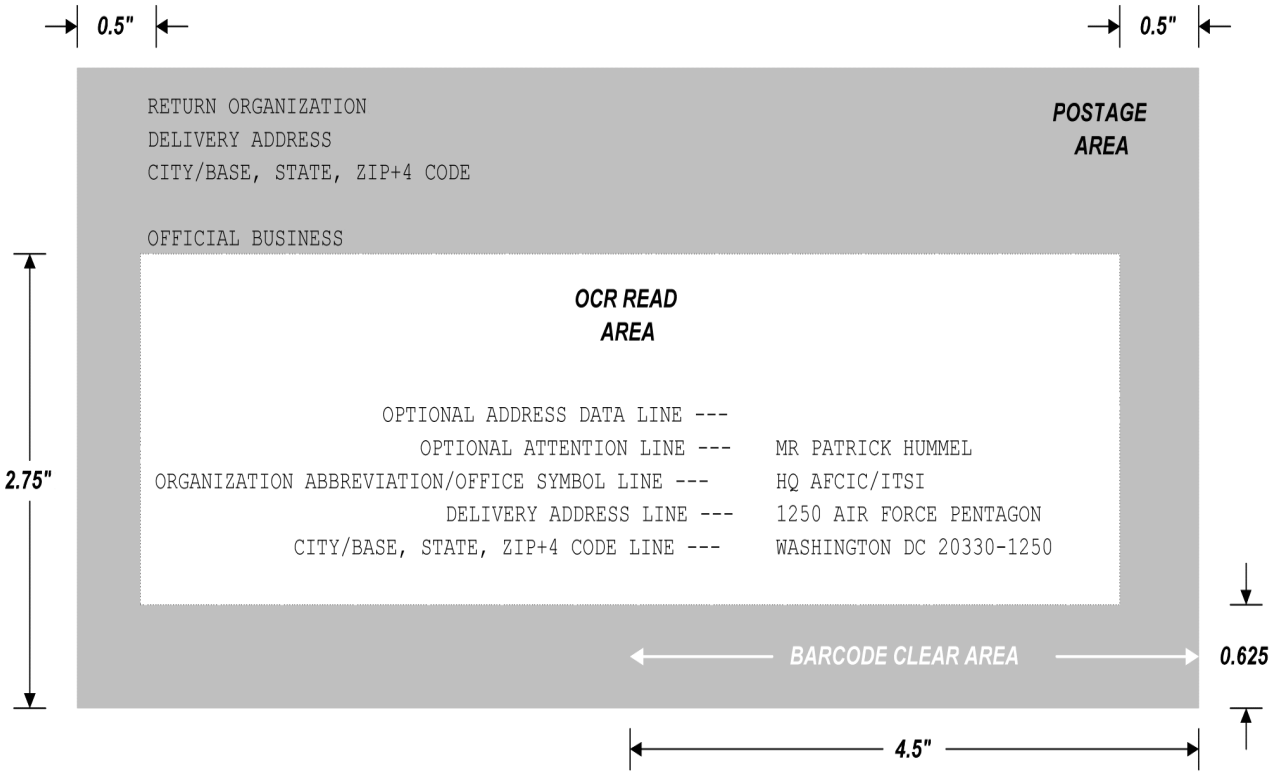
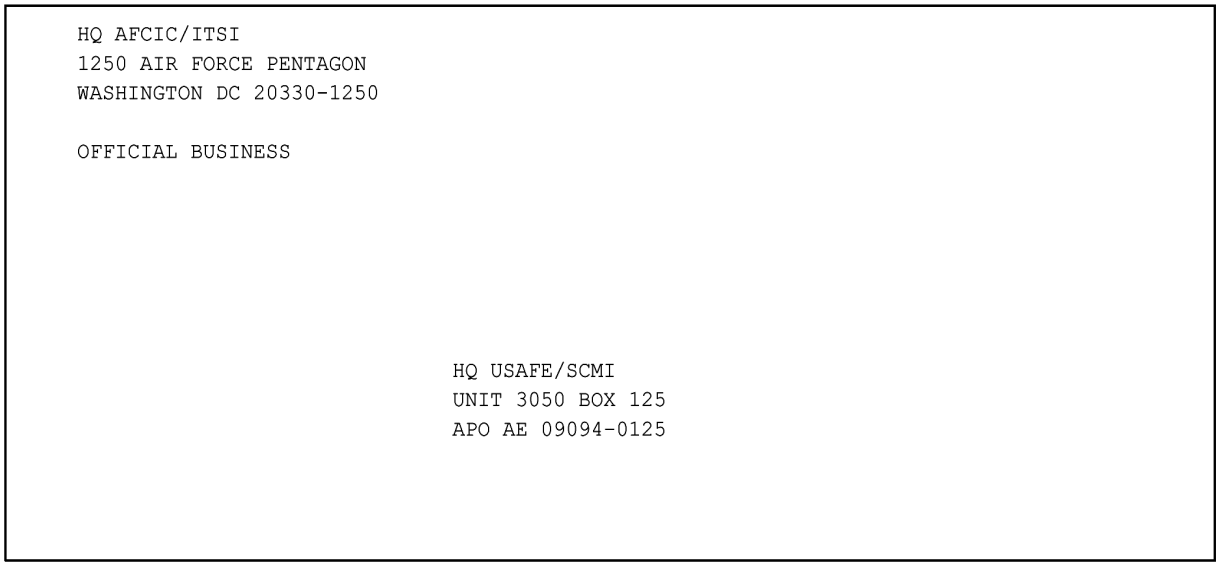


Figure 6.2. Printing Addresses and Return Addresses.



Chapter 7

MESSAGE PREPARATION AND PROCESSING

7.1. Introduction . This chapter discusses preparing messages for AUTODIN. Contact your local telecommunications center (TCC) for questions concerning message preparation or delivery. ***NOTE:*** DoD mandates the use of DMS rather than AUTODIN for organizational messages; the intent of this mandate is to migrate users from AUTODIN to the DMS. AUTODIN format is used in DMS when sending a message to an AUTODIN user. AUTODIN service is scheduled to be discontinued in fiscal year 2000.

7.2. Originator's Responsibilities. The originator is the command or authority in whose name a message is sent. The originator implements the policy and procedures for preparing and releasing messages.

7.3. Drafter's Responsibilities. The drafter writes messages following the procedures outlined in this chapter. For United States Message Text Format (USMTF) message preparation, see **Attachment 4**.

7.4. Releaser's Responsibilities. The releaser is the individual authorized by the commander to release messages and authorize recipients of self-generated messages. The releaser verifies message format is correct; for example, messages originating from the same office do not use identical date time groups. The releaser ensures timely delivery of messages to the TCC and avoids delivering messages to the TCC at the close of business.

7.5. TCC Responsibilities. TCC distributes one copy of each message to the central point of distribution for an organization. The distribution office reproduces and distributes the message as appropriate. Deliver classified messages according to DoD 5200.1-R and AFI 31-401. Do not task TCC personnel to pick up messages from an originator or deliver messages to an addressee.

7.6. Addressee's Responsibilities. At locations where electrical distribution is not used, units establish the central point of distribution for messages within their organization. Wing equivalent or higher may establish central points of distribution for each office with two-letter office symbols. Units identify personnel authorized to pick up messages that require special handling and identify representatives for notification by telephone on receipt of PRIORITY or higher precedence messages. Units provide immediate pickup of messages that are high precedence or those that require special handling. Use AF Form 74, **Communications Status Notice/Request**, to acknowledge messages when required.

7.7. Message Preparation. Prepare messages on floppy diskette using Standard Automated Remote to AUTODIN Host (SARAH) message preparation software such as SARAH-Lite, Defense Information Infrastructure (DII) Common Operating Environment (COE) Compliant Message Processor, or the Army's DINAH-Mite. Using SARAH-Lite or another DII COE-Compliant Message Processor ensures compatibility with AUTODIN and standardization. Handwritten messages are only authorized under the following situations: in an emergency or time-critical situation and then only IMMEDIATE or above; or Facility Checking Squadrons (FCS) and FAA Flight Inspection Field Offices (FIFO) aircraft commanders when in a transient status and administrative support is not available. Do not use these procedures to circumvent normal message preparation procedures. Consult with your local TCC for procedures to submit handwritten messages.

7.8. General Message Format. Use only uppercase. Double-space all lines. Do not underline any part of the message. Limit punctuation symbols to dollar sign ($), ampersand (&), open parenthesis (), close parenthesis (), dash (-), apostrophe (‘), quotation mark (“), period (.), colon (:), virgule (/), comma (,), question mark (?), and semicolon (;). AUTODIN will accept other punctuation symbols in the message text; however, the receiving equipment may not be able to reproduce those symbols.

7.9. Message Fields:

7.9.1. Date Time Group (DTG):

7.9.1.1. Date/Time Block. Enter the time the message is authorized by the releaser. The first two digits represent the day of the current month and the next four digits represent the Universal Time Coordinated (UTC) (or Zulu time) from a 24-hour clock (see **Figure 7.1.**). Place a “Z” after these six digits.

7.9.1.2. Month Block. Enter the first three letters of the current month.

7.9.1.3. Year Block. Enter the last two digits of the year.

7.9.2. Language Media Format (LMF) Block. This field specifies the media format for your message. Two characters are required. The first designates the originating format, and the second designates the destination format. Enter “AA” for ASCII format.

7.9.3. Book Block. This option is not used by AUTODIN. Enter “NO.”

7.9.4. Content Indicator Code (CIC) Block. The CIC identifies the message type. Enter “ZYUW” for narrative messages.

7.9.5. SPECAT/SHD Block. Use this block for classified messages only; contact your local TCC for questions concerning SPECAT messages. If a message is SPECAT, the identifying letter must be entered five times. Identifying letters are:

7.9.5.1. AAAAA for SPECAT SIOP-ESI.

7.9.5.2. FFFFF for certain TOP SECRET United States-originated message traffic addressed to activities of the United Kingdom, or other classified messages that contain special-handling designators, such as COSMIC, US-UK EYES ONLY, CRYPTO-SECURITY, and EXCLUSIVE FOR.

7.9.5.3. LLLLL for Messages containing the special designator, ATOML, addressed to certain NATO commands.

7.9.5.4. BBBBB for other type SPECAT.

7.9.6. Originators Message Identification (OMI) Block. The OMI is used by your unit to identify the individual message. Enter your office symbol (no more than five letters) followed by the day and the local time. For example ITSI is sending a message on 7 July 1999 at 1300; the OMI will read ITSI071300. The OMI must be at least five characters long and the first two characters must be letters.

7.9.7. Precedence Block. Message precedence prosigns are:

7.9.7.1. YY --EMERGENCY COMMAND PRECEDENCE.

7.9.7.2. ZZ --FLASH. Use for initial enemy contact messages or operational combat messages of extreme urgency.

7.9.7.3. OO --IMMEDIATE. Use for very urgent messages relating to situations that gravely affect the security of National Forces, Allied Forces, or the populace.

7.9.7.4. PP --PRIORITY. Use for messages about the conduct of operations in progress and for other important and urgent matters when ROUTINE precedence will not suffice.

7.9.7.5. RR --ROUTINE. Use for all types of messages that justify transmission by rapid means but are not of sufficient urgency and importance to require higher precedence.

7.9.8. Classification Block. The classification must be at least as high as the highest classification of any section of text contained in the message. Enter the letter group which represents the security classification. The letter groups are: UUUU for Unclassified and FOUO, CCCC for Confidential, SSSS for Secret, and TTTT for Top Secret.

7.9.9. Message Handling Instructions Block. Use this block for special instructions to the receiving TCC. An example would be "DELIVER DURING NORMAL DUTY HOURS ONLY."

7.9.10. Accounting Symbol Block. Accounting symbols are required on messages that use the commercial refile system. This information is typically not necessary and should be left blank.

7.9.11. Text Classification Line Block. Use the text classification line for any caveat that directly modifies the classification of the message such as FOUO, NATO, Limited Distribution (LIMDIS), etc.

7.9.12. Drafter's Name and Title Block. Enter the drafter's name and title.

7.9.13. Drafter's Office and Phone Block. Enter the drafter's organization abbreviation, office symbol, and phone number.

7.9.14. Special Instructions Block. Enter any special handling instructions for the message such as MINIMIZE CONSIDERED.

7.9.15. Releaser's Name, Title, Office Symbol, and Phone Block. Enter the releaser's name, rank, and phone number.

7.10. Message Address. Use plain language addresses (PLA) listed in the directory services database and standard office symbols (see **Chapter 10**). Use only the following authorized punctuation markings in the address element: virgule (/), double virgule (//), hyphen (FIN-ACCTG), and apostrophe (O'HARA). All address elements must contain the organization, geographical location, state or country. The location is followed by double virgule, the office symbol, followed by double virgule. When the message is addressed to two or more office symbols at the same organization, separate the office symbols by a virgule.

7.10.1. From Address. Enter your unit's PLA and office symbol.

7.10.2. To Address. Enter the PLA and office symbol for each action activity. You may use address indicator groups (AIG) as action addressees.

7.10.3. Information (Info) Address. Enter the PLA and office symbol for each activity that needs the message for information purposes only. Do not use AIGs as info addressees.

7.10.4. Exempt (XMT) Address. Use the XMT address to omit an address from an AIG listed in the "To Address." Type the PLA and office symbol for the addressee that you do not wish to receive the message.

7.10.5. Local Message Routing. Addressees that will receive the message other than electronic means (such as by mail or by messenger) are indicated by ZEN. The message originator, not the TCC, is responsible for delivery of ZEN messages. Use the local message routing field to remind you of distribution that you must make for ZEN addressees.

7.11. Message Text. Limit lines to 69 characters, including spaces. Include the following elements when used:

7.11.1. Security Classification. List the following information, in order, on the first line: security classification, special handling designators, flagwords, code words, and exercise name. Insert a space between each letter of the classification, except for unclassified. Classified messages addressed to United States (US) activities for distribution to non-US activities must include releasability statements following the classification. Example: S E C R E T RELEASABLE TO NATO AS NATO SECRET.

7.11.2. Delivery Instructions. If used, identify the specific addressee to whom the message is to be delivered. Type "FOR" followed by the name or position title when there is a specific person identified for delivery. Type "PASS TO" for address instructions to direct the message to a particular organization or unit.

7.11.3. Subject Line. Type "SUBJ:" followed by a brief description of the message content. Limit the message subject to one line. Omit the message subject if its use will cause an unclassified message to be classified, if it increases the length of a short message, or if the subject is readily apparent in the first line of text. If the message is classified, identify the classification of the subject by the appropriate classification symbol.

7.11.4. Action Suspense. The action suspense indicates when you need to complete the required action. Use it only when necessary. Type "SUSPENSE" followed by the required date.

7.11.5. Message Division. You may divide a message into parts if portions of the message do not apply to all addressees.

EXAMPLE:

```
UNCLAS
FOR (if needed)
SUBJ:  (if needed).  SUSPENSE  (if needed)
THIS MESSAGE IN THREE PARTS
PART ONE FOR PACAF,
PART TWO FOR AETC,
PART THREE FOR ALL
```

7.11.6. Use references only when they are essential. When references are used, type their identification on the second or subsequent lines of text. Include the reference subject only when needed. If reference is made to several messages, letters, memorandums, or other documents, type each on a separate line. Identify the references as A., B., and so on. When referencing a data pattern message, provide the CIC, time-of-file, and any other information (such as report control symbol [RCS]) that may help in identification.

7.11.7. Main Body. Keep the main body brief. The length of a message directly affects the handling time within telecommunications channels. Use the paragraph format, standard punctuation, abbreviations, and numbering as used in normal military correspondence. Begin all lines, including the first line of subparagraphs, flush with the left margin. For classified messages, mark all paragraphs and subparagraphs with their classification (DoD 5200.1-R /AFI 31-401) in the same manner as normal correspondence. The last line of the text must include declassification or downgrading instructions. For exercise messages, always use "EXERCISE" as the last words of the text, followed by the exercise identification and group markings.

7.12. Release Document. This file controls the flow of messages on a diskette from origination to transmission. The release document lists all messages on the diskette and shows the status of each message. There are three codes on a release document to indicate message status:

7.12.1. MORE is used to indicate that the message needs additional coordination. Leave the date time group block blank to keep a message in this status. The TCC cannot transmit a MORE status message.

7.12.2. REDY means the message is ready to send. The REDY status is generated by placing the date time group on the message.

7.12.3. TXED indicates the message was sent by the TCC. When TXED is indicated, the TCC cannot retransmit the message from the diskette unless the message originator assigns a new date time group.

7.12.4. The release document also contains a cyclic redundancy check (CRC) number. The CRC is used to ensure message integrity. The number on the release document and the message must match. The CRC number changes each time the message is modified, including adding the date time group.

7.13. Activities Not Served By AUTODIN. Send messages addressed to activities (civilian firms, individuals, and some isolated units) not served by military communications facilities by other means (e.g., telegram, electronic mail, courier, postal, facsimile, etc.). It is the originator's responsibility to obtain this support. If in doubt about whether an addressee is served by military communications facilities, consult your local TCC.

7.14. MINIMIZE. Users of AUTODIN must adhere to MINIMIZE when imposed for record communications. The objective of MINIMIZE is to clear AUTODIN of traffic whose urgency does not require transmission by electrical means. Commanders at any level have the authority to impose MINIMIZE within their command or area of command responsibility unless specified or denied by appropriate higher authority. When MINIMIZE is imposed, commands will:

7.14.1. Establish rigid procedures to ensure that record communications (narrative and data messages) which do not meet the MINIMIZE criteria are forwarded by other means (e.g., mail, courier). Do not hold record communications for transmission pending cancellation of MINIMIZE. This practice would seriously overload the network after the MINIMIZE is canceled.

7.14.2. Require releasing officers to review all record traffic that was not released or released but not yet sent by the TCC to ensure it qualifies for release under the provisions in force and the words "MINIMIZE CONSIDERED" are stated on the message release document. Never make MINIMIZE CONSIDERED part of the message text.

7.14.3. When MINIMIZE is canceled, commanders will ensure a review is made of the messages transmitted during MINIMIZE to check the effectiveness of MINIMIZE policies and procedures and take action to correct deficiencies.

Figure 7.1. Comparative Time Chart.

TIME ZONES	FIJI ISLANDS Y	MIDWAY ISLAND X	ALASKA HAWAII W	YUKON V	CALIFORNIA U	NEW MEXICO T	TEXAS S	WASHINGTON DC (EST) R	NEWFOUNDLAND (EDT) Q	BRAZIL P	GREENLAND (UTC) O	AZORES N	GREENWICH ENGLAND Z	GERMANY A	EGYPT B	MOSCOW C	AFGANISTAN D	INDIA E	EASTCENTRAL CHINA F	THAILAND G	VIETNAM H	JAPAN I	GUAM K	SOLOMON ISLANDS L	NEW ZEALAND M	
	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	
	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	
PREVIOUS	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	SAME
DAY	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	DAY
	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	
	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	
	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	
	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	
	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	
	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	
	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	
	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	
	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	
	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	
SAME	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	NEXT
DAY	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	DAY
	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	
	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	
	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	
	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	
	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	
	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	
	1600	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	
	1700	1800	1900	2000	2100	2200	2300	2400	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	

SAME DAY

NEXT DAY

PREVIOUS DAY

NEXT DAY

(EST -- Eastern Standard Time) (UTC -- Universal Time Coordinated) (EDT -- Eastern Daylight Time)

To determine the DTG without having to constantly refer to this chart, find the total hours difference between your local time and "Z" time and add or subtract as follows:

First find your time zone, (ask your TCC if you are not sure of your zone), then count the number of time zones between your zone and the "Z" zone (include the "Z" zone in your count, but not your own zone). Finally, if your zone is to the <u>left</u> of "Z" zone on the above chart, <u>add</u> the total number of zones to your local time; if your zone is to the <u>right</u>, <u>subtract</u> the number of zones from your local time. The result is "Z" time.

Example: Washington (R Zone) is five zones to the left of "Z" zone. Therefore, the DTG entry on a message originated in Washington DC is local time plus five hours. Likewise the DTG entry for a message originated in India is local time minus five hours. (If daylight savings time is in effect, add one <u>less</u> hour if you are to the left of "Z" time or subtract one <u>more</u> hour if you are to the right.)

Chapter 8

ADMINISTRATIVE COMMUNICATION MANAGEMENT FORMS

8.1. Optional Form (OF) 27, United States Government Two-Way Memo. Use this form for correspondence that is less formal than the official memorandum. You should handwrite it in brief, informal language. Its intent is to save time required for typing and correcting and to save the cost of duplicating. The originator forwards the original and one copy and keeps the third copy as a record. The receiver uses Reply block, keeps the original, and returns the second copy to the originator.

8.2. Optional Form (OF) 41, Routing and Transmittal Slip. This form serves as a routing and transmittal slip for correspondence and publications and to comment on a document that is being routed within or outside your activity.

8.2.1. Type or write out entries. Continue your remarks on the back, if needed.

8.2.2. Show the action for each addressee by entering in the action block the line number on which the individual's name appears.

8.2.3. You may use this form to request concurrence or approval, but not as a record of it. Formal approval of action requested should be accomplished by signature on the document or by coordination on the file copy.

8.2.4. Return the form to the sender by turning down the FROM block over the back of the form. Line out FROM, insert TO, and write your comments on the back.

8.3. Optional Form (OF) 363, Memorandum of Call. Use this form to pass telephone messages or inform someone of a visitor.

8.4. AF Form 74, Communication Status Notice/Request. Use this form to let senders know the status of their correspondence. You may document comments on the record copy. You may use the AF Form 74 Remarks section for notification of official Air Force business other than communications status, as authorized by your MAJCOM. You can use the form as a postcard between activities serviced either by the military distribution system or the USPS.

8.5. AF Form 388, Communication Control Record. Use this form only when you require formal suspense controls. Use it when you receive correspondence and need to assign action within your office or to a lower office, or use it to track correspondence requiring a reply by a specific date. When you use this form:

8.5.1. File the original or a copy by the suspense date and attach all other copies to the correspondence.

8.5.2. Show any extension of the suspense date on the form and refile accordingly.

8.6. AF Form 1768, Staff Summary Sheet. Use the staff summary sheet (SSS) to summarize staff work, to request action, or to forward information. Since it often contains several handwritten notes before reaching the approval authority, SSSs do not require the same level of perfection (error-free typing, etc.) as the correspondence they may cover. Correct errors neatly and legibly in ink if the content and

meaning are still legible and clear. Generally, limit it to one page. Use plain bond paper if an additional page is required (see **Figure 8.1.**). If more than ten offices coordinate on the original SSS, use a blank AF Form 1768, and renumber the TO block, starting with 11. Complete the form through the subject and attach it behind the original SSS. See **Figure 8.2.** for assembling SSS packages. Coordination on Staff Summary Sheet is as follows:

8.6.1. When you agree with the proposed action, sign your surname, rank or grade, and date on the bottom line if you are the addressee; sign on the top line if you are not the addressee.

8.6.2. When you do not agree with the proposed action, write a memorandum to the action office stating your reasons and write in ink "See Memorandum" in the signature column of the SSS after your office symbol. Attach your memorandum to the SSS and return it to the action office.

8.6.3. When you receive a nonconcurrence on a SSS, try to resolve all differences.

8.6.3.1. If you cannot resolve the differences, the action officer writes a rebuttal memorandum to the approval authority which states differences discussed with the nonconcurring official and gives your reasons why you cannot change the proposed action. Attach the rebuttal memorandum and the nonconcurrence memorandum as the last tab to the original SSS, and annotate in pen the additional tab under the list of tabs. Send the SSS to the next addressee shown on the form.

8.6.3.2. If you resolve differences and no changes are made to the SSS or to any attachments, the previously nonconcurring official shows concurrence by marking through the statement "See Memorandum" and signing surname, rank or grade, and date. The action officer annotates "Differences resolved and no changes needed" on the nonconcurrence memorandum, initials the statement, and attaches this memorandum to the record or coordination copy. Route the SSS to the next addressee shown on the form.

8.6.3.3. If you resolve your differences and changes are made to the SSS or to any attachments, the action officer prepares a new SSS and coordinates it as a new package with all offices.

Figure 8.1. Sample AF Form 1768, Staff Summary Sheet and Instructions.

STAFF SUMMARY SHEET

	TO	ACTION	SIGNATURE (Surname), GRADE AND DATE		TO	ACTION	SIGNATURE (Surname), GRADE AND DATE
1	AF/LG	Coord	Harris, Col 4 Aug 99	6			
2	AF/XO	Coord	Johnson, Col 5 Aug 99	7			
3	AF/DP	Coord	Davis, Col 9 Aug 99	8			
4	AF/PE	Appr	Miller, Col 9 Aug 99	9			
5	AF/CC	Sig	Alston, Col 12 Aug 99	10			

SURNAME OF ACTION OFFICER AND GRADE	SYMBOL	PHONE	TYPIST'S INITIALS	SUSPENSE DATE
Lt Col Wilkins	INYC	614-2166	slb	15 Aug 99

SUBJECT	DATE
Preparation of the Staff Summary Sheet (SSS)	3 Aug 99

SUMMARY

1. The SSS introduces, summarizes,coordinates, or obtains approval of signature on a staff package. It should be a concise (preferably one page) summary of the package. It states the purpose, pertinent background information, rationale, and discussion necessary to justify the action desired.

2. The SSS is attached to the front of the correspondence package. If an additional page is necessary, prepare it on plain bond paper. Use the same documents attached or any tabs that are not self-explanatory. If they are self-explanatory, say so. Attach a copy (or extract of appropriate portion) of any document you reference.

3. List attachments to the SSS as tabs. List the document for action as Tab 1. List incoming letter, directive, or other paper -if any- that prompted the preparation of the SSS as Tab 2. (NOTE: If you have more than one document for action, list and tab them with as many numbers as you need and then list the material you are responding to as the next number. For example: Tabs 1 and 2 for signature; Tab 3 incoming document.) List supplemental documents as additional tabs, followed by the record/coordination copy, and information copies. If nonconcurrence is involved, list it and the letter of rebuttal as the last tab.

4. VIEW OF OTHERS. Explain concerns of others external to the staff (i.e., OSD, Army, Navy, State, etc.). For example: "OSD may disapprove of this approach."

5. OPTIONS. If there are significant alternative solutions, explain the options. For example: "Buying off-the-shelf hardware will reduce costs 25%, but will meet only 80% of our requirements."

6. RECOMMENDATION. Use this caption when SSS is routed for action. State the recommendation, include action necessary to implement it in such a way that the official need only coordinate, approve, or disapprove the recommended action, or sign the attachment. Do not recommend alternatives. Do not use this caption when the SSS is being submitted for information only.

Thomas P. Moore

THOMAS P. MOORE, Colonel, USAF
DCS, Intelligence
Ext. 614-1234

2 Tabs
1. Proposed Memo
2. HQ AETC/CC Memo, 5 Jul 94 w/Atch

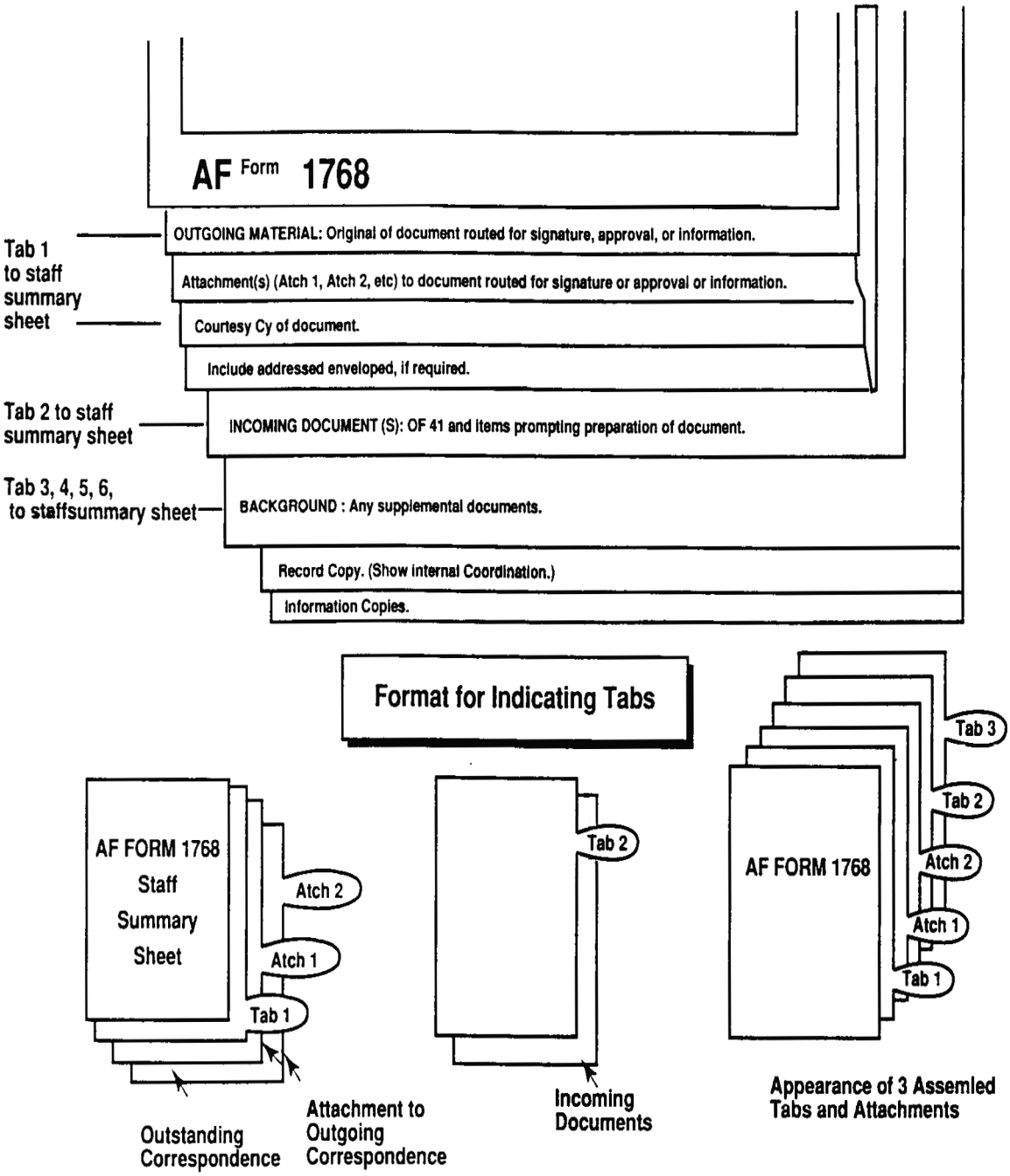
AF FORM 1768, SEP 84 *(EF-V4)* *(FORM FLO2)* PREVIOUS EDITION WILL BE USED.

NOTES:

Footnotes for **Figure 8.1.** Sample AF Form 1768, Staff Summary Sheet and Instructions:

1. List offices in the order that they should coordinate, approve or sign.
2. Show the action desired in this column (Coord [Coordination], Appr [Approval], Sig [Signature]). Use Info (Information), when the SSS is submitted for information only. (***NOTE:*** Usually show only one Appr entry and one Sig entry.)
3. Show coordination or approval with signature and date in the signature column.
4. Enter action officer's grade and last name.
5. Enter action officer's office symbol.
6. Enter the action officer’s telephone number
7. Enter the initials of the typist.
8. Enter the suspense date, if any.
9. Enter subject; use the same subject as for the attached correspondence.
10. Type or stamp date at time of dispatch from the signing official's office.
11. Number, letter, and space paragraphs the same as the official memorandum.
12. An authority line is not used on a SSS.
13. Signature is optional. When used, the official signs before coordination. Place the signature element flush with the left margin as shown.
14. Briefly list the correspondence attached. Use blank pages labeled as Tabs to separate major groups of information. Likewise, indicate attachments with labeled pages between the tabs as needed. Insert documents for signature, approval, or information at Tab 1. Insert any incoming correspondence, directive, or other paper to which the action officer is responding at Tab 2. Insert supplementary documents or correspondence at Tab 3, Tab 4, etc.

Figure 8.2. AF Form 1768, Staff Summary Sheet, Arranging the Package.



Chapter 9

AIR FORCE ADDRESS DIRECTORY

9.1. Purpose of the System. The address directory contains official addresses of Air Force activities. These addresses include the complete mailing address for all major Air Force organizations and the PLA for messages; and the Defense switched network (DSN) telephone numbers and facsimile (FAX) numbers for some units. Using the correct address allows for direct delivery of communications and parcels to the desired addressee and expedites the processing and delivery of communications. Reference the address directory for the correct mailing address when preparing envelopes.

9.2. Access to the Directory. The address directory is located on the World Wide Web (WWW) at **http://afdir.hq.af.mil**. The intent of the address directory is to provide Air Force and other government users a simple and easy way to obtain address information on an occasional basis. Users who require an off-line electronic copy of the directory may download a copy from the site. Users who do not have access to the WWW and require a copy should contact their local Defense Automated Printing Service (DAPS). Direct specific questions about the address directory through appropriate channels to HQ AFCA/GCO, 203 W. Losey St., Room 1020, Scott AFB IL 62225-5222.

9.3. Preparing Communications for Dispatch. Place the organization abbreviation, office symbol, street address, room or suite number, geographic location, and ZIP+4 code on the envelope as shown in **Chapter 6**. The term headquarters (HQ) is a part of the official title of units at group level and above according to AFI 38-101, *Air Force Organization*. Use HQ as part of the mailing address when corresponding with staff elements at MAJCOM and HQ USAF organizations. Do not use the term HQ when corresponding with the office of the commander, vice commander, or chief of staff.

EXAMPLE:

Complete Mailing Address for 8th Air Force Logistics Barksdale AFB HQ 8 AF/LG 245 DAVIS AVE RM 100 BARKSDALE AFB LA 71110-2280

9.4. Functional Area Responsibilities:

9.4.1. Information Systems Division (HQ AFCA/GCO). HQ AFCA/GCO develops, manages, and provides guidance for the address directory. It creates accounts for MAJCOM, FOA, and direct reporting unit (DRU) address managers. It may create accounts for base-level address representative, when necessary. It also examines address data for consistency.

9.4.2. MAJCOM, FOA, and DRU Communications and Information (SC) Staffs. Headquarters SC staffs appoint address managers and inform HQ AFCA/GCO of address manager appointments.

9.4.3. MAJCOM, FOA, and DRU Address Managers (MAJCOM Rep). These managers implement and monitor the system within their command or agency. They are responsible for addresses of units assigned to the respective MAJCOM. They verify that addresses are correct and may add, change, or delete addresses. They also create accounts for base-level address representatives.

9.4.4. Base-Level Address Representatives (Base Rep). These representatives are responsible for addresses of units on the respective base including tenant units. They may add, change, or delete addresses. They enter address information consistent with data entry instructions.

9.5. System Data Maintenance:

9.5.1. Minimum Address Records. At a minimum, the address directory must contain all addresses for Air Force activities that receive official mail at a separate address and Air Force activities that have a unique PLA. Do not include sensitive addresses**.**

9.5.2. Requesting Address Updates. Organizations should contact the respective Base Rep to request address updates. If there is no Base Rep, then the organization should contact the respective MAJ-COM Rep.

9.5.3. Address Fields:

9.5.3.1. Organization Field (Required). Contains the name of the organization written in its entirety. For example, use 35TH FIGHTER WING versus 35 FW; AIR FORCE PENTAGON COMMUNICATIONS AGENCY versus AFPCA. Use Arabic numerals to designate units up to and including wings, and add ***th***, ***d*** or ***st*** to the number. Spell out the number for numbered air forces; for example, 19TH LOGISTICS GROUP, and NINTH AIR FORCE. The term "Headquarters" is a part of the official title of units at group level and above. Use "Headquarters" as part of the organization name with staff elements at MAJCOM and HQ USAF organizations; do not use "Headquarters" as part of the organization name with the office of the commander, vice commander, or chief of staff.

9.5.3.2. Abbreviation Field (Required). Contains the abbreviated name of the organization. Use standard abbreviations and office symbols. Use Arabic numerals for all numbered organizations. Abbreviate "Headquarters" as "HQ." For example use 35 FW versus 35TH FIGHTER WING; AFPCA versus AIR FORCE PENTAGON COMMUNICATIONS AGENCY; 9 AF versus NINTH AIR FORCE.

9.5.3.3. MAJCOM Field (Required). Contains the abbreviation of the MAJCOM to which the organization reports. Do not duplicate the abbreviation of the organization in this field unless the organization is the headquarters of the MAJCOM, FOA, or DRU.

9.5.3.4. Site Field (Required). Contains the name of the Air Force base, military installation, or city where the organization resides. For example: KIRTLAND AFB or NEW MEXICO.

9.5.3.5. Street Address 1 Field (Required). Contains the delivery address of the organization. For example: 311 ELDORADO AVE STE 35. Use only approved abbreviations as shown in USPS Publication 28, *Postal Addressing Standards.* Avoid use of punctuation such as commas, etc.

9.5.3.6. Street Address 2 Field (Optional). Use this field when second delivery address line is needed, such as an address requiring the Air Force base name and the city name.

9.5.3.7. Address Type Field (Required). Select the appropriate designation of Continental United States (CONUS) APO or FPO.

9.5.3.8. State Field (Required). Contains the abbreviation of the state or geographic area where the organization resides. Use standard state abbreviations (see USPS Publication 28). If the Address Type is APO or FPO , then enter AE, AP, or AA. AE designates Armed Forces in Europe,

the Middle East, and Africa. AP designates Armed Forces in the Pacific. AA designates Armed Forces in Central America and South America.

9.5.3.9. Postal Code Field (Required). Contains the ZIP+4 code for the organization. Always provide 9-digit ZIP codes.

9.5.3.10. Web Address Field (Optional). Contains the URL for an organizational web page. Omit "http://" when you enter the URL; for example, enter "www.cio.hq.af.mil/" rather than "http://www.cio.hq.af.mil/." The prefix "http://" will be appended automatically.

9.5.3.11. Message Field (Optional). Contains the PLA for the organization.

9.5.3.12. DSN Voice Field (Optional). Contains the DSN voice telephone number for the organization. For example: 425-6114.

9.5.3.13. DSN FAX Field (Optional). Contains the DSN fax telephone number for the organization. For example: 425-7566.

9.5.3.14. COMM Voice Field (Optional). Contains the commercial voice telephone number for the organization. For example: 703-588-6114. When the commercial voice telephone number is provided, the area code should always be provided as part of the number. Separate the area code and the telephone number by dashes.

9.5.3.15. COMM FAX Field (Optional). Contains the commercial fax telephone number for the organization. For example: 703-588-7566. When the commercial fax telephone number is provided, always provide the area code as part of the number. Separate the area code and the telephone number by dashes.

9.5.3.16. Managed By Field (Optional). Contains the name of the Air Force base that will update the record. Base representatives can search on this field to quickly find addresses that they update.

9.6. Standard Organization Abbreviations. The list of standard organization abbreviations is maintained in this system. Use standard organization abbreviations to abbreviate the organization name on correspondence, messages, forms, etc. Request new standard organization abbreviations or changes to standard organization abbreviations through appropriate channels to HQ AFCA/GCO.

9.7. Standard Office Symbols. The list of standard office symbols is maintained in this system. Use approved organization abbreviations and office symbols on correspondence, messages, forms, etc. See **Chapter 10** for instructions to request standard office symbols.

9.8. United States Postal Service Abbreviations. Use abbreviations as specified by the United States Postal Service. Refer to USPS Publication 28 for lists of standard postal abbreviations.

Chapter 10

STANDARD OFFICE SYMBOLS

10.1. Standard Office Symbols. Office symbols identify the organization structure and functional responsibility of an office. Major functions have two-letter symbols, e.g., logistics -- LG, personnel -- DP, surgeon -- SG. Since basic functions report to major functions, basic functions have three-letter (or more) symbols, e.g., transportation -- LGT, assignments -- DPA, dental -- SGD. A basic function's office symbol starts with the same letters as the parent function's office symbol, and adds one more letter.

10.1.1. An office symbol used within only one MAJCOM or FOA is a command-unique office symbol.

10.1.2. An office symbol used by more than one MAJCOM is a standard office symbol. Standard office symbols simplify addressing, effectively express organization function, and allow writers to communicate across the Air Force. The list of standard office symbols is maintained in the Air Force Address Directory (see **Chapter 9**).

10.2. Office Symbol Use. Use approved organization abbreviations and office symbols on correspondence, messages, forms, etc. When addressing an office, add the numerical designation and organization abbreviation before the office symbol, and separate the two with a virgule, e.g., 375 LG/LGT or HQ ACC/SC. Emphasize the use of CC for organizational commanders. (***NOTE:*** While command relationship must be stressed at base level, communications between MAJCOM and HQ USAF functional entities, particularly messages, need to use functional office symbols, e.g., LG, SC, CE, etc. Never use both symbols on the same communication, e.g., the supply squadron commander can use either CC when acting as a unit commander or LGS to represent the functional role as chief of supply.)

10.3. Assigning Office Symbols:

10.3.1. The official list of standard office symbols is maintained in the Air Force address directory (see **Chapter 9**). Standard office symbols are based on AFI 38-101, *Air Force Organization,* and departmental directives issued by HQ USAF that outline organizational and functional structure. MAJCOM and FOA communications and information staffs will provide lists of command-unique office symbols. When possible, office symbols share the same letters and titles at HQ USAF, MAJCOM, and base level.

10.3.2. Each major function within the Air Force is assigned a two-letter office symbol; wing staff, group, and squadrons within the operations group and support group will have two-letter office symbols. Basic functions are assigned three-letter (or more) office symbols. Some major functions include basic functions that are similar in title and function to another major function, e.g., the major function of personnel, DP, may have a basic function of plans. Since all office symbols within a function must start with the same two letters, the personnel plans function should use the office symbol DPX rather than XP so that the basic function is not confused with a major function.

10.4. Functional Area Responsibilities:

10.4.1. HQ AFCA/GCO establishes and manages the official list of standard office symbols. It provides guidance for the system.

10.4.2. MAJCOM and FOA communications and information staffs establish and manage lists of command-unique office symbols. They provide procedures for coordination and establishing new command-unique office symbols. They provide current lists of command-unique office symbols to HQ AFCA/GCO. They may propose new standard office symbols.

10.4.3. Local communications and information staffs assign office symbols to serviced organizations.

10.4.4. Organizations must provide lists of office symbols and office names to their local BITC and message center to ensure mail delivery. When changing office symbols, include old office name and symbol, new office name and symbol, and building number.

10.5. Requesting Office Symbols:

10.5.1. Since titles can be misleading, organizations must request office symbols from their local communications and information staffs. Requests must include functional statements, organizational charts, and whenever possible, proposed office symbols. Organizations must use current standard office symbols or command-unique office symbols when they reorganize. Once approved, organizations will include the old office symbol with the new office symbol when announcing reorganizations.

10.5.2. Local communications and information staffs must coordinate with MAJCOM communications and information staffs before assigning new office symbols. MAJCOM and FOA communications and information staffs will establish procedures for coordination and establishing new command-unique office symbols. Do not create command-unique office symbols which duplicate standard office symbols.

10.5.3. MAJCOM and FOA communications and information staffs will inform HQ AFCA/GCO when establishing new command-unique office symbols, and provide current lists of command-unique office symbols.

10.5.4. MAJCOM and FOA communications and information staffs, HQ USAF/XPMO, and HQ USAF major functions may propose new standard office symbols. Send requests to HQ AFCA/GCO. HQ AFCA/GCO will coordinate with HQ USAF/XPMO and HQ USAF major functions to establish new standard office symbols.

10.5.5. Do not use office symbols until approved through the appropriate channels.

10.6. Forms Prescribed. AF Form 74, **Communication Status Notice/Request**; AF Form 388, **Communication Control Record**; AF Form 1768, **Staff Summary Sheet;** Optional Form 27**, United States Government Two-Way Memo**; and Optional Form 363, **Memorandum of Call**.

WILLIAM J. DONAHUE, Lt Gen, USAF
Director, Communications and Information

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

Title 18, United States Code, *Crime and Criminal Procedure*, Section 506

Public Law 104-13, *Paperwork Reduction Act of 1995*, May 22, 1995

NATO STANAG 2066 (Edition 5), *Layout for Military Correspondence*

Joint Publication 1-02, *Department of Defense Dictionary of Military and Associated Terms*

DoD 4525.8-M/AFSUP 1, *DoD Official Mail Manual*

DoD 5200.1-R, *Department of Defense Information Security Program*, January 1997

DoDI 5330.2, *Specifications for DoD Letterheads*, February 13, 1984

DoD 5400.7-R/AFSUP, *DoD Freedom of Information Act Program*

AFDD 1-2, *Air Force Glossary*

AFPD 37-1, *Air Force Information Management* (will convert to AFPD 33-3)

AFI 31-401, *Information Security Program Management*

AFI 33-119, *Electronic Mail* (*E-Mail) Management and Use*

AFI 33-328, *Administrative Orders*

AFH 33-337, *The Tongue and Quill*

AFI 33-360, Volume 1, *Publications Management Program*

AFI 37-121, *Authentication of Air Force Records* (will convert to AFI 33-321)

AFMAN 37-123, *Management of Records* (will convert to AFMAN 33-322V2)

AFI 37-124, *The Information Collections and Reports Management Program; Controlling Internal, Public and Interagency Air Force Information Collections* (will convert to AFI 33-324)

AFI 37-132, *Air Force Privacy Act Program* (will convert to AFI 33-332)

AFMAN 37-139, *Records Disposition Schedule* (will convert to AFMAN 33-322V4)

AFI 37-160, Volume 8, *The Air Force Publications and Forms Management Program - Developing and Processing Forms* (will convert to AFI 33-360, Volume 2)

AFI 38-101, *Air Force Organization*

AFI 51-604, *Appointments To and Assumption of Command*

AFI 84-105, *Organizational Lineage, Honors, and Heraldry*

AFP 102-2, Volume 3, *US Message Text Format Self-Paced Training Pamphlet*

HQ USAF HOI 33-3, *Correspondence Preparation, Control, and Suspense Tracking*

USPS Publication 28, *Postal Addressing Standards*

Abbreviations and Acronyms

AF—Air Force

AFCA—Air Force Communications Agency

AFCIC—Air Force Communications and Information Center

AFD—Automated file designator

AFDD—Air Force doctrine document

AFDIR—Air Force directory

AFH—Air Force handbook

AFHRA—Air Force Historical Research Agency

AFI—Air Force instruction

AFMAN—Air Force manual

AFP—Air Force pamphlet (old designation)

AFPD—Air Force policy directive

AFSUP—Air Force supplement

AIG—Address indicator group

ANG—Air National Guard

APO—Army Post Office; Air Force Post Office

AUTODIN—Automatic digital network

BITC—Base information transfer center

BITS—Base information transfer system

cc—Courtesy copy

CC—Commander

CIC—Content indicator code

COE—Common operating environment

CONUS—Continental United States

CRC—Cyclic redundancy check

DAPS—Defense Automated Printing Service

DAS—Defense Administrative Service

DCS—Defense Courier Service

DII—Defense information infrastructure

DISA—Defense Information Systems Agency

DMS—Defense message system

DoD—Department of Defense

DRU—Direct reporting unit

DSN—Defense switched network

DTG—Date time group

E-mail—Electronic mail

FAX—Facsimile

FCS—Facility checking squadrons

FIFO—FAA flight inspection field offices

FOA—Field operating agency

FOUO—For Official Use Only

FPO—Fleet Post Office

HOI—Headquarters operating instruction

HQ—Headquarters

HQ USAF—Headquarters United States Air Force

IPO—International Pact Organizations

JIEO—Joint Interoperability and Engineering Organization

LIMDIS—Limited distribution

LMF—Language media format

MAJCOM—Major commands

MR—Memorandum for record

NATO—North Atlantic Treaty Organization

NOTAL—Not sent to all addressees

OCR—Optical character recognition

OMI—Originators message identification

OPR—Office of primary responsibility

OSD—Office of the Secretary of Defense

PLA—Plain language address

PMS—Pantone Matching System

PO—Post office

RCS—Report control symbol

SAF—Secretary of the Air Force

SARAH—Standard automated remote to AUTODIN host

SSS—Staff summary sheet

STANAG—Standardization agreement

TCC—Telecommunications center

TDY—Temporary duty

TRC—Transmission release code

URL—Uniform resource locator

US—United States

USAF—United States Air Force

USMTF—United States message text format

USPS—United States Postal Service

UTC—Universal Time Coordinated

WWW—World Wide Web

XMT—Exempt

Terms

Administrative Communication—Any official item sent between organizations or individuals relating exclusively to the business of the US Government. Electronic mail (E-mail) supplements, but does not replace, existing administrative communication systems such as the United States Postal Service (USPS), the Base Information Transfer System (BITS), Defense Switched Network (DSN), or the Automatic Digital Network (AUTODIN) messaging system.

Correspondence—A letter, memorandum, memorandum for record, report, meeting minutes, or staff study. It does not include standard publications, periodicals (covered in AFI 33-360, Volume 1, *Publications Management Program*), administrative orders (covered in AFI 33-328, *Administrative Orders*), decoration award elements, formats for special reports, or operation plans.

Message—Information prepared in a format for transmission by a telecommunications system such as AUTODIN or the Defense Message System (DMS).

Addresses—

AFHRA/RS
600 Chennault Circle
Maxwell AFB AL 38112-6424

HQ AFCA/GCO
203 W. Losey Street Room 1020
Scott AFB IL 62225-5222

HQ AFCA/XPXP
203 West Losey Street Room 1060
Scott AFB IL 62225-5222

HQ AFCIC/SYNT
1250 Air Force Pentagon
Washington DC 20330-1250

HQ AFCIC/ITS
1250 Air Force Pentagon
Washington DC 20330-1250

Naval Publications and Forms Center
5801 Tabor Avenue
Philadelphia PA 19120-5002

Attachment 2

DEPARTMENT OF THE AIR FORCE SEAL

NOTE: Refer questions about this attachment to Air Force Historical Research Agency (AFHRA/RS), 600 Chennault Circle, Maxwell AFB AL 38112-6424.

A2.1. Functional Area Responsibilities:

A2.1.1. Office of the Secretary of the Air Force. The Administrative Assistant to the Secretary of the Air Force (SAF/AA) is the custodian of the Air Force seal (**Figure A2.1.**) and is solely responsible for approving the use of its impression on official departmental documents and records.

A2.1.2. AFHRA approves use of facsimiles of the seal. This includes use on insignia, flags, medals, and similar items. AFHRA also approves requests from industry or Air Force groups for use of other parts of the seal.

A2.1.3. Communications and Information. The Director of Communications and Information (HQ USAF/SC) approves the manner in which the seal is used on printed material.

A2.2. Description and Significance. The official Air Force colors of ultramarine blue (Pantone Matching System [PMS] Reflex Blue) and Air Force yellow (PMS 116) are used prominently on the Air Force seal (see AFI 84-105, *Organizational Lineage, Honors, and Heraldry*). The seal is described as follows:

A2.2.1. A circular disc of ultramarine blue edged with a narrow Air Force yellow border.

A2.2.1.1. Centered on the disc, the Air Force coat of arms, consisting of the crest and shield.

A2.2.1.2. The crest is made up of the eagle, wreath, and cloud form. The American bald eagle symbolizes the United States and its air power and is depicted in its natural colors. The wreath under the eagle is made up of six alternate folds of metal and light blue. This repeats the metal and color used in the shield. The white clouds behind the eagle denote the start of a new sky.

A2.2.1.3. The shield, directly below the eagle and wreath, is divided horizontally into two parts by a nebular line representing clouds. The top part bears an Air Force yellow thunderbolt with flames in natural color which shows striking power through the use of aerospace. The thunderbolt consists of an Air Force yellow vertical twist with three natural color flames on each end crossing a pair of horizontal wings with eight lightning bolts. The background of the top part is light blue representing the sky. The lower part is white representing metal silver.

A2.2.2. The 13 white encircling stars represent the original 13 colonies.

A2.2.3. The Air Force yellow numerals under the shield are 1947. This is the year the Department of the Air Force was established.

A2.2.4. The band encircling the whole design is white edged in Air Force yellow with black lettering. The inscriptions read "Department of the Air Force" on the top part and "United States of America" on the lower part.

A2.3. Use of the Seal. The seal is permitted only as outlined in this attachment. Falsely making, forging, counterfeiting, mutilating, or altering the seal, or knowingly using or possessing with fraudulent intent is

punishable by law (Title 18 U.S.C. 506, *Crimes and Criminal Procedure*). Display of the seal is allowed in certain instances. Commanders make sure the display is in good taste and appropriate to the occasion.

A2.3.1. Authorized Users. Commanders of major commands (MAJCOM), field operating agencies (FOA), direct reporting units (DRU), Air Force missions, military assistance advisory groups, air attaches, professors of aerospace studies, and Air Force general officers may use the Air Force seal in the performance of their official duties. Museums may use the seal when specifically authorized by AFHRA.

A2.3.2. Authorized Uses. You may use the seal or any part of it--in black and white, color monochrome reproduction, pictorial, or sculptured relief--as follows:

A2.3.2.1. On printing issued at departmental level for general Air Force use.

A2.3.2.2. In official Air Force films, videotapes, or television programs.

A2.3.2.3. On programs, certificates, diplomas, invitations, and greetings of an official nature.

A2.3.2.4. On memorials or monuments erected or approved by the Department of the Air Force.

A2.3.2.5. With any official Air Force exhibit.

A2.3.2.6. On wall plaques at Air Force facilities with the approval of the appropriate commander or agency chief.

A2.3.3. Unauthorized Uses. The seal will not be used in any way which implies Air Force use or endorsement of an item. For example:

A2.3.3.1. Air Force property and equipment for identification.

A2.3.3.2. Souvenir or novelty items.

A2.3.3.3. Printed matter copied or collected by an Air Force activity, except as shown in paragraph **A2.3.2.**

A2.3.3.4. Toys or commercial gifts and premiums.

A2.3.3.5. Stationery as a letterhead design.

A2.3.3.6. Menus, matchbook covers, sugar envelopes, calendars, and similar items.

A2.3.3.7. Military or civilian clothing.

A2.3.3.8. Membership cards of military or quasi-military clubs, and societies.

A2.3.3.9. Athletic clothing and equipment.

A2.3.3.10. Any article which may discredit the seal or reflect unfavorably on the Department of the Air Force.

A2.3.3.11. Commercial or private printed matter.

A2.4. Use of the Coat of Arms. The coat of arms (**Figure A2.2.** and **Figure A2.3.**) is authorized for ornamental use when approved by AFHRA. The coat of arms may be in black and white, color monochrome reproduction, pictorial, or sculptured relief form.

A2.4.1. The coat of arms with or without encircling stars may be authorized for:

A2.4.1.1. Official use on Air Force flags, pennants, emblems, medals, badges, buttons, and similar devices.

A2.4.1.2. Nonofficial use on articles of jewelry such as watches, rings, tie clasps, cuff links, bracelets, cigarette lighters, and similar articles when appropriate and in good taste. Approval is given with the understanding that such usage in no way reflects Air Force endorsement of the product involved.

A2.4.2. The coat of arms without encircling stars may be used by active duty, reserve, and retired Air Force military personnel without AFHRA approval as ornamentation on:

A2.4.2.1. Personal stationery or framed for display in the home as a painting or a wall plaque.

A2.4.2.2. Civilian jackets or blazers of conservative color. Authorized personnel are expected to protect the dignity of the Air Force Coat of Arms by ensuring that its display is in good taste and appropriate to the occasion.

A2.5. Use of the Crest. The crest (**Figure A2.4.** and **Figure A2.5.**) with or without encircling stars, may be used by commanders on approved organizational emblems for ornamentation purposes. This authorization is restricted to heraldic-type emblems of organizations group level or higher. The colors in the wreath beneath the eagle will be as shown in paragraph **A2.2.1.2.** Use of the crest should not be taken as authority for changing and or modifying Air Force flags.

A2.6. Supply and Issue:

A2.6.1. Official drawings of the seal or any part for reproduction, as authorized for use in paragraphs **A2.3.** and **A2.4.**, may be requested from AFHRA/RS. The request must include a complete justification.

A2.6.2. Wall plaque, Air Force seal (National Stock Number 9905-00-766-0426), may be requisitioned. The cost of these items is borne by the using activity.

Figure A2.1. Department of the Air Force Seal.

Figure A2.2. Coat of Arms With Encircling Stars.

Figure A2.3. Coat of Arms Without Encircling Stars.

Figure A2.4. Crest With Encircling Stars.

Figure A2.5. Crest Without Encircling Stars.

Attachment 3

ADDRESS INDICATOR GROUPS (AIG) AND CATEGORICAL ADDRESSES

NOTE: The OPR for this attachment is Air Force Communications and Information Center, Transmission Systems Branch (HQ AFCIC/SYNT).

A3.1. AIG Management. An AIG is a group of addresses to whom messages are sent at least twice a month. Represented by a number, the AIG must not contain less than sixteen action and information addresses. Use AIGs to reduce the number of addresses in the message heading.

A3.1.1. The Air Force control authority for AIGs is HQ AFCIC/SYNT, 1250 Air Force Pentagon, Washington DC 20330-1250.

A3.1.2. The AIG manager is the agency responsible for the assignment and control of AIGs. HQ AFCIC/SYNT makes block assignments of Air Force AIGs to the AIG managers of Headquarters United States Air Force (HQ USAF), major commands (MAJCOM), and field operating agencies (FOA). MAJCOM and FOA representatives, as command agency or agency AIG managers, are responsible for assignment and control of AIG blocks within their command. They may allocate AIGs to their intermediate command representatives who will act as subcommand AIG managers. Within their area of responsibility and for those AIGs they control, AIG managers will:

A3.1.2.1. Receive, check, and approve or disapprove requests for AIG assignments.

A3.1.2.2. Issue AIG numbers to requesting authorities.

A3.1.2.3. Keep a current list of AIG assignments. The list will contain each AIG number, its originating authority, complete mailing address, a point of contact, telephone number (Defense switched network [DSN] or commercial), brief description of what the AIG is used for, address composition, classification, and those authorized to use the AIG as designated by the applicable authority.

A3.1.3. The originating authority (holder) for an AIG is the activity to which the AIG manager assigns the AIG and the responsibility for its use and administration. AIG managers will:

A3.1.3.1. Assign only AIGs that are needed and keep address composition current.

A3.1.3.2. Allow only authorized message originators use of the AIGs.

A3.1.3.3. Ensure addressees on all messages are originated by the authorized users. (Do not send copies to the Air Force control authority.)

A3.1.3.3.1. Sequentially number modifications following the recapitulation that consists only of address additions, deletions, and changes.

A3.1.3.3.2. Cancellation of an AIG consists of identifying AIGs that are no longer needed and publishing a notice that terminates their use. The canceling authority keeps canceled AIGs and includes the statement, "AIG XXXX is retained for future assignment by MAJCOM/FOA" in the cancellation notice.

A3.1.3.3.3. Recapitulations of an AIG consist of publishing an accurately revised total address composition. Do this at least once a year when numerous modifications are made. All recapitulations should include a restatement of the information provided by the promulgation.

A3.1.3.3.4. Send establishments, modifications, cancellations, or recapitulations of AIGs to NAVCSRF HONOLULU HI//N31DB// (Naval Common Source Routing File), for information.

A3.1.3.3.5. Maintain record of promulgations, modifications, recapitulations, and cancellations in accordance with local regulations. Provide copies of these to the servicing telecommunication center (TCC) on a timely basis. When addressees are added to the composition by modification, provide new members a copy of the promulgation or last recapitulation and any modifications that were issued.

A3.1.4. Subordinate commands, activities, or components will request AIGs by electronic mail (E-mail) or sending a memorandum to the local AIG manager. Request should include:

A3.1.4.1. Identification of the command, activity, organization, and originating authority.

A3.1.4.2. Description, classification, purpose, and classification of the purpose of the AIG.

A3.1.4.3. Estimated frequency of use.

A3.1.4.4. Proposed list of addressees, including action and information addressees' office symbols, authorized users, and the classification of the address composition.

A3.1.5. Use activities listed in the directory services database for the address composition of AIGs. In addition:

A3.1.5.1. AIGs with less than sixteen addresses are not authorized.

A3.1.5.2. Do not use office symbols in the address composition unless clarifying instructions are included in the message text by the originator.

A3.1.5.3. Collective address designators, such as ALMAJCOM, are not authorized within an AIG. They may be included as an additional addressee of the message.

A3.1.5.4. Do not include addressees of other nations, such as International Pact Organizations (IPO), non-Department of Defense (DoD), or DoD addressees served by non-DoD TCCs. You may include Allied or North Atlantic Treaty Organization (NATO) message addressees only as add-on addressees. The TCC serving the originator is responsible for notifying the message originator that a particular addressee is served by a non-United States Government TCC. The TCC and originator must ensure that message addresses that require application of a transmission release code (TRC) are not included in the composition of an AIG. Include TRC addresses as an add-on addressee.

A3.1.6. Only the originating authority and those activities designated by the originating authority may use an AIG. The following applies:

A3.1.6.1. When an AIG is authorized, message originators must put their address and office symbol in the "from" element of the message.

A3.1.6.2. When addressing an AIG, office symbols are shown externally. When office symbols are added externally, they replace any contained within the AIG. If external office symbols are used in conjunction with an AIG, the internal office symbol is not delivered to the addressee.

A3.1.6.3. If action addressees are changed to information addressees, or vice versa, the message originator states this in the message text.

A3.1.6.4. When two or more AIGs are used and an addressee is listed in more than one AIG, TCCs must prevent duplicate delivery. If the addressee of an AIG does not correspond to the desired addressees, add or exempt addressees, as necessary.

A3.1.6.5. Add-on addressees may not know the address composition of the addressed AIGs. If the originator thinks this information is important to the add-on addressees, the originator will provide them the address list on request.

A3.1.6.6. The TCC is not responsible for providing an addressee the composition of an AIG; such requests should be referred to the AIG manager.

A3.1.7. Addressees must tell their servicing TCC when they are included in an AIG and if they are authorized to use it. They must furnish the TCC a copy of any establishments, recapitulations, modifications, or cancellations of the AIG.

A3.1.7.1. Do not readdress AIG messages, except in operational emergencies, unless the readdressing action is to addressees not included in the original transmission. If the operational urgency of the subject does not allow time for an AIG address composition review, then readdress the message with add-on addressees.

A3.1.7.2. If addressees determine that they no longer need to be included in an AIG or if their titles or addresses change, they will inform the originating authority by memorandum or message.

A3.2. Categorical Addresses:

A3.2.1. These addresses are used by an activity when corresponding with its subordinate units. They are either for a single type of unit (e.g., "All USAFE Wings" or "All ACC Consolidated Base Personnel Offices") or a combination of units (e.g., "All ACC Numbered Air Forces and the 1st Fighter Wing"). When established, include categorical addresses in supplements to this manual for easy reference.

A3.2.2. The following categorical addresses are established for use only by HQ USAF. Use one of these addresses with an office symbol, preceded by a slash, or a functional element in parentheses:

ALMAJCOM - Is sent to all MAJCOMs only: for example, ALMAJCOM.

ALMAJCOM-FOA - Is sent to all MAJCOMs, FOAs, and DRUs: for example, ALMAJCOM-FOA/LG.

NOTES:

To add selected FOAs to the distribution of an ALMAJCOM memorandum, list those FOAs after ALMAJCOM in the "TO" element of a memorandum: for example, ALMAJCOM AFISC AFAA (Manpower).

ALZICOM - Is sent to CONUS MAJCOMs only: for example, ALZICOM/IG.

ALZICOM-FOA - Is sent to all CONUS MAJCOMs, FOAs, and DRUs, e.g., ALZICOM-FOA/SP.

To add selected FOAs to the distribution of an ALZICOM memorandum, list those FOAs after ALZICOM in the "TO" element of a memorandum: e.g., ALZICOM AFIS AFTEC AFAFC (Operations).

Attachment 4

UNITED STATES MESSAGE TEXT FORMAT (USMTF) PREPARATION

NOTE: The OPR for this attachment is the Aerospace Command and Control and Intelligence, Surveillance and Reconnaissance Center (AC2ISRC/C2FM).

A4.1. Introduction. This attachment provides the basic rules for USMTF messages. It is not intended to give specific procedures for drafting and distribution of all USMTFs. All messages (USMTF and General Service) have a heading, text, and ending. The heading and ending formats for preparing USMTF messages are the same as Automatic Digital Network (AUTODIN) messages (see **Chapter 7**). The text or body of the message is the only portion covered by USMTF rules. Air Force Pamphlet (AFP) 102-2, Volume 3, *US Message Text Formats Self-Paced Training Pamphlet*, provides specific guidance on preparing the text of a USMTF message. Use of software preparation aids, such as the Defense information infrastructure (DII) Common operating environment (COE) Message Processor is recommended for complex USMTFs. The DII COE Message Processor is a jointly developed standard software package with various output capabilities to produce an error-free USMTF. This includes the capability to create a message on a Standard Automated Remote to AUTODIN Host (SARAH) disk. The USMTF program objective enhances joint and combat effectiveness through standardization of message formats, data elements, and information exchange procedures. USMTFs result in the services using the same messages with the same information content. USMTFs thus provide commanders a common message format and common language--both indispensable to successful joint operations.

A4.2. USMTF Text Components:

A4.2.1. Set. The set is the basic building block of all USMTF messages. A set is like a sentence. It contains information about one subject. The SET name tells the reader (and the computer) what information is in the set.

A4.2.2. Field. The field is the basic building block of a set. A set is made up of words. If the field has a descriptor, it describes the information in the field.

A4.2.3. Linear Set. Fields arranged in a line across the page form a linear set.

A4.2.4. Columnar Set. Fields arranged in columns (like columns of numbers in a table) form a columnar set.

A4.2.5. Free-Text Set. Free-text set allows use of "plain language" in a formatted message. Write free-text set entries in lines, columns, sentences, or paragraph. Use whatever form is best to get your idea across. Use free-text sets to give additional details or information that does not fit into linear or columnar sets.

A4.2.6. Authorized Entry/Authorized Entry Code. Only use authorized entry codes in some fields. See AFP 102-2, Volume 3, for guidance. These entries are often abbreviations.

A4.2.7. Heading. Some sets are grouped under headings. These headings divide the message into several parts. Each part is a separate topic within the message.

A4.3. Allowable Characters. Ninety-eight characters are available for use in USMTF messages. They are, by type, 26 alphabetic characters [**A through Z**], 10 numeric characters [**0 through 9**], 6 special characters [**. , - ( ) ?**], the colon [**:**], the field marker [/], the space [**or blank**] character, 26 lowercase letters

[**a through z**], 3 nonprinting ASCII control codes [horizontal tab, carriage return, line feed], and 26 extended special characters [**! @ # $ % ^ & * = _ + [ ] { } \ " ' ; < > ~ ` |**]. Message drafters should refer to AFP 102-2, Volume 3, since some of these characters have restricted uses.

A4.4. Special Symbols:

A4.4.1. Field Marker. A single virgule (/) indicates the start of a field. It takes up one character space, and goes before the field entry and on the same line with the first field entry.

A4.4.2. End-of-Set Marker. A double virgule (//) indicates the end of a set. It takes up two character spaces, and both virgules must be on the same line. If a set ends on the last or next to last space in a line, put the // at the beginning of the next line. Do not use the // for anything other than an end-of-set marker.

A4.4.3. No Data Sign. The no data sign is a hyphen (-). Use it when a field entry is required but the information is unknown or not available. For example:

A4.4.3.1. A field designated as a mandatory field must contain an entry, even if the entry is only a no data sign.

A4.4.3.2. A no data sign must be entered in a conditional or optional field if another field further along in the same set has an entry.

A4.5. Segment-Set-Field Usage Categories. All segments, sets, and fields have usage categories of mandatory, conditional, or optional. These categories specify if the segment, set, or field must contain an entry. AFP 102-2, Volume 3, lists the category for each segment, set, and field in the message.

A4.6. Message Preparation. Follow the instructions in **Attachment 2** to fill out the heading and ending (addressees, classification, etc.). Begin the first line of the USMTF text on the next line below the last element used for the heading from **Attachment 2**. Type the first letter or special character for each line of text flush with the left margin, with a maximum of 69 characters on any line. Each USMTF message begins with a combination of the following initial sets. Use them in the order listed.

A4.6.1. EXER or OPER (EXERcise or OPERation). For daily routine message traffic, neither set is used.

A4.6.2. MSGID (MeSsaGe ID). A mandatory set. It tells the reader which format to expect for the message and conveys information about the subject of the message.

A4.6.3. REF (REFerence). Identifies to the reader any previous communications or correspondence that affect the message. If no material is being referenced, this set is not used.

A4.6.4. AMPN (AMPlificatioN). Used to amplify the previous REF set. If no amplification of the previous REF set is required, this set is not used.

A4.6.5. NARR (NARRative). Used to provide information about previously used REF and AMPN sets. If no additional information about the previous sets is necessary, this set is not used.

A4.7. Rules and Complex Structure. Numerous rules and complex structure of USMTFs require the message drafter to use AFP 102-2, Volume 3 or the DII COE Message Processor. Formatting errors defeat the purpose of the USMTF program.

A4.8. General Messages. The following USMTFs are general administrative messages:

A4.8.1. AKNLDG (AcKNowLeDGe). Used to acknowledge receipt of a message and to indicate planned or accomplished action. Transmittal of the message implies understanding of the received message.

A4.8.2. GENADMIN (GENeral ADMINistrative). Used to pass administrative information. It is intended to allow reporting information not yet accommodated by other USMTF messages and is not intended for use in place of the existing USMTF messages.

A4.8.3. MSGCORRN (Message Correction/Cancellation). Used by the originator to cancel a message or add, delete, or replace information contained in a previously transmitted message.

A4.8.4. RI (Request for Information). Used to request information from other units.

A4.8.5. RRI (Response to Request for Information). Used to reply to requests for information.

A4.8.6. VISITREQ (VISIT REQuest). Used to request authorization to visit another command or organization for a specified purpose.

A4.9. DII COE Message Processor Software . The software is available on the Defense Information Systems Agency (DISA), Joint Interoperability and Engineering Organization (JIEO) web page at **http://www-usmtf.itsi.disa.mil**.