

DEPARTMENT OF THE ARMY  
Corps of Engineers, Northwestern Division  
P. O. Box 2870  
Portland, Oregon 97208-2870

CENWD-IM  
Regulation  
No. 25-1-4

14 November 2003

Information Management  
CORRESPONDENCE

1. NWDR 25-1-4, 1 September 2003, is changed as follows. Changed material is **bolded** on the new page to be inserted in the publication.
2. Substitute the attached pages as shown below:

Remove Page

6

Insert Page

6

3. File this change sheet in from of the publication for reference.

FOR THE COMMANDER:

  
WILLIAM J. JENNINGS  
Executive Assistant

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**History.** This issue is an **administrative** revision of NWDR 25-1-4 for the Northwestern Division (NWD).

**Summary.** This regulation establishes standard guidelines for correspondence at the NWD and its districts. The Northwestern Division regulations (NWDR) identified under required publications may be accessed through the NWD Web Page on the intranet. **Administrative-type revision. No existing roles and responsibilities are affected, nor does the revision impose new roles and responsibilities or change policies and mandated procedures.** Changes are **bolded** for identification.

Supplementation. Local supplementation of this regulation is permitted but not required. If a supplement is issued, the district will provide two copies to the U.S. Army Corps of Engineers, Northwestern Division, ATTN: CENWD-IM, P.O. Box 2870, Portland, OR 97208-2870

1. PURPOSE. This regulation establishes policy and procedures and how to implement the instructions governing preparation of correspondence.
2. APPLICABILITY. This regulation applies to all elements of Northwestern Division.
3. REFERENCES. Required Publications.
  - a. AR 1-20 (Legislative Liaison). Cited in paragraphs 6a(2) and 8.
  - b. AR 25-30 (The Army Publishing and Printing Program). Cited in paragraph 10b and 10c.
  - c. AR 25-50 (Preparing and Managing Correspondence). Cited in paragraphs 5a, 5g, 9b, 9c, 10a and 11a(1)(a).
  - d. AR 25-400-2 (The **Army Records Information Management System (ARIMS)**). Cited in paragraph 11c(1) and Appendix A.
  - e. AR 335-15 (Management Information Control System). Cited in paragraph 11a(5).

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\*This regulation supersedes NWDR 25-1-4, 31 August 2001.

- f. ER 25-1-74 (Electronic Mail). Cited in paragraphs 11, 11a(1)(c), and 11c.
- g. NWDR 25-1-2 (Office Automation Configuration Management). Cited in paragraph 11b(2).
- h. NWDR 25-1-5 (Electronic Mail Administration and Management). Cited in paragraphs 11b, 11c, and Appendix A.
- i. NPDR 380-19 (Automation Security Procedures for Small Computers and Office Automation Equipment). Cited in paragraph 11a(4).

#### 4. RESPONSIBILITIES.

- a. Each Commander will actively support the local correspondence management program to ensure an effective program is in place.
- b. The Northwestern Division Director of Information Management (CENWD-IM) will oversee the NWD correspondence management program.
- c. Information Management will exercise staff supervision over correspondence preparation and processing at appropriate geographical location.

#### 5. PROMPT REPLIES.

- a. As specified in AR 25-50, use DA Form 2445 (Correspondence Control Record) for suspense and follow-up action. Each installation will specify types of mail to be controlled by use of DA Form 2445.
- b. When due dates have been established and cannot be met, an interim reply will be made before the suspense date, stating when information will be furnished.
- c. Normal time for reply to routine incoming correspondence not requiring use of DA Form 2445 will be ten working days. If a longer time is required, notify correspondent by letter or DA Form 209 (Delay, Referral, or Follow-up Notice) of approximate date a reply will be made. The DA Form 209 will only be used to coordinate with other Department of Army agencies.
- d. Letter replies to suspense correspondence will be mailed not later than three full days before the imposed suspense date.

e. Division Headquarters elements will limit the imposition of suspense dates on districts to those instances where a suspense date has been imposed by higher authority or where failure to receive a district reply by a specified date will directly hamper the NWD mission.

f. Suspense dates will not normally be imposed upon addressees outside NWD unless required by law or regulation.

g. Suspense dates will be annotated on correspondence in accordance with AR 25-50.

## 6. CONGRESSIONAL CORRESPONDENCE.

### a. Processing.

(1) A DA Label 113 (Congressional) will be affixed by mail room personnel to all incoming congressional inquiries (information copies will not be labeled).

(2) See AR 1-20 for processing congressional correspondence addressed to field commanders. When congressional inquiries are sent by Headquarters U.S. Army Corps of Engineers (HQUSACE) directly to districts for necessary action, return replies will be made to reach the Northwestern Division Headquarters (HQNWD) at least four full working days in advance of HQUSACE established due date. When the due date deadline cannot be met, notify HQNWD at least three full working days before due date, who in turn will notify HQUSACE. When replies are received in HQNWD, the appropriate headquarters element will take immediate action to meet the HQUSACE deadline. A HQNWD action will be forwarded not later than three full days before suspense date.

(3) Congressional correspondence received without a suspense date will be answered within five working days. If a reply cannot be prepared within that time, a substantive interim reply will be prepared and sent within five working days.

### b. Preparation.

(1) Correspondence directed to the Congress will reflect the dignity of the Department of Army. Brevity, clarity, and courtesy will be practiced. Military abbreviations and technical language will not be used. Letters must be factual, forthright, simple, and responsive.

(2) When identical inquiries are received from several members of congress, an identical reply will be used for each; however, a form letter or photocopy will not be used for identical replies. Every reply must answer all questions raised by the inquiry fully and factually.

(3) Communications with a member of congress are privileged. A copy of a letter to a member of congress will not be furnished to any other member of congress, business, or individual outside the U.S. Army Corps of Engineers (USACE). (Certain exceptions may exist for Freedom of Information Act (FOIA) requests--in such cases consult Office of Counsel.)

(4) It is not appropriate to cite the names of other members from whom identical constituent inquiries have been received when responding to an inquiry from a member of congress. Reference may be made to other inquiries on behalf of the same constituent, written or oral, without the citing of specific names of members of congress.

(5) When congressional inquiries have been referred for direct reply from one office, agency, or command to another, the reply will not mention that the inquiry has been referred.

(6) Whenever possible, inquiring members of congress are to be advised of the outcome of constituent matters being addressed before any other interested parties are informed, to include the constituent. This restriction does not apply when the matter under consideration is of a nature such that it requires contact with the constituent before a reply to the inquiry can be formulated.

(7) When it is required or intended to send correspondence to the home office of members of congress:

(a) The original and all copies will be addressed to the member's Washington DC address. A statement in the last paragraph will indicate that a copy is being furnished to home address.

(b) The original of the correspondence will be mailed to the home office address and one courtesy copy will be mailed to the Washington DC office address, unless otherwise directed by the member.

(8) All congressional correspondence will be prepared for signature of the Division/District Engineer or in his/her absence, the Acting Division/District Engineer. When no Acting Division/District Engineer has been appointed, prepare the outgoing congressional correspondence with the normal signature block of the person signing (i.e., Deputy Division Engineer or a Division Chief) and begin the reply. "In the absence of the Division/District Engineer, I am replying to your letter of....."

(9) Generally speaking, replies to members of congress should be crafted in such a way that the member can, if desired, comfortably provide the response in unedited form to constituents.

7. CORRESPONDENCE WITH POLITICAL APPOINTEES. Correspondence addressed to principal assistant secretaries (PAS), principal assistant level political appointees, and political appointees at the Assistant Secretary of the Army (Civil Works) (ASA(CW)) equivalent level or higher in other Federal Agencies will be coordinated with the ASA(CW). This direction applies to correspondence which establishes policy or states a specific policy position on matters related to the Civil Works and Support for Others programs. The purpose is to make the ASA(CW) aware of activities and issues affecting the Civil Works or Support for Others programs and give him/her the opportunity to address these issues at the PAS level. This direction does not apply to routine correspondence such as requests for other agency review of project documents and similar correspondence. This coordination will be accomplished through the Division's Director of Civil Works & Management and the HQUSACE Civil Works Directorate.

8. LEGISLATIVE DRAFTING SERVICES. Legislative drafting services are provided only in response to a direct request from congressional interests. It is important that recipients of our drafting services be advised and understand that it is a technical service only and does not constitute agency position, support for or a commitment by the administration. The drafts must avoid the appearance of advocacy. Legislative drafting services requested by congressional interests require before-the-fact coordination with HQUSACE. The draft legislation requires HQUSACE approval before it is provided to the requestor. Requests for legislative drafting services clearly intended for an appropriations bill should be forwarded through CENWD-CM-C to the appropriate regional branch in CECW-B. All other requests must be forwarded through CENWD-CM-P to CECS-C. Refer to AR 1-20 for specific guidance regarding legislative drafting services.

9. FORMATS.

a. Informal Memorandums.

(1) In NWD, informal memorandums will be used only for communications between:

(a) Elements (offices/individuals) within the Division headquarters.

(b) Elements within a District.

(c) A district Human Resource, Resource Management, Equal Employment Opportunity, Contracting, Information Management, or Logistics Management Office when the subject is support services performed in support of HQNWD by that particular district. For example, Northwestern Division Headquarters receives support services from the Portland and Omaha Districts.

(2) In NWD, informal memorandums will not be used to communicate with elements of any other headquarters (including between NWD and NWD districts) except:

(a) As allowed in paragraph 9a(1)(c).

(b) If an informal memorandum is received from an office outside NWD, the response will be accomplished in a memorandum format.

b. Formal Memorandums. Except when "personalization" is desired, a formal memorandum, as described in AR 25-50, is the preferred format for official correspondence with a department or agency, as well as routine correspondence to Federal Government agencies outside the Department of Defense (DOD). The memorandum should not be used to correspond with families of military personnel or private businesses.

c. Army Style Letters. An Army style letter, as described in AR 25-50, is the preferred format for all correspondence addressed outside Department of Defense.

#### 10. COMPUTER GENERATED LETTERHEAD STATIONERY.

a. AR 25-50 states that computer generated letterhead stationery will be used for official correspondence. A Northwestern Division (NWD) standardized template has been designed for HQNWD and NWD district use.

b. The NWD standardized template will not exhibit attached icons; for example, seals, emblems, decorative devices, distinguishing insignia, slogans, office symbols, names, or motto as discussed in AR 25-30. Letterhead will be printed with black ink.

**c. The computer generated letterhead stationery template will be used for memorandums to be signed by the NWD Commander or a District Commander.**

11. SEPARATE PREPRINTED LETTERHEAD. A request for separate letterhead stationery at HQNWD or district organizations can not be approved locally. A written justification will need to be sent to the Northwestern Division Director of Information Management (CENWD-IM) for review and then forwarded through HQUSACE to be approved/disapproved by the Department of the Army as directed in AR 25-30.

12. ELECTRONIC MAIL (E-MAIL). E-mail is an approved and certified electronic communications. Appointed local mail coordinator (LMC) will serve as the focal point for E-mail users (refer to ER 25-1-74).

a. Use of E-mail for USACE Business.

(1) Official Correspondence. E-mail may be used to send correspondence prepared in memorandum or DOD message standardized format. An example of a memorandum transmitted within E-mail is provided in Appendix A.

(a) Official correspondence transmitted by E-mail will be prepared according to AR 25-50 with a signature block of the individual authorized to sign the action.

(b) Coordination will be obtained from all elements having interest or concern in the action being transmitted.

(c) Signature authority will be the same as delegated under current correspondence policy directives. Correspondence signed by the official whose signature block appears on the correspondence, will have a /s/ and the date of signature above the signature block as shown in Appendix A indicating the correspondence has been signed. Correspondence signed by other than the official whose name appears in the signature block will have a /s/ preceding the delegated signee name, which will be positioned immediately above the signature block, followed by "for," see ER 25-1-74 for examples.

(2) Individual (Informal) Correspondence. E-mail can be used in lieu of normal telephone conversations or notes relating to USACE business. This type of message will consist of no specific format and will be informal in nature, but will still be USACE-mission related.

(3) E-mail outside the USACE is restricted to informal communications or advance copies of official correspondence being sent through the mail, unless an interagency agreement exists between the USACE element and the outside activity authorizing E-mail as an official means of corresponding.

(4) Classified Information. E-mail will not be used to transmit classified information. A waiver or exception approved in writing will be required by the appropriate accreditation authority in accordance with NPDR 380-19.

(5) Reporting Requirement. E-mail may be used to provide advance information regarding one time and recurring reports. The electronic message must cite the type of directive that prescribed the report (i.e., regulation, circular, supplement, etc.) and the RCS number and title. Also include: date tasking document will be published; activities requested to prepare report; date submission is required; where to be sent; data source when known; and preparation instructions. Refer to AR 335-15 for additional guidance on one time and recurring reports.

(6) **Suspense Dates.** E-mail may be used for official correspondence requiring responses by suspense dates. Adequate time for preparation by action offices must be taken into consideration. When establishing suspense dates by E-mail, paragraph 5 applies.

(7) **Routing.** E-mail used to task, direct, or set policy will follow normal command channels. Individuals receiving actions via E-mail are responsible for notifying the appropriate officials (i.e., activity commander) when applicable.

(8) **Mailing Lists (Multiple Addressed Messages).** Mailing lists to multiple USACE users should be restricted to messages that are of general information to all users on the list. Information of only local or limited interest should not be disseminated USACE-wide through the E-mail system.

b. **Sending Documents by E-Mail.** Use the following NWDR 25-1-5 guidance when sending documents by E-mail.

(1) Documents that do not have special formatting codes embedded will be transferred as an attached Rich Text file or embedded in the E-mail message. The transmitting message will indicate the attached file's format, if not evident. Documents that must contain special formatting codes created by software applications will be converted to one of the Microsoft Office (MS Office) formats, Adobe Acrobat, or HTML format and sent as an attached file to the E-mail message. Districts will ensure prompt available capability to process the MS Office document or convert it to a locally used program.

(2) The sender may deviate from the preceding guidelines only if proper coordination with all recipients has been accomplished, confirming compatibility of version being transmitted. The sender must identify the file type when sending attachments.

c. **Record Copy.** Refer to ER 25-1-74 and NWDR 25-1-5 for additional guidance on properly managing correspondence that has been electronically transmitted. In addition to that guidance, the following procedures will be practiced within NWD.

(1) The record copy of an organizational memorandum or message transmitted to another element or organization will be in paper form. The record copy will contain signature of the releaser, initials of all individuals required to coordinate on the action, and a notation in the Memorandum For Record that the document was transmitted by electronic mail. The paper copy will be retained by the originating office as the official record copy for the appropriate life cycle of the document (dictated by AR 25-400-2). The electronic "convenience" file must be deleted at the same time as the paper is destroyed—if not sooner.

(2) The official record copy of an individual message will also be in paper form. An individual message that will need to be maintained as supporting documentation for an action or

request will be printed on paper and placed in an established file that has been identified on the office of record's file plan.

13. INVALID RECORDKEEPING SYSTEM. The NWD E-mail system will not be used as a NWD recordkeeping system. The E-mail system cannot ensure the security and integrity of records, preservation for required time, or migration to other data systems or subsequent systems. The system has not been designed to control the creation, maintenance, and disposition of records.

FOR THE COMMANDER:

Appendix  
App A - Electronic Mail Format

  
WILLIAM J. JENNINGS  
Executive Assistant

DISTRIBUTION:

<http://www.nwp.usace.army.mil/im/r/regs/nwdr.html>

HQNWD - Directors and Office Chiefs

CENWK-IM

CENWO-IM

CENWP-IM

CENWS-IM

CENWW-IM

APPENDIX A

ELECTRONIC MAIL FORMAT

PROPONENT OFFICE SYMBOL (**RECORD** NUMBER)

DATE OF TRANSMISSION

MEMORANDUM FOR \_\_\_\_\_

SUBJECT: Use of Electronic Mail For Official Communications

1. Reference NWDR 25-1-5, Electronic Mail Administration and Management.
2. A standardized format as discussed in Paragraph 9 of this regulation will be used for official correspondence transmitted by electronic mail (E-mail) with and between USACE activities. Use of this medium does not preclude recordkeeping actions:
  - a. Correspondence maintained within E-mail will not be considered official record copies. An office creating documents within the computer will not store record copies in E-mail. Record copies will be printed in paper and filed according to the office of record's file plan. Retention of paper copies will be in accordance with the length of time specified in AR 25-400-2.
  - b. Storage of documents on E-mail will be for "convenience" and the stored documents will be destroyed the same time as record copies are destroyed--if not sooner. Storing documents in E-mail can not ensure document security and integrity, preservation for required time, or migration to other data systems. E-mail is not a valid recordkeeping systems (refer to reference 1 for additional guidance).

FOR THE COMMANDER:

/s/ (DATE)  
PAUL W. TAYLOR  
Colonel, EN  
Deputy Division Engineer