



JASS Training Manual

Please check with the specific organization that you are assigned to and verify these processes. This is meant to be used as a guide only.

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Telephone Services

i. Answering your phone

Your phone should be answered in a professional manner. You should provide a greeting, your office, and your name at all times. For example: “EVA Office, this is Shanna...”

ii. How to “pick” a line

If you have been assigned other lines to answer, or if you have multiple lines for each person that ring to your phone (via additional modules), you should always answer those lines as directed by your lead. If your phone is set up to automatically answer any line that rings, this will not apply to you. If your phone is set such that you have to “pick” the ringing line, first pick up your handset, then select the button beside the ringing line to answer. To answer the ringing line quickly, simply hit the “Pick” button on your phone. Be sure to answer all lines accordingly, as per office preference.

iii. Transferring Calls

Based on office preference, your manager may prefer to have calls transferred to their private line, or screened and then transferred to the same line. To transfer to the private line, the manager, or another user, answer the call accordingly, press the “Transfer” button, then the 5-digit extension to which the call is being transferred. Once the manager or other user has answered the call, inform the person as to who is being transferred and, if known, what the call is regarding, then hit “Transfer” again.

If the manager does not want to take a call, press the red blinking line to retrieve, do not hang up or hit transfer as this will either hang up on the caller or transfer them into the office.

iv. Transferring directly to voicemail

To transfer a call directly to voicemail, press the transfer button, then the voicemail button, after the greeting press *, dial the extension you want to transfer the call to and hit transfer once again.

Some managers would prefer a written message as opposed to a voicemail. Before performing this action, make sure you understand your managers expectations and if they would accept voicemails.

Refer to the [Optiset User Guide](#) or the [Optiset quick reference guide](#) for further detailed instructions on how to use your phone.

If you have a Black Cisco phone, please refer to the [Cisco quick reference guide](#).

B. Scheduling Services

i. Meeting Coordination

Meeting coordination and scheduling services for managers is very individual. Be sure to check with the manager(s) you support to verify how they would like their calendar handled and act accordingly.

ii. Conference Rooms

Print out the JSC Conference Room Listing from the IRD Homepage (<http://ird.jsc.nasa.gov>) Click "Phone Services". Once on the Phone Services page, in the lower right-hand box, "Related Links" should be the link for the JSC Conference Room List. Utilize this list to schedule rooms around the Center. Make sure you inquire from the meeting initiator the number of attendees and what capabilities will be necessary of the room (the JSC Conference Room List itemizes the capabilities of each room).

For scheduling the Gilruth, contact the SODEXO Catering Department at x45785.

To schedule Space Center Houston, call (281) 244-2100. (Simply dialing x42100 will not connect you, however.)

To schedule at Regent's Park (good for meetings with Foreign Nationals or those that would require extensive badging through the Center), call (281) 283-7500 for general questions.

The preferred method for scheduling at Regents Park is through their Web site. To do so, visit their Web site at: http://iss-www.jsc.nasa.gov/nwo/sma/regents_park/web/. There is a "Reservations" link at the lower right-hand corner of the screen. This should bring up an auto-populated e-mail to them from you, in which you will fill in the pertinent meeting information. International Space Station and Orion Office meetings usually take precedence. It is very possible that other meetings will be waitlisted.

To schedule the Teague Auditorium, (Building 2S), call x31063 or x48115.

iii. Obtaining a Meet Me Number

If you receive a request for a Meet Me Number, call Verizon at (877) 232-6272 and let the operator know that you need to request a Meet Me Number. The operator will request the name of the "Leader" of the meeting, how many participants will need to be connected, and how long the meeting will last. If you need to connect with Russian participants, they can assist with calling and connecting them. Give the operator the number(s) that they will need to call as well as the names of the individuals being connected.

If your requestor would like a reoccurring Instant Meeting Number, which is a number they have to utilize at least once every six months and can utilize at any time, please request one by contacting the NASA Teleconferencing Center at (877) 857-6272.

Request that MCI email you a confirmation email statement so that you can forward that email to the requestor for their records.

If your requestor would like a re-occurring instant meeting number; which is a number they have to utilize at least once every 6 months and can utilize this at any time in which they choose, please request that via <http://www.nisn.nasa.gov/home.html>

For more information regarding teleconferencing services refer to the [VoTS user guide](#) or The VoTS Customer Service Representative, Diane Hammons, at (256) 961-9402, or Frank Swick, at (256) 961-9403. To report an issue, contact the NISN Help Desk at 1 (800) 424-9920. Users will need to fill out the VoTS Reservation Form to utilize this service. The form can be found on the IRD Home Page (link above under Conference Rooms) under Phone Services; ViTS, VoTS, WebEX.

C. Visitor Services

i. Greeting Visitors

Greet all visitors that come into your office with a customer service friendly attitude. Ask them how you can help and provide any assistance they may need.

ii. Escort Required Badges

Some Directorate-level offices maintain a certain number of ERVB's. If you require an ERVB for a meeting or otherwise, contact your Directorate secretary for the proper procedure. It is common for branch offices to also maintain ERVB's as well, in which case, you should contact your Administrative Officer.

All ERVB's must be logged in and out by the employee requesting them (if you log them out for an employee, you are responsible for them being returned), and must be returned in a timely manner.

ERVB's are for personal use. They are not meant to take the place of an official visitor badge.

iii. Visitor Procedures

Utilize the JSC Security Office Web site to submit a visitor badge request. Be sure to include all building to which they will require access. Without this information, the visitor could be denied access at one of the security stations throughout the Center.

Badging procedures can be located through the JSC Home Page by selecting "Badging" from the "Services" drop-down menu.

D. Mail Procedures

You may be assigned to collect and disseminate mail for your organization. If this is the case, first locate your organization's mail room. You should check the mail twice daily. Mail typically runs at 10 a.m. and 2 p.m. in the Building 1 Mail Room. (The Building 1 Mail Room is also a pick up location for items being shipped via FedEx, so long as the appropriate and completely filled out JF 195 is attached) For information as to mail circulation for the Center, visit: <http://ird.jsc.nasa.gov/DocumentManagement/jscmailservices/default.aspx>

For mail that needs to be sent out that day, it can be dropped off at the JSC Mail Room in Building 227, Door 3 (just to the right of JSC Graphics). They will accept mail between 8:00 a.m. and 4:30 p.m. daily.

NASA logo (“franked”) envelopes are not to be used for personal or company use. They are for official use only.

i. Mail going to other centers

Ensure that the Center is on the interoffice envelope (“holey-jo”) (i.e., WSTF, KSC, SSC, MSFC, HQ, etc.) along with the name of the person to receive the mail and their appropriate mail code or mail stop.

ii. Personal Mail

You may deposit your personal mail in a personal OUT basket located in your mail drop area. Outgoing personal mail must be sealed and have the proper postage affixed before it’s deposited in the mail system. Personal mail will be delivered to the USPS as received in the Mail Center during their next scheduled trip.

Subject to the U.S. Postal Service’s Aviation Mail Security Procedures, the Mail Center will no longer accept personal mail weighing 13 or more ounces. Employees must deposit this type of mail at the local post office. The Mail Center will return to you any mail dropped in the JSC mail bins weighing 13 or more ounces.

For Building 1, there are drop slots in the hallway of each floor, as well as a main drop slot on the first floor (it is advised to only use the 1st floor drop slot), which is located in the hallway to the right just before exiting the backside of Building 1. It is located on the wall on the right.

iii. JSC Internal Mail

Ensure the mail code and person’s name is on the interoffice envelope.

iv. Certified Mail

Utilize the JSC Form 208 (Request for Mailing), and ensure that the form is filled out to its entirety and delivered to the Mail Center (Building 420, Room 101B by 2:00 p.m. (If you enter the building from the front, follow the marked path to the left of the building, Room 101B will be on your right at the double doors. If entering from the loading dock to the side of the building, it will be on your right.)

Certified mail provides you with a mailing receipt and a record of delivery maintained at the recipient’s Post Office for two years. You can obtain a return receipt to provide you with proof of delivery for an additional fee. Certified mail service is available only for First-Class mail and provides no insurance coverage. A numbered label and completed receipt must be affixed. You can obtain labels from Mail Services.

v. Fed Ex

Utilize the JSC Form 195 (Request for Shipment of Printed Matter). Be sure when filling it out to mark whether it will be shipped domestically or internationally, and also specify if it is necessary for overnight. There is a field for the date required—this field is only necessary if it requires delivery at its destination within two days. The originator section can be your name and contact number. Print the document and attach it with the package for shipment and deliver it to the Mail Center (See Certified Mail for instructions to Building 420.)

The JSC Transportation Department is responsible for all inbound/outbound Federal Express shipments. As a service to you, Mail Services accepts outbound Federal Express Packages and forwards these shipments to the Transportation Department.

Complete a JSC Form 195 (Request for Shipment of Printed Matter) for printed materials, drop off at Building 1 or Building 420 FedEx locations listed below.

The following Federal Express mail schedule is in effect Monday through Friday (except holidays):

Building 1 Mail Room: 8 a.m. to noon
Building 420, Rm. 101: 8 a.m. to noon

For assistance call x36577.

Federal Express will not deliver to Post Office boxes. Any shipment of PRINTED MATTER, magnetic tapes, books, journals, etc., shipped Federal Express must be accompanied by a JSC Form 195, with the signature of a division chief or higher. Federal Express shipments of any other materials must be referred to the Transportation Department in building 420, Room 101.

Check the [mail services guide](#) for more information.

vi. International Mail

All packages leaving JSC as an International mailing(s) must be accompanied by the following:
Request for Mailing form (JF208), in section 5 of JF208, if "Will" is checked, enter the Export Services Team (EST) tracking number or the NF1676 (JSC) number.
Export Control Composite Report
US Customs Declaration Forms (PS2796 or PS2796A).

If the appropriate forms are not attached to the International Mailings
The package will NOT be retrieved from the pickup onsite or offsite mail location.
A Mail Services memo will be attached to the mailing with an explanation of why the mailing was not retrieved.

Questions or additional information on the Request for Mailing form (JF208) or US Customs Declaration forms (PS2796 or PS2796A), contact Mail Services at x30291.

vii. Large Mailings

Before a large (300 or more pieces) or specialized mailing gets too far into the planning stage, include the Mail Services Supervisor (x30291) in your mailing arrangements to ensure your mailing program is cost-effective and timely. Mail Services requires advance notice (72 hours) to effectively handle and process large or specialized mailings in a timely and efficient method. If you have questions concerning a mailing of 300 or more pieces, please call the Mail Services Supervisor at x30291 for assistance.

E. Ordering Supplies

i. How to order office supplies

All orders placed before 3:00 PM will be delivered the following business day. Place orders through www.tejasoffice.com, be sure to obtain a user name and password to log in.

For questions on supplies contact Aracellie Torres, JB9/NASA Supply Group Lead.

ii. How to return office supplies

Call the Tejas Customer Service, have your PO# and the product code and quantity of items you want to return and they will be picked up.

iii. JSC Envelopes and or Letter Head

To reorder envelopes, visit the JSC Forms page (from the JSC Home Page on the lower left-hand side under "Quicklinks".) and search for the envelope type. There should be a separate form for each style of envelope.

To order JSC Letter Head, visit the JSC Forms page. Under the menu to the left, select "Hard Copy Forms/Envelopes". For JSC blue Meatball Letterhead, the NSN # is 7530-00-JSC-5144.

For additional assistance, contact James Cochran at x46472.

iv. Ordering Hurricane Checklist Plan Supplies

Organizations are to order the individual items to assemble or replenish hurricane checklist supplies as needed. Submit JSC Form 1710 the following ways:

- By fax to 281-244-6540
- By JSC mail to Bldg. 421, Rm. 103
- By e-mail (ONLY digitally signed 1710's can be accepted by e-mail) to supplyre@ems.jsc.nasa.gov

To obtain digital signature, visit <http://isd.jsc.nasa.gov/pki/>

Each kit contains:

<u>Qty</u>	<u>Stock Number</u>	<u>Unit of Issue</u>	<u>Description</u>
1	7510-01-518-9442	each	Ticket Holders, Self-Adhesive, Clear, Easy-Peel Split Backing, 9" X 12"
1	7610-00-JSC-5086	each	Yellow Hurricane Checklist Plan
2	8105-01-183-9764	each	Plastic Bags, 58"L X 36"W
2	7510-00-JSC-7286	package	Rubber Bands, Large, Premium

v. Ordering Business Cards for Civil Servants

Business card orders are done through Starport. 250 cards is \$26.40 and 500 cards is \$33.00 and 1,000 are \$45.00. All orders must be accompanied with full payment. Business cards arrive approximately 5 working days after an order is sent. Handwritten forms will not be accepted. Information must be typed, printed, and brought with payment to building 3 or 11 exchange stores. To order online through Starport, see below:

Ordering is easy.

- Log on to www.orderprinting.com
- Enter your account number: 60091467
- Enter your password: NASA
- Enter your name. Click "Log In Now"
- Click "place an order"
- Choose your design: horizontal layout, two sided (for Russian & Japanese), upgrade your card to white linen or vertical layout
- Choose your quantity and customize your card with your information.
- Select your pick up location and enter your credit card number.
- Proof your card. Make any necessary changes at this time.
- When you are satisfied with the look of your card, hit the submit button ONCE.
- Once you have submitted your order, it is final. You cannot make any changes without ordering new cards.

(courtesy of <http://starport.jsc.nasa.gov/Giftshop/BusinessCards/>)

Check the [Tejas User Guide](#) for more information.

Another option is ordering Avery 5871 White printable clean edge business cards and print them on your PC. This must be done utilizing a Purchase Card. Typically an Administrative Officer of higher will have this.

F. Copying and Faxing

i. General Faxing

All external fax's must have a fax cover sheet with the NASA name located on it.

ii. General Copying

For stacks with three or more sheets of paper, use the sort function. When possible, use the double-sided function. Never use the copier to make more than 1,000 copies at one time. If your request exceeds 1,000 copies, utilize the JSC Print Shop

The JSC Print Shop provides black & white/color duplication from hard copy and electronic files. Requests for 'Color' duplication require Directorate-level approval. Print products include documents, presentations, newsletters, bookmarks, brochures, postcards, badges, flyers, etc.

Submit a JF31 Printing and Duplicating Request Form to request services. The electronic form automatically provides the user with a control number to track job submittals and is available via JSC Forms.

Submit JF31 via e-mail to: JSC - Print - Shop Mailbox

The JSC Print Shop is located in Building 227, Door 2, and is available from 8:00 a.m. to 4:30 p.m., daily.

Visit <http://ird.jsc.nasa.gov/PrintCopy/Copiers/default.aspx> for further information on the Multi-Function Printers and Copiers.

G. Graphics and Photo Requests

i. Ordering a Going Away Photo

Utilize JSC form 1215, and email form to photo shop. They will call you when the photo is ready for pick up.

ii. If an employee wants to choose their photo

Utilize JSC form 246 with approval from a manager. Have employee go to <http://spaceflight1.nasa.gov/gallery/> to pick out their image number. Once you have the image number, email the JSC form 246 for ordering.

Fill out one version of the JSC Form 246 with approval from your organization's Branch Chief or Higher. The normal turn-around time on all Retirement/Going Away/Presentation Photographic Work Requests is three working days. Once the form is completed, submit your request using one of the following methods:

Send the form as an e-mail attachment to your Branch Chief and cc JSC-Imagery Services Branch (jsc-imserbrp@mail.nasa.gov) and ask your Branch Chief to "Reply All" with concurrence.

Hand deliver or mail the form with signature in the Authorizing Signature Field to: Building 8 Customer Service Desk, Mail Code IS45

Fax with a signature in the Authorizing Signature Field to (281) 244-5488

For additional support, contact the Imagery Services Desk at x37703.

See [Graphics Submitting a Request](#) for more information.

H. Records Management

Follow the NASA guidelines for records management as outlined in NPR 1441.1D, NASA Records Retention Schedule. It is advised to attend any available records management training, as it is a very detailed procedure and can be very confusing. For questions, contact the Center Records Manager by e-mailing jsc-recmnger@mail.nasa.gov .

See <http://ird.jsc.nasa.gov:9999/DocumentManagement/recordsmanagement/default.aspx> for more information as well as the [Records Management Frequently Asked Questions](#) document.

I. FedTraveler

See FedTraveler Process for instructions on using the fedtraveler system.

<https://www.fedtraveler.com/>

For step by step instructions, view the [FedTraveler.com User guide](#) provided by EDS.

Visit

http://www.gsa.gov/Portal/gsa/ep/contentView.do?P=MTT&contentId=14161&contentType=GSA_OV
[ERVIEW](#) for Federal Travel Regulations.

i. NASA Plane Booking

To request use of the NASA Plane, a JSC Form 1653 (Mission Management Flight Request) is required to be filled out entirely and submitted to your Directorate-level secretary (or whomever would handle these matters in your program office), who will be the liaison between you and the Center Director's Office for coordination and approval.

When utilizing the NASA Plane, there is a \$2.50 service fee per leg that is collected in cash before the passengers will receive their approved manifest. This cost is not claimable on the traveler's expense report—this cost is considered as part of the traveler's daily per diem costs. The Directorate level Secretary will submit a N2NA Trip Information Form at least 10 working days prior to the departure date.

ii. Who to call

Fedtraveler Helpdesk: 39999, Option 3
Helen Harris: 36528
NSSC fax number 1-866-779-6772
X39496 (Passport or VISA information)

For extra travel info visit

<http://www6.jsc.nasa.gov/ja/js/js2/index.cfm>

To search for City Per Diem Pairs visit

<http://apps.fss.gsa.gov/citypairs/search/>

iii. Limo Service

Limousine services are permitted on a limited basis, as approved by your office's Administrative Officer. Reservations can be made by various methods, so check with your Administrative Officer for preferred procedures. If there is no preferred procedures, reservations can be made with either:

- ExecuCar Services (part of SuperShuttle), by calling 1 (800) 410-4444 or making reservations online at www.execucar.com. Be advised that reservations made online require full payment, which requires the traveler's government-issued credit card number as well as the card code verification (CCV—the three digits on the backside of the card).

ExecuCar typically runs about \$80.00 each way including tip. If you require more than one stop (to pick up additional passengers), there is typically a \$10.00 service fee for each stop, and is usually suggested to make multi-stop reservations with ExecuCar directly over the phone.

- STS Limo at (281) 996-0031 or by e-mailing a reservation request to stslimo@comcast.net. Be advised that when e-mailing reservations, it can take up to several business days to receive a response with a reservation confirmation.
 - STS Limo fares are typically considerably more expensive than ExecuCar, so ExecuCar may be your organization's preferred method

J. International Travel

i. Russian Travel

Russian ANF form must be faxed to the travel office. Letter of Invitation (LOI) is what is utilized to get a room at the hotel in Russia.

Due to the lengthiness Russian travel can potentially be, please refer to the OK/Human Space Flight Programs, Russia's Web site, which includes very detailed information on how to prepare, as well as the appropriately-necessary forms, and many useful extras, such as currency converters, information on the Moscow and Kazakhstan lodging venues, subway maps, etc.

OK/Human Space Flight Programs, Russia: <http://www.russia.nasa.ru/>

ii. Foreign Travel Requirements (other than Russia)

- Country Clearance through the State Department (ITO)
- Official passport and any VISAs required
- Foreign travel security briefing from center counterintelligence iJET
- Security overseas seminar – 30+ days in calendar yr.
- Advance Notice Form (ANF) to initiate country clearance with the state department. Email to ITO; JSC-International-Travel Office

K. Voucher Processing

i. Standard Expense Reports

****Any expenses under \$75.00 do not require a receipt if the traveler cannot locate it, with the exception of rental car and lodging receipts which must be turned in for every trip.****

If the traveler uses an ATM and want to be reimbursed for the ATM fee, they must provide the amount of the ATM transaction fee, any fee incurred from their institution (though, they should be utilizing their government-issued credit cards, which do not typically incur additional fees), and the amount they withdrew. To calculate the reimbursement amount, add any transaction fees to the amount withdrawn, and multiple by .025 (2.5%). Take that amount and add it to the initial ATM surcharge—this is the reimbursable amount allowed.

Example: \$80.00 withdrawn with an ATM fee of \$3.50 = \$83.50 x .025 = \$2.09 + \$3.50 = \$7.59

Also be advised that, per the NASA Records Retention Schedule, expense reports for travelers are required to be maintained for 6 years and 3 months from the most recently-completed trip. Expense reports can be audited as far back as this. You may be required to maintain these records, but should the traveler change organizations, retire, etc., they are responsible for the records, though, you may be audited.

ii. International Expense Report

According to LF241-06-18, Transition of Duties to the NASA Shared Services Center (NSSC) CTO will be processing international vouchers. Fax receipts to the NSSC fax number 1-866-779-6772 along with copy of authorization.

iii. Extended TDY Expense Reports

When a traveler is on an extended or long-duration trip, usually 3 months to a year or more, in addition to the standard expense reports required of the traveler travels home or to other locations while on this long-duration trip (called “nested” trips), a monthly “interim” report is also required. Typically, these interim reports are handled through the JSC Travel Office. You are generally only required to prepare the nested expense reports.

L. Correspondence

See JPR1450.1 for detailed guidelines. Refer to the Executive Correspondence Control Officer’s (ECCO) Web site within the Information Resources at [http://ird.jsc.nasa.gov/DocumentManagement/executivecorrespondencecontroloffice\(ECCO\)/default.aspx](http://ird.jsc.nasa.gov/DocumentManagement/executivecorrespondencecontroloffice(ECCO)/default.aspx) for all available reference materials.

i. Correspondence Log

The correspondence log (if available in your organization) consists of a letter number, initiator, and typist initials, date, identification (who the recipient of the letter is, the subject of the letter), disposition (who currently has the letter, as well as the date of each disposition, and by whom it was last handled by), and a signature status. The standard format for letter numbering is your organization’s mail code, hyphen, the current year in two-number format, hyphen, the current number available in succession (i.e., AA2-12-043 (this would be the 43rd letter done by AA2 since January 1, 2012). Check with your organization’s preference, should their numbering scheme differ.

Each organization may have their own preference for tracking correspondence. Please be sure that you are following the preferences set by your organization at all times.

ii. General Tips for Correspondence

- Use blue meat ball letter head for letters going outside the center.
- Concurrence block must be on signature page.
- Font is Times New Roman 12 (can be 11 if necessary).

- Can change paragraph spacing to “Exactly” spacing if needed.
- All acronyms must be spelled out the first time that they are used in a letter if used more than once. Otherwise do not use the acronym -- just spell out the word. Example: International Space Station (ISS), then use the acronym throughout the rest of the letter.
- Check correspondence for general grammatical and spelling errors.
- If you use “Dear”, it requires “Sincerely”. If you have a subject, you do not use “Dear” and “Sincerely”
- There should be 2 spaces between letter number and address and 2 spaces between the address and subject line
- Directly above concurrence block type: Org code/first initial and last name of originator : your initials : date : extension of originator
Example: XA/JDoe:SS:11/23/04:46143

iii. Executive Summary Correspondence for Center Director

Directorate/Program Offices should deliver all signature packages for the Office of the Director directly to the ECCO. The Executive Summary, JSC Form 563, can be found on the ECCO Web site or on the JSC Forms page.

The ECCO will review the item for correct format, grammar, and concurrences. If changes or concurrences are needed, the ECCO will return the package to the Directorate or Program Office for those changes to be made or additional concurrences to be obtained.

Once the changes have been made or updated concurrences have been obtained, the Directorate or Program Office should redeliver the package to the ECCO.

The ECCO will do a final review of the package to ensure the appropriate changes have been made or that the additional occurrences have been obtained, scan and log the item, and deliver the signature package to the Office of the Director.

Directorate or Program Officials should keep in mind that a minimum of five business days is required to obtain a signature in the Office of the Director. If a status is needed after the five days, contact the ECCO directly—do not contact the Office of the Director.

- Also note that branch or division secretaries should coordinate all communication to the 9th floor through their Directorate or Program Office, always.

Once the package has been signed, the ECCO will contact the Directorate or Program Office for pick up.

Should you have any further questions or need additional guidance, contact the JSC ECCO, Linda Turnbough, at x36246.

iv. Revisions

Should your correspondence require simple revisions without changing the content of the correspondence (as in the subject of the letter), simply prepare a new version of the correspondence with the requested changes, and prepare a second line above the concurrence block that should look similar to “Retyped: AA2/LCain:WBS:7/18/12:30798, and redistribute accordingly (this may require new concurrences, depending on whether the content of the correspondence has changed).

v. Correspondence Assembly

1. Routing Slip (NASA Form 26), if required for explanation of signature package; Privacy Act cover sheet (NASA Form 1534); or JSC Management Document cover sheet (JSC Form 589), as appropriate. (Do not use NASA Form 26 for signature packages for the Office of the Center Director.)
2. Executive Summary for Correspondence is required for all signature packages for the Office of the Center Director (AA, AB, or AC). An electronic copy of the Executive Summary can be found on the Executive Correspondence Control Office (ECCO) Web Page. See also Figure 3-9C.
3. Original of correspondence.
4. Signature Tab in front of signature page when correspondence is two or more pages.
5. Enclosure(s), if any. The Enclosure Tab is optional.
6. Concurrence Tab (NASA Form 423).
7. Official file copy (NASA Form 1267 or 1267A), also known as concurrence page. Include enclosure(s), unless bulky.
8. Incoming Tab (NASA Form 422) or Background Tab (NASA Form 423), as appropriate.
9. Incoming or background material.
10. Courtesy Copy Tab (JSC Form 422).
11. Letterhead copies (cc's). If more than five copies are required, make a reproduction copy marked, in nonreproducible blue pencil "cc repro." Copies for external recipients should always be letterhead copies.
12. Copy for bcc's marked "bcc repro."
13. File copy for originating office, if not office of record. Include enclosure(s), unless bulky. The bcc repro copy can be used for this purpose.
14. Copy for signing office. Include enclosure(s), unless bulky.
15. Suspense copies if required by your organization.
16. For signature packages prepared for the Office of the Director signature, provide copies marked for IS44 and ECCO with enclosure(s) (unless bulky) and incoming/background material.
17. For Office of the Director signature packages, do not affix Immediate Attention forms (JSC Form 773), Routing Slips (JSC Form 26), or envelopes to your signature package.

i. After Signature

Once the correspondence has been signed, if it is to be sent to a distribution, you have the option of either:

- a. Updating the original correspondence with the "Original Signed By" in the signature line and then distributing electronically, or
- b. Updating the original correspondence with the "Original Signed By" stamped in the signature line. From there, make the appropriate number of copies of the signed original, highlight each individual copy with the name of the recipient from the distribution list (distribution lists may be copies to the backside of a one-page letter or memo) and distribute them through inner-office mail.

When filing correspondence, be sure you are following the Agency Filing Scheme as outlined in the NASA Records Retention Schedule. You should always maintain a copy of the correspondence, either electronically or hardcopy, for the originator, and it is not a bad idea to maintain a personal copy for your records as well. Be sure that while you maintain copies for your records, they still are the property of the Agency.

See

[http://ird.jsc.nasa.gov/DocumentManagement/executivecorrespondencecontroloffice\(ECCO\)/default.aspx](http://ird.jsc.nasa.gov/DocumentManagement/executivecorrespondencecontroloffice(ECCO)/default.aspx) for point of contact information.

M. WebTADS

WebTADS is a web-based time and attendance distribution system used for entering time and attendance information for Civil Servants. WebTADS is also used for requesting overtime, compensatory time, and prior pay period adjustments. Timesheets must be approved by 9:30AM on the Monday following a pay period. For assistance with WebTADS you may call 3-9999.

i. Logging In / Changing your password

Log in to the WebTADS website, obtain a userID and password; work with the lead secretary on how to obtain this. To obtain your initial password, contact the WebTADS helpdesk at 3-9999. The system will prompt you to change your password upon first log in. Passwords must be between 8-12 characters and must contain at least one character from at least 3 of the following sets of characters: upper case letters, lower case letters, numbers, and special characters.

ii. Adding Project Codes

Click on the List Timesheets button. Click on the employees name, click on the add button, select the WBS range that contains the desired code, scroll through the labor code list to select the desired code, scroll through the hour type list to select the desired hour type, click the add project button.

iii. Viewing all timesheets

To access all timesheets, click on the list timesheets button on the toolbar. Check for warning or critical error flags. Click on the name of the employee to view their timesheet.

iv. Flag Errors

A yellow flag next to the employees name means that the timesheet has a warning that needs to be reviewed prior to approval. A red flag means there is a critical error preventing the approval of the timesheet.

v. Prior pay period adjustments

Click on the list timesheets button, click on a prior pay period adjustment icon (PPPA).

vi. How to receive authorization to enter time for civil servants

You may not enter time for civil servants, unless proper authorization has been approved. This consists of a written email from the Administrative Officer or your TMR to approve you entering the civil servants time for that pay period. This must be kept in your files.

N. Service Requests (SRs)

A CSS tutorial is available at: <https://css.jsc.nasa.gov/v3/help/help.cfm?helpfile=starthelp.html>

Visit <https://css.jsc.nasa.gov/v3/help/CSShelp.cfm> for web-based, interactive tutorials on requesting the following:

- Government credit card
- Early Refresh
- Generic mailbox / Distribution List
- Host ID
- Jets
- Move Request
- NED
- NACB
- Network Request
- NISN
- Non IRD
- ODIN Assessment
- ODIN Seats, IDs, Catalog
- Reports
- SEWP Orders
- Take Home Software

For information regarding ACES and its various uses, please see <http://ird.jsc.nasa.gov/InfoPedia/Wiki%20Pages/End%20User%20Services.aspx>

i. Helpful numbers

IRD Help Desk: 46367 or via email: jsc-irdcspt@mail.nasa.gov ("JSC-IRD-Customer-Support").
To know when SR will be completed, call 832-284-0268

O. Utilizing SATERN

The employee should request a user ID and password to gain access to SATERN (The System for Administration, Training, and Educational Resources for NASA).
<https://saterninfo.nasa.gov/>

The employee will need to take Basic IT Security Training and print a copy of the completion certificate for their employee file.

P. Utilizing Quick Dispatch

Be sure to clear this with the lead secretary or managers in your office. Quick dispatch is a service offered by JSC to have packages or documents delivered from your desk (or location) to another desk (or location) so that you can stay at your station and timing is urgent. Call 281-483-6563 and tell them what you need picked up and from where and where it should be delivered to.

Q. Laptop Loan Program for Civil Servants

The Agency Consolidated End-User Services (ACES) contract requires that, should a Civil Servant require a loaner laptop, that they contact their organization's IT representative to do so on their behalf. The IT representative will submit an SR through the Enterprise Service Desk (ESD) through their Web site at <https://esd.nasa.gov/secure/main.cfm>. **To receive a loaner laptop, the organization must have a loaner pool with available equipment to fulfill their organization's requests.**

R. Burn Bag Pickup

Send an email to the JSC-Locksmith on the global, subject is burn bag pick up. In the body of the email state how many bags, and the building and room number the bag is located in.

S. JSC Work Requests, i.e. lights, ants, etc.

Email JSC-Logistics-WCC on the JSC global directory, state the problem and a work order will be emailed back to you.

For furniture repairs: i.e. a stuck desk drawer, call Work Control at 34915 or email Logistics-WCC.

To get furniture moved: (i.e. a file cabinet, from one floor or building to another) email Logistics-WCC detailing what you want (i.e. "file" moved from building. X, rm. X to building. X room. X). Include your name and phone extension and the name of the person receiving the item and their phone extension.

T. Excess Equipment Procedures

Excess office supplies should be boxed. Call 281-483-7947 for pickup or send an e-mail to jsc-excesspr@mail.nasa.gov. No paperwork is necessary.

i. How to Excess Property

Government property which is excess to the organization is to be turned in utilizing JSC Form 25A. For non- controlled property mail the form to R&U at JB34. No property is to be thrown in the trash.

For questions contact Deborah Williams at 281-483-7964, warehouse supervisor.

Turn-in paperwork must include a full description, including Federal Stock Class (www.dlis.dla.mil) click on Library and then under publications, and click on Cataloging Handbook H-2).

ii. How to Remove Unwanted Furniture

For pick up of unwanted furniture, contact Logistics Work Control (off the Global, Logistics-WCC) or call 281-483-4915.

U. Important Numbers

ACES Help Desk: 34800

Travel Manager Help Desk: 33773

HQ Travel Manger Help Desk: 202-358-0316

JSC Stock Customer Service Desk: 36669, JSC Stock Fax: 32551

Print Shop: 36156

R&U: 37964 (call to pick up excess supplies)

WebTADS/SAP Help desk: 39999

Mail Center: 30291

Custodial Services: 36666

Dial 9 for outside line

Quick Dispatch: 36563

CISCO IP Phone

QUICK

Reference Guide



Answer a Call

- To answer using the handset, simply pick up the handset to speak and listen.
- To answer using the speakerphone, press the **Speaker button**. Or, you can answer a call on the speakerphone by pressing the **Answer soft key** or a **flashing line button**.
- To answer using the headset, press the unlit **Headset** button. If the headset is already lit, press the **Answer soft key** or the **flashing line button** to answer the call on your headset.

Answer a Call While Another Call Is Active

- 1: While on a call, press the **Answer soft key** or a **flashing line button**. The first call will be placed on hold automatically and you will be connected to the second call.
- 2: After you hang up or place the second call on hold, you can press the **Resume soft key** to return to the first call. If there is more than one call on hold, make sure the appropriate call is highlighted before you press the **Resume soft key**.

Place a Call

To place a call, you can either lift the **handset** or press the **Speaker button**. Once you hear the dial tone, dial the number that you are trying to reach and wait for an answer. When you are finished with the call, you can simply return the handset to its cradle or press the **Endcall soft key**.

Place a Call on Hold

To place a call on hold, you simply press the **Hold soft key**, make sure that if you have more than one call on the line, the call that you want to put on hold is highlighted.

Return to Any Held Call

To return from a held call, make sure that if you have more than one call on the line, the call that you want to resume is highlighted. Then press the **Resume soft key**.

Pick Group

The **pick group** allows you to redirect a call that is ringing on another phone to your own phone, so that you can answer the call. By pressing the **Pickup soft key**, you will be able to answer a call that is ringing on another phone within your **pick group**, a collection of extensions that your system administrator defines.

Initial Voicemail Setup

When you access your mailbox for the first time, you will be asked for a password. This password will be **010203**. This will guide you through your first mailbox session, explain how to record a greeting, and prompt you to change your temporary password.

Check Voicemail

Press the **Messages key** and then follow directions.

Returning Calls from Directories

To return outside calls from the Missing or Received Calls log, select the number that you would like to redial, select the **EditDial soft key** and add a "9", then hit the **Dial soft key**.

To Forward Calls

To forward your phone directly to voicemail, press the **CFwdALL soft key** then dial the number you want to forward your phone to and just hang up.

Drop Last Party Added to a Conference

A conference call is in progress.

To drop the last party added while a conference call is in progress, press the **RmLstC soft key**.

Problem Reporting

All telephone and voicemail problems should be called in to the Help Desk at **x34800**. If you wish to request a move, add or change to your telephone – please see the CTS Coordinator for your organization.

For CISCO 7940 phone features, use this link:

http://www.fixya.com/search/p290275-cisco_7940_ip_phone/return_to_a_call_on_hold

eLearning Tutorial:

http://www.cisco.com/warp/public/779/largeent/avid/products/7940/index_1020.htm

Send Calls Directly To Voicemail

If your phone is ringing and you do not wish to answer it or you are not able to answer at the moment, you can press the **iDivert soft key** and it will send the call directly to your voicemail.

Transfer a Call

Use the **Transfer soft key** to redirect a call to another number. You must be on a connected call to use this feature.

1: Press the Transfer **soft key**.

2: Dial the number you want to transfer the call to.

3: When you hear the call ringing, press the **Transfer** again. Or, you can wait to speak to the transfer recipient, and then press the **transfer soft key** again.

Keep in mind that you can't transfer a call that is on hold. Take the hold off, then transfer.

Place a Conference

1: During a call, press the **More soft key** and then the **Confrn soft key**. Doing so automatically activates a new line and puts the first party on hold.

2: Place a call to another number or extension.

3: When the call connects, press the **Confrn soft key** again to add the new party to the conference call. Repeat these steps to add parties to the conference call. Once the conference call initiator disconnects, no additional parties can be added. You can drop the last party added by pressing the **RmLstC soft key**.

Optiset User Guide

INTRODUCING YOUR OPTISET TERMINAL

Your Optiset terminal contains keys, indicator lights, faceplate labels, and conventional telephone components that enable you to place and receive calls and operate the features that are available through the terminal. These operating components are identified in Figure 1.

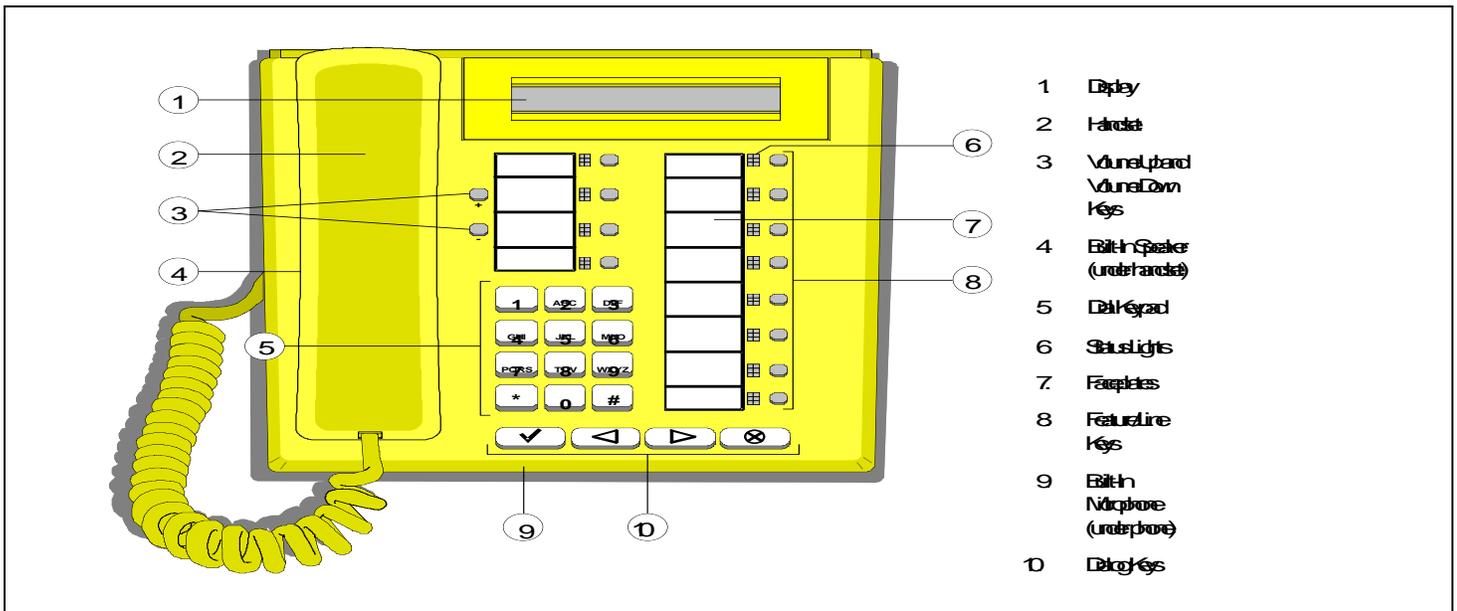


Figure 1. Optiset ISDN Terminal Operating Components

Please take a few minutes to study this illustration and to familiarize yourself with the numbered components. This will help you to better understand the instructions and learn the procedures in this guide.

Programming Requirements

Your Optiset has been programmed specifically for you.

Questions about your Optiset and available features should be directed to the CTS Coordinator of your organization.

A listing of the CTS Coordinators may be found on the JSC internal Home Page on the Web.

Switching System National ISDN Compliance Issues

The instructions in this guide are written specifically for an Optiset terminal served by the switching system at Johnson Space Center. The Optiset complies with National ISDN (NI) standards.

Operating Components

Display

The display on your Optiset terminal presents up to 2 lines of information of up to 24 characters each. The information presented depends on the current state of the terminal and of any calls associated with the terminal.

At appropriate times, the display presents menu selections that can assist you in handling calls.

When multiple menu selections are available to you, the display contains the ◀▶ symbol to let you know that you can scroll through the selections. Using the ◀ and ▶ dialog keys at the bottom of the terminal, you can display each of the available menu selections. When you find the selection you want to activate, press the □ dialog key.

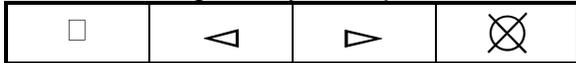
Note: In the display examples that appear in this guide as part of the instructions for operating your Optiset terminal, the <> symbol is substituted for the ◀▶ symbol.

You can set your Optiset terminal so that the menu display is displayed all the time, is disabled, or is activated only when a dialog key is pressed while the terminal is in use.

The menu displays described in this document are based on the assumption that the Optiset terminal is connected to a National ISDN (NI) compliant switch. However, because of differences among switch platforms, some actual displays on your terminal may not be exactly as described. Still, the functionality should be similar, and the descriptions should apply sufficiently to guide you in operating your Optiset terminal.

Dialog Keys

Along the bottom edged of your Optiset terminal's faceplate are four dialog keys labeled as follows:



These keys are called dialog keys because they enable you to communicate with the terminal in response to menu options presented to you in the display. If the display contains the ◀▶ symbol in the lower right corner, then a selection of menu options is available to you. By using the ◀ and ▶ dialog keys, you can scroll backward and forward, respectively, through the menu until the item you want to activate is displayed. Then press the □ dialog key to select the item. Pressing the ⊗ dialog key exits the menu without your having to make a selection.

Handset

Your Optiset terminal is equipped with a standard telephone handset. Basic call handling (placing and answering calls) can be initiated by simply lifting the handset from its cradle.

Dial Pad

The dial key pad on your Optiset is a conventional telephone keypad. It is used for placing or forwarding calls, as well as for entering certain codes during setup of the terminal.

Feature/Line Keys

Your Optiset terminal is equipped with 12 programmable feature/line keys, arranged in two banks. Four keys appear above the dial pad; the other 8 keys appear in the bank to the right of the dial pad. Line and feature assignments for these keys have already been made by the person who set up your terminal.

Status Lights

Associated with each feature/line key is a status light. The lights that are associated with line keys, by the way they light, indicate the state of the line as follows:

Flash Rate	Line Status
Off	Available for call
On steady	Line in use, or Privacy invoked
Wink	line in use
Flash (faster than Wink)	Ringling
Blink (fastest)	On hold

Faceplate Labels

Associated with the feature/line keys are paper faceplate labels, protected by removable plastic covers. The person who set up your Optiset terminal should already have filled in these labels with the appropriate telephone numbers and feature names.

However, should you need to change a label, insert a pin or paper clip into the small hole at the bottom of the plastic cover and lift the cover off the terminal. After correcting the paper label, replace the plastic cover by inserting the two small tabs at each end of the cover into the corresponding slots in the face of the terminal.

Speaker

Your Optiset terminal is equipped with a speaker, located in the cradle under the handset. This speaker, together with the built-in microphone, permits hands-free call handling and sharing of calls with other persons in the immediate vicinity of the terminal. Calls may be placed or answered, without lifting the handset, by simply pressing either the Speaker key or the appropriate line key. To end a speaker call, press the Speaker key at the end of the conversation.

If you are engaged in a handset call and you wish to share the call with other persons in the vicinity while the far-end party hears only you, press the Speaker key and continue using the handset. If you want the far-end party to hear other persons in the vicinity of the terminal, hang up the handset while the speaker is activated. To end the call, press the Speaker key again.

Microphone

A microphone is built into the bottom of your Optiset terminal. Working in conjunction with the built-in speaker, the microphone allows you to place and receive calls without using the handset.

Be sure that the terminal is placed on a hard surface so that nothing blocks the microphone. If your terminal is used in an unusually noisy environment, you may have to use the Mute key to prevent the microphone from picking up local noise and making it hard to hear the far-end party.

Volume Up/Volume Down Keys

The two keys marked "+" and "-" are used to adjust the volume of the ringer and of the sound received through the speaker and the handset. To adjust the ringer volume, *while an incoming call is ringing*, press the "+" key to increase the volume or the "-" key to decrease the volume. The display indicates the current relative volume level, as well as a menu option for saving the indicated level. To save the indicated volume level, press the dialog key.

To adjust the volume of the handset or speaker, *during a call or while listening to dial tone*, press the "+" key to increase the volume or the "-" key to decrease the volume. The display indicates the current relative volume level, as well as a menu option for saving the indicated level. To save the indicated volume level, press the dialog key.

Optional Headset

Refer to the manufacture instructions for connecting and using your headset with the Optiset telephone.

Terms That May Be New to You

The following terms appear in the descriptions and instructions contained in this guide:

- Active Call - A call that is connected and in progress, involving the Optiset terminal as one of the parties.
- Alerting - Any combination of ringing and flashing line status lights that indicate an incoming call to the Optiset terminal.
- Call Appearance - The particular line, line key, and line status light associated with a call handled by the Optiset terminal.

- Conference - A call involving three or more parties, in which each party can both talk to and hear all the other parties.
- Consultation Call - A call initially involving only two parties, in which the controlling party places the second party on hold, connects to and converses privately with a third party, and then returns to the second party. The second party can neither hear nor participate in the consultation leg of the call.
- Dialog - Interaction between the user of the Optiset terminal, via the dialog keys, and the menu system. The dialog keys are used to scroll through the menu choices, to select the desired choice when it is displayed, and to exit to a previously displayed menu.
- Inactive Call - Any type of call that places a party on hold.
- Prime (or Primary) Call Appearance - The line, line key, and line status light associated with the main directory number on the Optiset terminal. This is the line the terminal automatically uses for an origination for which a line is not specified.
- Transfer - A feature that allows you to redirect an active call to another party and then drop out of the call.

BASIC CALL OPERATIONS

Many of the functions of your Optiset ISDN terminal can be accomplished in more than one way. For example, many of the call-handling features can be accomplished using either a feature key or the display/menu and dialog keys. Also, the terminal can be used either as a handset phone or as a speakerphone.

To help you to begin using your Optiset terminal right away, this section instructs you in the most basic procedures for operating your terminal.

Place a Call (Using the Handset)

Procedure

Display

Lift the handset.
The red status light associated with the prime call appearance lights.

THU FEB 04, 99 09:35 AM <>

Wait for dial tone.

Didl:

Dial the number of the party you want to call.
Note: To dial an outside line you must dial the access code "9" first.

Didl: 9-555-5555

Use the handset to listen for audible ringing and either your party's answer or busy tone.

555-5555 Ringing <>

When your party answers, use the handset to converse.

555-5555	01:00:00
Hold?	

The call timer begins counting in the upper right corner of the display.

At the end of the call, return the handset to its cradle.

THU FEB 04, 1999 09:43 AM	<>
---------------------------	----

The red status light associated with the prime call appearance is extinguished.

Answering a call Procedure

Display

The incoming call causes the terminal ringer to sound.

The red status light associated with the incoming call appearance lights.

555-5555	Answer call?	<>
----------	--------------	----

Top line shows calling party's number if the terminal is subscribed to Caller ID.

Lift the handset.

555-5555		01:00:00
Hold?	<>	

The call timer begins counting in the upper right corner of the display.

Use the handset to converse.

At the end of the call, return the handset to its cradle.

THU FEB 04, 99 09:43 AM <>

The red status light associated with the incoming call appearance is extinguished.

Answering a call while another is active

Procedure

Display

The incoming call causes the red status light associated with the incoming call appearance to light.

555-5545 Answer call? <>

Top line shows calling party's number if the terminal is subscribed to Caller ID.

Press the line key associated with the incoming second call.

555-5555 Retrieve call line 1? <>

The first call is placed on automatic hold, and a connection is made to the incoming call.

The status light for the first call blinks to indicate that it is on hold.

When the second call has been disposed of, retrieve the first call by pressing its associated line key.

555-5555 Hold? <>	01:00:00
----------------------	----------

The status light for the second call is extinguished, and the status light for the first call goes on steady.

At the end of the original call, hang up.

The red status light associated with the call appearance is extinguished.

THU FEB 04, 99 09:43 AM <>

**Place a call on hold
Procedure**

Display

Lift the handset to answer the incoming call.

555-5555 01:00:00 Hold?

Use the handset to announce that you are putting the calling party on hold.

Press the HOLD key.
The line appearance light begins to flash, indicating a held call.

555-5555 01:00:12 Retrieve Line 1?
--

The call timer continues to count while the call is on hold.

**Return to a held call
Procedure**

Display

NOTE: This procedure assumes that Line 1 is the held call. The red status light for that line is blinking.

555-5555 01:05:17 Retrieve Line 1? <>
--

Press the line key associated with the held call.

The associated status light goes steady on.

555-5555 01:05:22 Hold?

The call timer continues to count.

Use the handset or the microphone and speaker to converse.

555-5555 01:05:25 Hold? <>

Transfer a call Procedure

Display

A call is active.

555-5555
01:05:22
Hold? ..

Press the Transfer key.
The active call is placed on hold, and a second line provides dial tone.

Dial:

Dial the number of the party to whom you want to transfer the call.

555-5565
Cancel Transfer? <>

Listen for audible ringing.

*If a busy signal is encountered, refer to **Error! Reference source not found.***

555-5565
Ringing

When the transferee answers, press transfer.

THU FEB 04, 99 09:43 AM <>

Establish a conference call

Procedure

Display

A call is active.

Determine the number of parties you will join to the conference.

555-5555
01:05:22
Hold? ^

Press the:

- Conference key

The active call is placed on hold, and a second line provides dial tone.

Dial:

Dial the number of the party you want to add to the conference call.

555-5565
Cancel Conference? <>

Listen for audible ringing.

*If a busy signal is encountered, refer to **Error! Reference source not found.***

555-5565
Ringing

When the conferee answers, announce the call and then press the Conference key again.

Conference

When all parties are on the line, conduct the conference.

Conference
Drop last party? <>

When the conference is finished and the other parties have disconnected, hang up.

THU FEB 04, 99 09:43 AM
<>

Drop the last party added to a conference Procedure

Display

A conference call is in progress.

Conference
Drop last party? <>

To drop the last party who was added to the conference, press the Drop Last Party key.

555-5555
01:05:22
Hold? <>

The conference call reverts to a 2-party call.

At the end of the call, hang up.

The red status light associated with the call appearance is extinguished.

THU FEB 04, 99 09:43 AM
<>

Back out of conference or transfer

Procedure

Display

The transferee or conferee has been dialed.

555-5565
Ringing

Busy tone is encountered.

555-5565
Busy try again later

555-5565
Cancel Conference or
Transfer?
<>

Press the dialog key.
The second call is released, and the first call is removed from hold.

555-5565
01:12:14
Conference?

Use the handset or the microphone to inform the first party of the unsuccessful transfer/conference.

Retry transfer/conference, or hang up.

Alternate Call Operations

This section also introduces call-handling procedures that are more advanced than those discussed in section. Some of the procedures that follow recommend using feature keys that may not have been set up on your terminal. However, an alternative procedure usually is given that uses the Optiset menu system. By scrolling through the menu and selecting the appropriate entry, you can still perform the operation.

Originate a Call (No Other Calls Active)

- Line Key (Speaker)/Keypad

Press a line key. The speaker and microphone are activated, and dial tone is heard. Dial the desired phone number using the keypad. The Optiset terminal selects a primary line call appearance for the call.

- **Speaker Key/Keypad**

Press the Speaker key. The speaker and microphone are activated, and dial tone is heard. Dial the desired phone number using the keypad. The Optiset terminal selects a primary line call appearance for the call.

- **Keypad (Compose Number)/Menu and Dialog Keys/Speaker**

Dial the phone number using the keypad, and then press the 4 dialog key. The speaker and microphone are activated, but dial tone is not heard because dialing has already begun. The Optiset terminal selects a primary line call appearance for the call and initiates a call origination.

- **Keypad (Compose Number)/Offhook**

Dial the phone number using the keypad, and then lift the handset. The speaker and microphone are activated, but dial tone is not heard because dialing has already begun. The Optiset terminal selects a primary line call appearance for the call and initiates a call origination.

- **Redial (Menu and Dialog Keys)**

Use the dialog keys to find and select the Redial option from the menu system. The terminal displays the last number dialed and asks you if an origination attempt to that number is desired. Press the 4 dialog key to send the number to the switching system for call origination. Dial tone is not heard. The Optiset terminal selects a primary line call appearance for the call.

- **Redial Key**

Press the Redial key. The terminal displays the last number dialed and sends that number to the switching system for call origination. Dial tone is not heard. The Optiset terminal selects a primary line call appearance for the call.

Originate a Call (With Another Call Active)

- **Line Key (Handset or Speaker)/Keypad**

With a call already active, press a line key to originate another call. The Optiset terminal places the active call on hold and originates a new call to the selected line appearance. Use the keypad to dial the phone number for the new call.

- **Hold (Key or Menu and Dialog Keys)/Make Another Call (Menu and Dialog Keys)/Handset or Speaker**

With an active call on hold, use the dialog keys to select the Make Another Call option from the menu system. The Optiset terminal selects a primary line call appearance for the new call. Dial tone is heard. Use the keypad to dial the phone number for the new call; use the handset or the microphone and speaker to carry on your conversation.

- **Consultation Call (Menu and Dialog Keys)**

With an active call in progress, originate a consultation call by selecting the Consultation Call option from the menu system. The Optiset terminal places the existing call on hold, selects a prime line call appearance for the new call, and sends an origination message to the switching system. Dial tone is heard. Use the keypad to dial the phone number for the consultation call.

- **Conference (Key or Menu and Dialog Keys) *(No Calls On Hold)***

While an active call is in progress (and no other calls are on hold), originate a conference by selecting the Conference option from the menu system or by pressing the Conference key. The Optiset terminal marks the current call for conference and places it on hold, selects a primary line call appearance for the new call, and sends an origination message to the switching system. Dial tone is heard. Use the keypad to dial the phone number of the conferee. When the new call is answered, use the menu system or the Conference key to retrieve the original party from hold.

- **Transfer (Key or Menu and Dialog Keys)**

Transfer an active call to another party by selecting the Transfer option from the menu system or by pressing the Transfer key. The Optiset terminal marks the current call for transfer by sending the Transfer feature activator (FA) to the switching system. The terminal responds to the Hold message and Transfer feature indicator (FI) returned by the switching system, selects a primary line call appearance for the new call, and sends an origination message to the switching system. Dial tone is heard. Use the keypad to dial the phone number of the party to whom the original call is to be transferred. When the called party answers, announce the transfer and then press the transfer key again.

Receive a call (No Other Calls Active)

- **Answer Call (Menu and Dialog Keys)/Speaker**

Use the menu system during incoming call alerting to select the Answer Call option. This activates the microphone and speaker.

- **Speaker (Key)**

Press the Speaker key during incoming call alerting. This activates the microphone and speaker.

- **Line Key/Speaker**

Press the Line key associated with the incoming alerting call (status light is flashing). This activates the microphone and speaker.

Receive a Call (With Another Call Active)

- **Answer Call (Menu and Dialog Keys)/Handset or Speaker**

If alerting occurs for a new call while another call is already active, the menu system briefly displays the Incoming Call Ringing menu. During the time this menu is displayed, use the menu system and dialog keys to select the Answer Call option. The active call is placed on hold, and the incoming call is connected.

- **Line Key/Handset or Speaker**

Press the Line key associated with the line on which incoming call alerting is occurring. The active call is placed on hold, and the incoming call is connected.

Reject a Call (No Other Calls Active)

- **Reject (Menu and Dialog Keys)**

If the calling-party information in the display indicates that the incoming call is one you do not want to receive, use the dialog keys to select the Reject Call option from the menu system. Call alerting (ringing and status-light flashing) ceases.

Reject a Call (With Another Call Active)

- **Reject (Menu and Dialog Keys)**

If, during an active call, alerting begins for another incoming call, the menu system briefly displays the Incoming Call Ringing menu. To reject the incoming alerting call, select the Reject Call option from the menu. Alerting ceases immediately.

Clear an Active/Connected Call

- **On-hook (Handset)**

Place the handset back in the cradle to clear an active, connected call.

- **On-hook (Speaker Key)**

If the microphone and speaker are being used, press the Speaker key to clear an active, connected call.

- Drop Last Party of Conference (Key or Menu and Dialog Keys)

Clear the last party added to a conference either by selecting the Drop Last Party option from the menu system or by pressing the Drop Last Party key.

- Release a Consultation Call (Menu and Dialog Keys)

Clear an active consultation call by selecting the Release This Call option from the menu system. The active consultation call is cleared, and the original party on hold is retrieved.

Hold a Call

- Hold (Key or Menu and Dialog Keys)

Place an active, connected call on hold by either selecting the Hold option from the menu system or pressing the Hold key.

- Line Key (Other Than Line Key Associated with the Active Call)

Place an active, connected call on hold by pressing the Line key for a different call appearance. If the call appearance associated with that Line key was idle, a new call is originated; if an incoming alerting call was selected, the call is answered/connected; if the call appearance was on hold, the call is retrieved.

- Consultation Call (Menu and Dialog Keys)

An active, connected call is placed on hold when a Consultation Call is invoked. Select the Consultation Call option from the menu system. The active call is placed on hold, and the Optiset terminal selects the prime line call appearance for the new call. Dial tone occurs on the prime line call appearance.

- Conference (Key or Menu and Dialog Keys)

An active, connected call is placed on hold when a Conference Call is invoked. Either select the Conference Call option from the menu system or press the Conference key. The active call is marked for conference and placed on hold; the Optiset terminal selects a line for the new call appearance or prompts you to Select a Line, after which dial tone occurs on the selected line.

- Transfer (Key or Menu and Dialog Keys)

An active, connected call is placed on hold when a Call Transfer is invoked. Either select the Transfer option from the menu system or press the Transfer key. The active call is marked for transfer and placed on hold while the terminal selects a line for the new call or prompts you to select a Line. Dial tone occurs on the selected line.

Retrieve a Call (No Active Call Connected)

- Retrieve Line x (Menu and Dialog Keys)

Use the menu system to select the Retrieve Line X option. This option is displayed whenever there is a call on hold and no other call is active.

- Line Key (Desired Call Appearance)

Press the Line key associated with the held call.

Retrieve a Call (With Another Active Call Connected)

- Line Key (Desired Call Appearance)

To retrieve a held call while another call is active, press the Line key associated with the held call. The active, connected call is placed on hold, and the selected call is retrieved.

- Retrieve Line x During Consultation Call (Menu and Dialog Keys)

During a consultation call, retrieve a held call by selecting the Retrieve Line X option from the menu system. The active consultation call is placed on hold, and the selected call is retrieved.

- Conference (Key or Menu and Dialog Keys)/Select a Line (Menu and Dialog Keys)/Conference (Key or Menu and Dialog Keys)

If you invoke a conference (using either the menu system and dialog keys or the Conference key) while one call is active and one or more calls are on hold, the Optiset terminal marks the active call for conference and moves it to hold. Then the terminal prompts you to select a Line. Press a Line key corresponding to one of the previously held calls to retrieve that call. Then complete the conference by selecting the Conference option from the menu or pressing the Conference key.

- Cancel Conference (Menu and Dialog Keys)/Release This Call (Menu and Dialog Keys)

Abandoning an attempt to add a call to a conference result in the original party, now on hold, being retrieved. Select the Cancel Conference option from the menu system if dialing has not been completed, or select the Release This Call option if ringback tone has begun. The new call attempt is released, and the held call is retrieved.

- Cancel Transfer (Menu and Dialog Keys)/Release This Call (Menu and Dialog Keys)

Abandoning an attempt to transfer a call results in the original party, now on hold, being retrieved. Select the Cancel Transfer option from the menu system if dialing has not been completed, or select the Release This Call option if ringback tone has begun. The new call attempt is released, and the held call is retrieved.

Transfer a Call

- Transfer (Key or Menu and Dialog Keys)

Transfer an active call by either selecting the Transfer option from the menu system or pressing the Transfer key. The Optiset terminal marks the current call for transfer and places it on hold, sends a Transfer FA message to the switching system, receives the Transfer FI message back from the switching system and either selects a line or prompts you to select a Line for the transfer. When dial tone is heard, dial the phone number of the party to whom the original call is to be transferred, press transfer again. The terminal connects the held call to the active call and drops your connection.

Set Up Conference Call

- Origination (Handset Off-hook or Speaker Key)/Conference (Key)/Dial Two Successive DNs/Conference (Key or Menu and Dialog Keys)

With the Optiset terminal idle, lift the handset or press the Speaker key. Then, press the Conference key; at the sound of dial tone, dial the first phone number.

When the switching system has accepted the first phone number, the Optiset terminal automatically places that call on hold and selects a line or prompts you to Select a Line for the second call origination. After selection of the second line, dial the second phone number. After the second call is accepted by the switching system, select the Complete Conference option from the menu system or press the Conference key. The Optiset terminal retrieves the first call from hold and merges the second call into the conference.

- Conference during One Active Call (Key or Menu and Dialog Keys)/Dial Second DN/Conference (Key or Menu and Dialog Keys)

With one active call in progress, use the menu system and dialog keys to select the Conference option or press the Conference key. The Optiset terminal marks the active call for conference

and places it on hold; then the terminal selects a line or prompts you to Select a Line for the second call.

After the terminal sends an origination message to the switching system, dial tone is heard. Dial the phone number of the second call. Once the second call is active, use the menu system to select the Complete Conference option or press the Conference key. The terminal retrieves the original, held call and merges the second call into the conference.

- Conference While One Call Is Active and One or More Calls are Inactive (Key or Menu and Dialog Keys)/Line Key (Of Call On Hold)/Conference (Key or Menu and Dialog Keys)

With one call active and one or more calls inactive, use the menu system to select the Conference option or press the Conference key. The Optiset terminal marks the current call for conference and places it on hold. Then the terminal prompts you to Select a Line. Press the Line key associated with a call on hold; the Optiset terminal retrieves that call. Then use the menu system to select the Complete Conference option, or press the Conference key. The retrieved call and the active call are merged into the conference.

- Join Line x During Consultation Call (Menu and Dialog Keys)

While a consultation call is active, you can convert to a conference call by selecting the Join Line X option from the menu system. The inactive, held call is retrieved and merged with the consultation call to form a conference.

USER-CONTROLLED TERMINAL SETTINGS

Using the instructions in this section, you can alter certain settings on your Optiset terminal that is not dependent on features provided by the central office switching system. These include audio settings (such as ringer, handset, and speaker loudness). Altering these settings allows you to configure your terminal to operate according to your needs and your environment.

Ringer Loudness

Procedure

During a ringing call press the + or – key located next to the handset. When the Volume is where you would like it, press the dialog key to store the ringing volume.

Speaker Loudness

Procedure

During a call, press the “+” or “-” key located next to the handset to adjust the speaker volume to the correct level. Press the key to store the volume.

Abbreviated Dialing

Each station has a list of 7 numbers indexed from 2 to 8 that you can program for your use.

Procedure to program Abbreviated Dialing

Get dial tone

Press #41 and the index number you wish to use

Dial the number just as you would if your were to

Dial it manually.

Hang up.

Procedure to use Abbreviated Dialing

Get dial tone

Press the index number you wish to dial followed by the # key.

Call Forwarding

Procedure to forward an extension

Get dial tone

Press the Call Forward Button located on the telephone associated with that line

Dial the extension number you want to forward to

Wait for user to answer and inform them of the call forward

Hang Up

OPTISET TERMINAL USED AS AN EKTS PHONE

CACH EKTS Directory Number Restrictions

An Optiset terminal that is being used as a CACH EKTS phone should have the same DN assigned to the prime line and at least one other line key to accommodate functions that require multiple call appearances (such as placing an existing call on hold and initiating another call).

EKTS Associated Calls

An EKTS Associated call is one that has been originated or answered by another terminal in the EKTS group and is appearing on a line appearance on your terminal. If the Privacy feature has not been invoked on the terminal involved in the call, the Status Light for the EKTS Associated Call line on your terminal will blink. If the terminal involved in the call has the Privacy feature invoked, the Status Light on your terminal is on steady to indicate that the line is in use.

Logging CACH EKTS Calls

The Call Logging feature in an Optiset terminal used as a CACH EKTS phone logs only unanswered calls to the prime line.

Answering Incoming Calls

In both Line Hold and Line Preview modes, you can answer a call by lifting the handset; pressing the Speaker, Headset, or selecting the Answer menu option. When multiple incoming calls are alerting on a CACH EKTS terminal and no call is active, calls will be answered according to one of the following priority schemes:

- If Off Hook Result is set to Answer Any Call, calls are answered in the following order:
 1. The preselected call, if any.
 2. The oldest call.
 3. The oldest Automatic Callback (ACB) call.
- If Off Hook Result is set to Answer Prime Line Only, calls are answered in the following order:
 1. The preselected call on the prime line, if any.
 2. The oldest call on the prime line.
 3. The oldest ACB call on the prime line.

If any call is active when incoming calls are received, lifting the handset; pressing the Speaker, Headset, or Connect key; or selecting the Answer menu option disconnects the active call.

Bridge onto an EKTS Associated Call

You can bridge onto an active EKTS Associated Call, if the Privacy feature has not been invoked for that call, simply by pressing the line key that is associated with the call. The status light for the line key associated with the call is winking before you bridge onto the call, and will change to steady on when bridging has been accomplished. When you are finished with the call, hang up in the way you would for any normal call.

Privacy for EKTS Calls

If your Optiset terminal has been programmed with the Privacy feature, one of the feature keys is assigned as the Privacy key. When you desire that no other EKTS group user be able to bridge into your EKTS call, simply press the Privacy key. The status light associated with your call on all other EKTS terminals lights steady on to indicate that your call is private.

If the Automatic Privacy on Retrieve from Hold feature is enabled on your Optiset terminal, the Privacy feature is invoked automatically when you retrieve a held EKTS call. Because Privacy is a switch-based rather than terminal-based feature, the interval between retrieval of the call and invoking of the Privacy feature could allow another user to bridge into your call. If that occurs, a Bridged-User Attention Tone (three short beeps) is sounded by your Optiset terminal when the retrieved call appearance becomes active.

Conference/Transfer Call Appearance

The Conference/Transfer Call Appearance (Conf/Transfer CA) is programmed as a fixed CA to be used as the consultation call of a Conference or Transfer. This CA should be assigned only in a CACH EKTS phone.

When you initiate a Transfer or a Conference call, the Optiset terminal puts the active call on hold and checks for a Conf/Transfer CA. If one is defined, the terminal will use it to initiate the consultation call. If the Conf/Transfer CA does not appear on a line key and is busy (used by another consultation call), the terminal will beep and prompt you to select a line. If the Conf/Transfer CA appears on a line key and is busy, the terminal will search for another idle appearance of that line DN. If none is found, the terminal will beep and prompt you to select a line. In either case, if you are prompted to select a line, you may select any idle line for the consultation call.

Note: The Conf/Transfer CA is cleared when a download from the switching system is performed.

Hold

For EKTS calls, the line Status indicator will indicate the hold state against the EKTS group of the selected call. Hold against the EKTS group means that all EKTS group members have put their call legs on hold and nobody from the EKTS group is connected to the outside call at this time. The hold state against the EKTS group is recognized by the switch and indicated to the Optiset by the NI value "call on hold" or "call retrieved from hold."

FEATURES

Three types of features are available to you as a user of the Optiset ISDN Terminal:

- Local features
- Switch-based features
- Combined local/switch-based features

Local features are based entirely in the Optiset terminal and are available to you irrespective of the kind of central-office switching system that serves the terminal. Some examples of local features are Mute, Redial, and Speed Dial.

Switch-based features are provided entirely by the switching system and are merely requested through the Optiset terminal. Some examples of switch-based features are Automatic Callback, Automatic Recall, and Group Call Pickup.

Combined local/switch-based features involve actions by both the Optiset terminal and the central-office switch, as well as hand-shaking between the two. Examples of combined local/switch-based features are Conference and Hold.

Many of the features available through your Optiset terminal can be invoked using dedicated function keys and programmed feature keys. These same features also may be invoked using the menu system. Other features for which feature keys have not been (or cannot be) programmed also are available through the menu system.

Automatic Callback

Automatic Callback (ACB) is a switch-based feature that can be activated by the menu system by scrolling to the Auto callback menu option and pressing the 4 dialog key. The switching system will then call you back when the called party's line becomes idle.

An ACB alerting call that is not answered eventually will be timed out by the switching system. When the feature times out, ringing and indicator flashing on your Optiset terminal will cease. The line that was being used to alert you goes idle, and you can then use it to place regular outgoing calls.

Answering an ACB Call

When the switching system rings your Optiset terminal to alert you that the party you attempted to call is available, press the line key associated with the alerting indicator light. Pressing the line key instructs the switching system to retry the call to the previously busy party.

Making an Outgoing Call While ACB is Alerting

You can place an outgoing call while an ACB call is alerting on your Optiset terminal by doing one of the following:

- Select a line with a different DN and place your call.
- Use Redial or a Speed Dial key to place the outside call. These methods automatically select an idle line, if available, or stack the new outgoing call on the same line as the ACB alerting call.

Cancel Automatic Callback

After you have activated the ACB feature, the idle menu display on your Optiset terminal will display the Cancel auto callback menu option. Pressing the 4 dialog key will cause the terminal to request the central office switch to cancel operation of the ACB feature with your Optiset terminal.

Call Log

The Call Log is a local (Optiset terminal based) feature that stores the calling-party numbers of unanswered or rejected incoming calls. For each such call, the date and time also are recorded. From the idle menu display on your Optiset terminal you can scroll to the Access call log menu option. This option allows you to scroll through the logged calls, display the date and time the calls occurred, and delete calls from the log.

The Call Log feature will store up to 20 call records. If the limit of 20 records is reached, no more calls will be logged. The idle menu will display a message informing you that the log is full, and the Access call log option will be offered to encourage you to review the log and delete records you no longer want to keep.

Conference

Conference is a combined local/switch-based feature that allows you to include parties in a single call. To activate the Conference feature, there already must be a call active. Then press the Conference key. The Status light associated with each conference key pressed will light.

The Conference feature will then place the existing call on hold and either select the next available line with the same DN as the conference call or will prompt you to select the line on which to add the conferee. You may select either an idle line, to dial a third party, or a line that is on hold, to add a held party to the conference.

After you have made your call to the third party or connected the held party, you are in a consultation call with only that party. The original party is still on hold. The Status light associated with the Conference key is flashing to indicate that the consultation call can now be joined to the original called party to form a conference. To do this, simply press the Conference key. All three parties will now be joined in a conference call, and the Conference key Status light will change to steady on.

To add another party to the conference, again press the Conference key, and repeat the procedures just described. If you reach the maximum number of parties for your Conference feature, you will be permitted to set up a consultation call, but the switching system will not add the consultation call to the conference. If this occurs, you must terminate the consultation call in order to return to the

conference call. If you wish, you may then drop one party from the conference and repeat the preceding steps to reestablish the consultation call and then add it to the conference.

Date

From the idle menu display you can set the date that is displayed on your Optiset terminal by scrolling to the Set date menu option. When this option is displayed, press the dialog key to display the Mo, Day, and Year fields. Then use the ◀ and ▶ dialog keys to cursor to the fields. Enter the current date in the format already displayed and then press the dialog key to store your entry. At any time prior to storing your entry you can abort the Date option and retain the previous settings by pressing the ✕ dialog key.

Download

Your Optiset terminal is capable of receiving configuration updates downloaded directly from the switching system. A download may update Feature Identification Numbers (FIN) for various menu features, as well as such CPE parameters as Call Appearance IDs and the mapping of feature keys on your terminal, unless those key assignments are protected.

If your terminal should display the "New download available" message, you can select the Clear download message menu option to clear the message. Then consult the person responsible for maintaining your Optiset terminal.

Group Pickup

Group Pickup is a switch-based feature that allows you to answer a call that is ringing on any of the phones in a group of phones that have been listed with your telephone operating company as a pickup group. If your Optiset terminal is subscribed to this feature, it is available through the menu display when you go off-hook. When you hear a phone in your pickup group ringing, simply go off-hook and press the □ dialog key to answer the call.

Note: Group Pickup ceases to be available as soon as you begin dialing an out-going call.

Hold

Hold is a combined local/switch-based feature that is used to put either a single party or a conference on hold so you can answer or make another call. The feature can be activated either by pressing the Hold feature key or by selecting the Hold menu option from the menu display. Either action sends a Hold request to the central-office switching system.

When a Hold Acknowledge is received from the switching system, the Optiset terminal will isolate the call from the terminal's acoustic circuits, and the Hold status light will turn on. If the Hold request is rejected by the switching system, the current call state of the terminal will not change, and an error message may be sent to the terminal by the switching system.

For EKTS calls, the line key status light indicates that the call is on hold in the entire EKTS group. This condition must be recognized and acknowledged by the switching system before the Optiset terminal will cause the line key status light to give the Hold indication.

The Hold key status light indicates whether your Optiset terminal's own call leg is on hold and selected. This is achieved by the switching system returning a Hold Acknowledge to the terminal for the selected call.

When you want to retrieve a held call, press the line call associated with the held call, or select the Retrieve menu option. This will cause your Optiset terminal to send a retrieve request to the central-office switching system. When the Retrieve Acknowledge message is returned to your terminal by the switching system, the Hold status light will turn off, indicating that the call is no longer on hold. If the switching system should reject your retrieve request, the call will remain on hold. You may attempt to retrieve the call later.

Mute

Mute is a local feature that blocks the outgoing speech circuits in the Optiset terminal. In the speaker mode, Mute blocks the microphone; In the handset or headset mode, Mute blocks the mouthpiece. The feature is activated by pressing the Mute feature key. When Mute is active, the status light next to the Mute key is lighted.

If a muted call is placed on hold, the mute state goes away and the status light goes dark. When the held call is retrieved, it is not muted.

Redial

Redial is a local feature that redials the last number you dialed on your Optiset terminal. This feature can be invoked from the idle menu display by scrolling to the Redial xxxxxxxxxx? option (the last number you dialed will be displayed instead of "xxxxxxx") and pressing the dialog key. The feature also can be invoked by pressing the Redial feature key, if such a key has been programmed on your Optiset terminal. If the last number you dialed is greater than 14 digits, only the first 14 digits of the number will be displayed. However, the entire number will be redialed when the feature is invoked. If the Optiset terminal is unplugged or reset, the last number dialed is lost and this feature will not work until after an outgoing call has been attempted.

Speaker

Your Optiset terminal should have been programmed with a Speaker feature key. This key switches on the microphone and loudspeaker to allow hands-free operation of the terminal. The status light on the Speaker key lights to indicate that the terminal is in the hands-free/open listening mode.

If the terminal is idle, the Speaker key can be used to initiate a call on the prime line. If an incoming call is presented when no other calls are active, you can press the Speaker key to answer the call.

Time

From the idle menu display you can set the time that is displayed on your Optiset terminal by scrolling to the Set time menu option. When this option is displayed, press the dialog key to display the xx:xx field. Enter the current time in the format already displayed, and press * for AM or # for PM. Then press the 4 dialog key to store your entry. At any time prior to storing your entry you can abort the Time option and retain the previous settings by pressing the ☒ dialog key.

Transfer

Transfer is a combined local/switch-based feature that allows you to move a call from your Optiset terminal to another phone and remove your terminal from the call. This feature may be invoked with the Transfer feature key, if this key has been programmed on your terminal, or through the menu system. Invoking this feature when a call is active causes the switching system to place the other party on hold. The Optiset terminal then selects another call appearance. When dial tone is occurs on the new call appearance, you may dial the number of the party to whom you want to transfer the call.

The menu system provides a number of options at different stages of the transfer operation. While you are dialing the transfer number, you may select either the Cancel transfer option or the Restart dialing option. The Cancel Transfer option allows you to stop the transfer and retrieve the original call from hold. The Restart Dialing option cancels the transfer call and allows you redial, while the original call remains on hold. This option is helpful if you have dialed an incorrect digit or have begun to dial the wrong party.

After you have finished dialing the transfer number and have the new party on the line, you may select one of the following options: Complete transfer Release this call, Retrieve line x, or Join line x. The Complete Transfer option transfers the held call to the new party. The Release This Call option disconnects from the transfer call and reconnects to the held party. The Retrieve Line x option allows you to toggle between the new party and the held call. "Line x" (1 to 44) is the line key number associated with the held call. The Join Line x option puts you in a conference call with both other parties. "Line x" (1 to 44) again is the line key number associated with the held call.

MENU TREES

This chapter presents the menu options that are available to you during specific operating states of your Optiset terminal. For descriptions of the dialog keys used to access the menu options, refer to "Display" and "Dialog Keys" in Chapter

Idle Terminal

THU FEB 04, 99 09:35 AM Redial xxxxxxxx < >
Cancel auto callback? < >
Make busy? < >
Cancel make busy? < >
Set date? < >
Set time? < >
Access call log? < >

Xxx-xxxx Answer call? < >
Reject call? < >

Xxx-xxxx Cancel auto callback? < >
--

Dial: Group call pickup? < >
Disconnect call? < >

Dial: x Disconnect call? < >

Dial: xxxxxxxx	
Disconnect call?	<
>	
Auto callback?	<
>	

xxx-xxxx	
Drop last party?	<
>	
Activate/cancel privacy?	< >
Hold?	<
>	
Transfer?	< >
Conference?	< >
Consultation call?	< >
Disconnect call?	< >

xxx-xxxx	
Retrieve line x?	< >
Make another call?	< >

xxx-xxxx	
Retrieve conf/xfer CA?	< >
Make another call?	< >

x	
Cancel transfer?	< >
Restart dialing?	< >

xxxxxxx	
Complete transfer?	< >
Release this call?	< >
Retrieve line x?	< >

Join line x?

< >

x

Cancel conference?

< >

Restart dialing?

< >

xxxxxxxx

Complete conference?

< >

Release this call?

< >

Retrieve line x?

< >

Transfer call?

< >

x

Cancel consultation?

< >

Restart dialing?

< >

xxxxxxxx

Retrieve line x?

< >

Release this call?

< >

Join line x?

< >

xxx-xxx-xxxx (x)

Delete this entry?

< >

Next log entry? <

>

Previous log entry?

< >

More details?

< >

Return to Any Held Call:

1. Press the line key associated with the held call.
The associated status light goes on steady.
2. Use the handset or the microphone and speaker to converse.

Problem Reporting:

All telephone and voicemail problems should be called into the Help Desk at x34800.

If you wish to request a move, add, or change to your telephone—please see the CTS Coordinator for your organization.

Voicemail:

When you access your mailbox for the first time, a user tutorial is automatically activated. This tutorial will guide you through your first mailbox session, explain how to record a greeting, and prompt you to change your temporary passcode. (The initial default passcode is 1111)

To check voicemail:

From your desk:

1. Dial 2-MAIL (2-6245), go to step 3.

From any other on-site phone:

1. Dial your phone number, wait for your voicemail greeting
2. Press “*”
3. Enter your password.

From Off-site:

1. Dial 281-792-MAIL.
2. Press “*” and enter your mailbox number (extension number).
3. Enter your password.
4. Perform the desired function.

Set Station Speed Dial:

Enter #41, (Ref Key #2-8), Phone No.

Ex.: #41 2 (Any Phone No.).

OPTISET QUICK Reference Guide 2000



Vicemail Menus:

Listed below is a quick reference of the menus within voicemail.

Basic Menu:

- “7” or **P** for Play Messages
- “8” or **U** for User Options
- “6” or **M** for Make Messages

User Options Menu:

- “4” or **G** for Greeting
- “6” or **N** for Name
- “7” or **P** for Passcode
- “5” or **L** for Distribution List
- “8” or **T** for Tutorial

Play Message Menu:

- “7” or **P** to Play Messages
- “2” or **A** to Answer Messages
- “4” or **G** to Give Messages to Another User
- “5” or **K** to Keep Messages
- “6” or **M** to Make Messages
- “3” or **D** to Discard Messages

Make Message Menu:

- “7” or **R** to Review Messages
- “3” or **D** to Discard Messages
- “2” or **A** to Append Messages
- “9” or **X** to Exit to the Main Menu
- “6” or **M** to Message Address

Message Addressing Menu:

- “2” or **C** for Confidential
- “7” or **R** for Receipt Request
- “8” or **U** for Urgent
- “9” or **X** for Exit options menu

Send Calls Directly to Voicemail:

To forward your phone directly to voicemail:

1. Get Dial Tone
2. Enter *10 + 26245

To cancel:

1. Get Dial Tone
2. Enter #10

Place a call:

1. Lift the handset.
The red status light associated with the line appearance lights.
2. Wait for dial tone.
3. Dial the number of the party you want to call.
4. Use the handset to listen for either audible ringing, your party’s answer, or a busy tone.
5. When your party answers, use the handset to converse.
6. At the end of the call, return the handset to its cradle.

The red status light associated with the line appearance is extinguished.

Answer a Call:

1. The incoming call causes the ringer to sound.

The red status light associated with the incoming line appearance lights.

2. Lift the handset.
3. Use the handset to converse.
4. At the end of the call, return the handset to its cradle.

The red status light associated with the incoming line appearance is extinguished.

Answer a Call While Another Call Is Active:

1. The incoming call causes the red status light associated with the incoming call appearance to light.
2. Press the line key associated with the incoming second call.

The first call is placed on automatic hold, and a connection is made to the incoming call. The status light for the first call blinks to indicate that it is on hold.

3. When the second call has been disposed of, retrieve the first call by pressing the associated line key.

The status light for the second call is extinguished and the status light for the first call goes steady.

4. At the end of the original call, hang up.

The red status light associated with the call appearance is extinguished.

Transfer a Call:

A call is active.

1. Press the transfer key.
2. Dial the number of the party to whom you want to transfer the call.
3. Listen for ringing.

If the party doesn't answer, or the party does not want to accept the transferring call, refer to Back Out of a Transfer or Conference Setup.

4. When the transferee answers, press transfer.

Establish a Conference Call:

A call is active.

1. Press the conference key.
2. Dial the number of the party you want to add to the conference call.
3. Listen for ringing.

If the party doesn't answer, or the party does not want to be included in the conference call, refer to Back Out of a Transfer or Conference Setup.

4. When the conferee answers, announce the call and then press the conference key again.
5. When all parties are on the line, conduct the conference.
6. When the conference is finished and the other parties have disconnected, hang up.

Drop Last Party Added to a Conference:

A conference call is in progress.

1. To drop the last party who was added to the conference, press the drop last party key.
2. At the end of the call, hang up.

The red status light associated with the line appearance is extinguished.

Back Out of a Transfer or Conference Setup:

The transferee or conferee has been dialed.

The party doesn't answer or does not wish to receive the call.

1. You will see "Complete conference?" or "Complete transfer?" in your display.
2. Press the \leftarrow dialog key until you see "Release this call?"
3. Press the 4 dialog key.

The second call is released, and the first call is removed from hold.

4. Use the handset or the microphone to inform the first party of the unsuccessful transfer or connection.
5. Retry the transfer or conference or hang up.

Place a Call on Hold:

A call is active.

1. Press the HOLD key.

The line appearance light begins to flash, indicating a held call.



NASA's Telecommunications Provider

NASA Integrated Services Network

NASA's Voice Teleconferencing Services (VoTS) User's Guide

January 2006

Purpose

This user's guide provides information for the National Aeronautics and Space Administration (NASA) Voice Teleconferencing System (VoTS) customer on voice teleconferencing services available from MCI WorldCom (MCIW) and Secure Voice Conferencing provided by Marshall Space Flight Center (MSFC). In some cases, a web site will be referenced to provide additional information or provide a link to frequently changing information. In addition, the NASA Help Desk can answer questions and provide assistance with VoTS. The NASA Help Desk may be reached at 1-800-424-9920 or 544-HELP (4357) at MSFC. Unified NASA Information Technology Services (UNITES) employees should call 1-888-564-UNITES or 544-5400 at MSFC.

Background

NASA's VoTS services are provided by NASA Integrated Services Network (NISN) and managed by UNITEs. The service is intended to augment the teleconferencing capabilities of NASA's desktop and conference room telephones. Most NASA telephones are capable of conferencing at least 4 participants. The use of VoTS is not necessary for conferences with fewer than 5 participants.

Previously NASA's Teleconferencing Center (NTC) at MSFC arranged voice teleconferences for the agency. When it was discovered that the equipment used was not Year 2000 (Y2K) compliant, a study was completed to determine whether NASA should upgrade the equipment or outsource the service. NISN and UNITEs determined that outsourcing was the best option and MCIW was chosen as the vendor. MCIW provides voice conferencing services for NASA for all voice conferences except Secure Voice Conferencing, which is provided for NASA by MSFC Operators.

VoTS

MCIW voice conferencing offers two main components for each conference call: Service Level and Access Type. The Service Level relates to the type of conferencing service chosen and access type is the manner in which a participant joins a conference.

Service Levels – Conference Types

Service Level relates to the type of conferencing service provided such as Unattended or Standard conferences.

Unattended Service

When a NASA VoTS user requests a conference using Unattended Service Level or Conference Type, an Operator is available for technical assistance by request during the conference by entering *0 on the telephone keypad but does not assist with the initiation or direction of the conference. The participants access or dial into the conference by using a toll or toll-free telephone number provided by the conference facility. The Access types for Unattended Service are Toll Free Meet Me or Toll Meet Me.

- Toll Free Meet Me - To enter into this automated voice conference, each participant dials a pre-defined toll free telephone number, then enters a numeric pass-code via his or her telephone keypad. Operator assistance is available for technical problems by entering *0 on the telephone keypad but the Operator does not greet the participant or announce his or her entry.
- Toll Meet Me - To enter into this automated voice conference, each participant dials in to the conference facility at his or her own expense using a telephone number provided by the conference facility and then enters a numeric pass-code via his or her telephone keypad. Operator assistance is available for technical problems by entering *0 on the telephone keypad but the Operator does not greet the participant announce his or her entry.

Standard Service

With this service level, an Operator will greet the NASA participants as they join the conference. The Operator will frequently monitor the meeting and can be called for assistance by using *0 on the telephone keypad. Standard Service will be used to support NASA conferences that involve international sites, which cannot access the conference facility using a toll free telephone number. Standard Service will also be used for NASA conferences where participants require that an Operator contact them to connect to the conference. Participants may access VoTS Standard Service via Toll Meet Me, Toll Free Meet Me or Dial Out.

- Toll Free Meet Me - To enter into this voice conference, each participant dials a pre-defined toll free telephone number. The Operator will greet the participant, ask for their name, conference title or pass code and the conference leader's name. The participant will then be entered directly into the conference or, if requested, the Operator will announce them into the conference.
- Toll Meet Me - To enter into this voice conference, each participant dials in to the conference facility at his or her own expense. The Operator will greet the participant, ask for their name, conference title or pass code and the conference leader's name. The participant will then be entered directly into the conference or, if requested, the Operator will announce them into the conference.
- Dial Out - The Operator places a call to each participant to connect him or her to the conference.

Access Type - Attending a Voice Teleconference

Access Type describes the method a participant uses to join a teleconference. There are two basic Access Types: participant initiated and Operator initiated. The common industry term "Meet Me" is used to describe the process by which the participant initiates the call that allows his or her entry into the conference. "Dial Out" is the industry term used to describe the process of an Operator contacting the participant and entering him or her into the conference. Voice conferences may contain all Meet Me participants, all Dial Out participants or a combination of "Meet-Me" and "Dial Out" participants.

Meet Me or Participant Initiated

"Meet Me" Access Type describes attendance that is initiated by the participant either using a toll number (Toll Meet Me) or a toll-free number (Toll Free Meet Me).

- a. Toll Meet Me
 - The conference leader or contact provides the conference facility with the date, time (including time zone), duration, conference title, conference leader's name and number of ports (telephone connections) required.
 - The conference facility provides the conference leader or contact with a toll number and numeric pass-code.
 - The conference leader or contact provides these numbers to participants and they can dial from wherever they are— the U.S., Canada, Puerto Rico, or the U.S. Virgin Islands— to join the meeting. The conference leader or contact should also supply the participants with the date, time (including time zone), duration, conference title and conference leader's name.
- b. Toll-Free Meet Me
 - The conference leader or contact provides the conference facility with the date, time (including time zone), duration, conference title, conference leader's name and number of ports required (telephone connections).

- The conference facility provides the conference leader or contact with a toll-free number and numeric pass-code.
- The conference leader or contact provides these numbers to participants and they can dial from wherever they are— the U.S., Canada, Puerto Rico, or the U.S. Virgin Islands— to join the meeting. The conference leader or contact should also supply the participants with the date, time (including time zone), duration, conference title and conference leader's name.

Dial-Out or Operator Initiated

The Operator calls the participant and enters him or her into the conference.

- The conference leader or contact supplies the conference facility with a list of participants and the phone number where they may be reached for the conference.
- The conference leader or contact supplies the participants with the date, time (including time zone), duration, conference title, and the conference leader's name.
- The participants should be available 10 (ten) minutes prior to the conference start time to receive the call from the conference facility.
- The conference facility contacts the participants and announces them into the conference. Voice mail with instructions for entering the call will be left for each participant that cannot be reached.

Combination Access Type

Participants in a conference may join using any combination of the choices listed above – Toll Meet Me, Toll-Free Meet Me or Dial Out.

International Participants

Since MCIW toll free phone numbers are accessible from the United States, Canada, Puerto Rico, or the U.S. Virgin Islands, many international participants may not be able to join a voice teleconference using the Access Type of Toll Free Meet Me. There are two solutions available:

1. The call leader can request a toll phone number for the international participant to use to join the conference. In this case, the international participant will be paying long distance charges to access the conference.
2. The call leader can request that an MCIW Operator Dial Out to the international participant to join the conference. In this case, the call leader will supply the conference facility with the name and telephone number of the international participant. Approximately 10 minutes prior to the start of the conference the MCIW Operator will Dial Out to the international participant using the telephone number provided by the call leader. If the Operator cannot reach the international participant, he or she will leave a voice mail with instructions on how to join the conference. The phone number left on the voice mail (+319-375-1930) is a collect phone number paid by NASA. Shortly after the international participant calls the conference facility, an MCIW Operator will then Dial Out again using the telephone number provided and connect the international participant with the conference.

Individuals located in Russia using the MSFC telephone system (256-961-XXXX) are able to call the conference facility using toll free telephone numbers. Thus, these individuals are able to join a teleconference using the Access Type of Toll Free Meet Me and do not require Dial Out Access.

VoTS Features

Additional features may be added to voice conferencing to increase privacy, provide support and to assist with administration. The table below shows the features that are available to NASA for no additional charge for each level of service. A brief description of these features follows the table.

Unattended Service	Standard Service
Operator Assistance *0	Operator Assistance *0
ASAP Calling	ASAP Calling
Pre-notification	Pre-notification
Secured Call	Secured Call
Standing Reservation	Standing Reservation
Master List	Master List
Tone In	Tone In
Customer Reference Codes	Customer Reference Codes
	Conference Monitoring
	Participant Screening
	Enter and Announce
	Roll Call
	Listen Only
	Sub-conferencing
	Tape Playback
	Participant List

Operator Assistance

Technical assistance from an Operator may be requested at any time during the conference by pressing *0 on the telephone keypad. The Operator will enter the conference and attempt to resolve the technical problem.

ASAP Calling

When a meeting must be held immediately, request ASAP Calling. A conference call can typically be arranged in 20 minutes or less.

Pre-Notification

The conference facility can notify participants of the date and time of the teleconference (48-hour notice required). Typically NASA will notify participants using the email global address listing. If the Pre-Notification feature is chosen, NASA must provide MCIW with telephone numbers to call each participant and notify them of the conference.

Secured Call

Secured Call allows the conference leader to prevent both the Operator and additional participants from joining the call. It ensures that confidential conversations will not be overheard or monitored. The conference leader is responsible for sharing Secured Call procedures with the participants.

Standing Reservation

The conference facility allows the conference leader to make a standing reservation for a regularly scheduled conference call (i.e., daily or weekly). NASA refers to these calls as recurring conferences.

Master List

The conference facility maintains a file for participants who consistently participate on a regularly scheduled conference. (Also referred to as a customer profile)

Tone In

A tone will be heard for each participant as they enter the call.

Customer Reference Codes (CRC)

Customer Reference Codes identify the calls listed on the invoice by name, number or combination of both. The fields will be used to track usage data for reports by project name.

Conference Monitoring

An Operator will continuously monitor the call for quality. Dialing * 0 will bring immediate assistance.

Participant Screening

An Operator will pre-screen participants as they enter the conference using an approved list from the conference leader. The participant must also supply the Operator with the pass code or conference title and conference leader's name to be allowed entry. The Operator will then announce the participant into the conference.

Enter/Announce

The Operator will enter and announce each participant into the conference. The participant must also supply the Operator with the pass code or conference title and conference leader's name to be allowed entry. This differs from Participant Screening because the Operator does not use a list of names from the conference leader to determine who has permission to enter the conference.

Roll Call

The Operator can conduct a roll call so that all participants know who else is on the line.

Listen Only

To ensure the conference call is conducted efficiently when there are many participants, some participants may be placed in a listen only mode while others are speaking. Participants may be returned to a speaking mode. This helps to eliminate excessive background noise.

Sub Conferencing

Pre-designated participants may confer privately within a separate conference and then return to the main conference.

Tape Playback

This is a specific voice conference in which the Operator will play a pre-recorded audiocassette provided by NASA. (24 hours notice is required)

Participant List

At the request of the conference leader, the Operator will compile a list of participants that attended the conference call. The list may be either emailed or faxed to the conference leader.

VoTS Reservations

NASA users and NASA contractors may make reservations for voice conferences by using the Internet based reservation system e-Scheduling, calling NASA Reservations at 1-877-232-NASA (6272) or faxing the NASA VoTS Reservation Form to 1-800-728-1300. Information on how to request an e-Scheduling user name and the NASA Reservation Form is located on the NISN web site at: <http://nisen.nasa.gov/DOCUMENTS1/vots/reserve.doc>. MCIW will provide a written confirmation of a conference reservation by request. NISN recommends that all VoTS users request a written confirmation.

e-Scheduling

The conference facility offers a reservation system available through the Internet to schedule conferences. This system is “e-Scheduling”, formerly known as the Online Reservation System or ORS. A user training presentation is available on the NISN web site <http://www.nisen.nasa.gov/vots/index.html> in the section “e-Scheduling”.

With e-Scheduling you can:

- Review your scheduled conference calls.
- Schedule, modify or delete your Unattended and Standard conferences accessed by Meet-Me or Dial Out in real-time.
- Receive immediate on-line confirmations as well as request email and fax confirmations.

Limitations of e-Scheduling

The call features listed below are features that you currently cannot schedule through e-Scheduling. To schedule one of the features listed below, please call the NASA Reservations Center at 1-877-232-NASA (6272) to speak with a reservationist.

- Pre-Notification
- Secured Call

Also, you will need to call the NASA Reservations Center at 1-877-232-NASA (6272) for voice conferences that:

- Have more than 20 participants.
- Are longer than 8 hours.

Workstation Requirements for e-Scheduling

e-Scheduling requires a “PC Compatible” workstation and does not support Macintosh workstations at this time. e-Scheduling works best with the following browser types and versions:

- Microsoft Internet Explorer 4.01 and above (version 5.0 recommended)
- Netscape Navigator 4.6 (and above) or Netscape Communicator 4.6.1

For optimal viewing of the e-Scheduling application, the following screen settings are recommended:

- Desktop area: 800x600 or higher
- Font size: small fonts

Assistance with e-Scheduling

If you need assistance, you may access help by:

- Clicking on the Help button if you have already logged on to e-Scheduling.
- Calling the NASA Information Support Center (NISC) using the NISN support line 1-800-424-9920. A Help Desk Analyst will connect you to the MCIW e-Scheduling Help Desk for assistance if he or she cannot solve your problem.

e-Scheduling New User Registration

Use of e-Scheduling requires a username and password provided by the conference facility. UNITES will assist you with this process by requesting a username and password for you. Information on how to request access to e-Scheduling is located on the NISN web site, <http://nisl.nasa.gov/DOCUMENTS1/vots/reserve.doc>, in Section "e-Scheduling."

If at anytime you need to update your profile information for the e-Scheduling, call MCIW at 1-877-232-NASA (6272) and speak with a reservationist.

NASA VoTS Reservation Form

The NASA VoTS Reservation form is located on the NISN web site <http://www.nisl.nasa.gov/vots/reserve.doc>. It is a Microsoft Word document that should be saved to your workstation and completed before faxing to MCIW at 1-800-728-1300. The document also contains instructions for completing the form and a detailed description of the information requested for each field.

VoTS Conference Confirmations

MCIW will provide a written confirmation for all conference reservations and cancellations by request. The confirmations are provided by email and/or fax. NISN recommends that all VoTS users request a written confirmation with the preferred method being email. If an email confirmation is requested, then the call leader or conference contact may forward this message to the participants to provide them the information required to attend the conference.

Sample Conference Confirmations

Below are sample conference confirmations received via email from MCIW. The preceding paragraph is an explanation of the information contained in the email message.

- The conference scheduled below is Unattended Service Level or Conference Type. All participants will be accessing using a toll free number (Toll Free Meet Me Access) and there are 10 port (telephone connections) reservations made. The pass-code is 42177 and the conference leader and conference contact is Ms. Becky Jernigan. The conference confirmation number is 7042665. Participants will join by calling the toll free number and entering the pass code on their telephone keypad and should do so by 10 minutes prior to the start time so the conference can begin on time. Their entry will produce a tone. The conference is scheduled for Saturday, July 15, 2000 at 12:00 PM Central Time for one hour. The conference leader, Ms. Jernigan, is responsible for the following:
 - Verifying that the conference information is correct and notifying MCIW if there is an error.
 - Notifying the participants of the conference and can do so by forwarding this email message after removing the confirmation number.
 - Canceling the conference before 11:30 AM Central Time Saturday, July 15, 2000 if the meeting will not take place as planned to avoid NASA being charged cancellation fees equal to \$3.50 per port (\$35.00 for this conference).

From: confirmations@mymeetings.com
To: BECKY.JERNIGAN@UNITESONLINE.COM
CC:

Subject: Details of Your Meeting: 07/15/2000, 12:00 PM (CT))

Thank you for selecting NASA CONFERENCING CENTER conferencing services for your upcoming meeting. Please examine the details of your reservation to ensure they are correct. If you'd like to make any changes, call us at 877-232-6272 (please do not reply to this e-mail). Should you need to cancel your call, please do so at least 30 minutes prior to its scheduled start to avoid cancellation or no-show charges.

AUDIO ACCESS INFORMATION:

=====

USA Toll Free Number: 888-655-9181

Pass-code: 42177
Conference Leader: Ms Becky Jernigan

MEETING INFORMATION:

=====

Confirmation Number: 7042665

Company Name: NASA
Billing Address: PO BOX 240005-6405
HUNTSVILLE, AL 35824
USA

Conference Date: JUL-15-2000 (Saturday)
Conference Time: 12:00 PM CENTRAL TIME
Conference Duration: 1 hr
Service Level: UNATTENDED
Call Type: MEET ME

Number of Participants: Total=10 Dialout=0 Meet Me=10 Meet Me Toll=0
Entry Method: Tone In

Conference Leader: Ms Becky Jernigan
CRC: UNITES
Phone: 1-256-705-9430
Leader Day of Call Phone #: 1-256-705-9430
Conference Contact: Ms Becky Jernigan
Phone: 1-256-705-9430

ADDITIONAL FEATURES:

=====

Tones

PARTICIPANTS:

=====

Participant Phone1 Phone2 Comments

Leader: Ms Becky 1-256-705-9430
Jernigan (Will Call in)

Please let your meet-me participants know that for security reasons, the pass-code 42177 and the leader's name will be required to join your call.

This confirmation contains confidential information that you may want to modify before forwarding to your participants. Confirmation number and Authorization Code should not be provided to your participants.

- The conference scheduled below is Standard Service Level or Conference Type. All participants will be accessing using a toll free number (Toll Free Meet Me Access) and there are 10 port (telephone connections) reservations made. The conference leader Ms. Becky Jernigan and the conference contact is Emma Mitros. The conference confirmation number is 7042236. Participants will join by calling the toll free number and should do so by 10 minutes prior to the start time so the conference can begin on time. The Operator will greet the participant, request their name and the conference leader's name (Becky Jernigan) and will announce him or her into the conference. The conference is scheduled for Saturday, July 15, 2000 at 8:00 AM Central Time for one hour. The conference leader, Ms. Jernigan is responsible for the following:
 - Verifying that the conference information is correct and notifying MCIW if there is an error.
 - Notifying the participants of the conference and can do so by forwarding this email message after removing the confirmation number.
 - Canceling the conference before 11:30 AM Central Time Saturday, July 15, 2000 if the meeting will not take place as planned to avoid NASA being charged cancellation fees equal to \$3.50 per port (\$35.00 for this conference). MCIW will also allow Emma Mitros to cancel this conference since she is the conference contact.

From: confirmations@mymeetings.com
To: BECKY.JERNIGAN@UNITESONLINE.COM
CC:

Subject: Details of Your Meeting: 07/15/2000, 08:00 AM (CT)

Thank you for selecting NASA CONFERENCING CENTER conferencing services for your upcoming meeting. Please examine the details of your reservation to ensure they are correct. If you'd like to make any changes, call us at 877-232-6272 (please do not reply to this e-mail). Should you need to cancel your call, please do so at least 30 minutes prior to its scheduled start to avoid cancellation or no-show charges.

AUDIO ACCESS INFORMATION:

=====

USA Toll Free Number: 800-779-0375

Pass-code: BECKY
Conference Leader: Ms Becky Jernigan

MEETING INFORMATION:

=====
Confirmation Number: 7042236

Company Name: NASA
Billing Address: PO BOX 240005-6405
HUNTSVILLE, AL 35824
USA

Conference Date: JUL-15-2000 (Saturday)
Conference Time: 08:00 AM CENTRAL TIME
Conference Duration: 1 hr
Service Level: STANDARD
Call Type: MEET ME

Number of Participants: Total=10 Dialout=0 Meet Me=10 Meet Me Toll=0
Entry Method: Enter Announce

Conference Leader: Ms Becky Jernigan
CRC: UNITES
Phone: 1-256-705-9428
Leader Day of Call Phone #: 1-256-705-9428
Conference Contact: Emma Mitros
Phone: 1-256-705-9434

ADDITIONAL FEATURES:

=====
Announce

PARTICIPANTS:

=====
Participant Phone1 Phone2 Comments

Leader: Ms Becky 1-256-705-9428
Jernigan (Will Call in)

This confirmation contains confidential information that you may want to modify before forwarding to your participants. Confirmation number and Authorization Code should not be provided to your participants.

- The conference scheduled below is Standard Service Level or Conference Type. All participants will be accessing using a toll free number (Toll Free Meet Me Access) and there are 10 port (telephone connections) reservations made. The conference leader and conference contact is Ms. Becky Jernigan. The conference confirmation number is 7042419. Participants will join by calling the toll free number and should do so by 10

minutes prior to the start time so the conference can begin on time. The Operator will greet the participant, request their name and the conference leader name (Becky Jernigan) and will announce them into the conference. The Operator will also conduct a Roll Call before turning over the conference to the leader. The conference is scheduled for Saturday, July 15, 2000 at 8:00 AM Central Time for one hour. The conference leader, Ms. Jernigan is responsible for the following:

- o Verifying that the conference information is correct and notifying MCIW if there is an error.
- o Notifying the participants of the conference and can do so by forwarding this email message after removing the confirmation number.
- o Canceling the conference before 11:30 AM Central Time Saturday, July 15, 2000 if the meeting will not take place as planned to avoid NASA being charged cancellation fees equal to \$3.50 per port (\$35.00 for this conference).

From: confirmations@mymeetings.com
To: BECKY.JERNIGAN@UNITESONLINE.COM
CC:

Subject: Details of Your Meeting: 07/15/2000, 08:00 AM (CT)

Thank you for selecting NASA CONFERENCING CENTER conferencing services for your upcoming meeting. Please examine the details of your reservation to ensure they are correct. If you'd like to make any changes, call us at 877-232-6272 (please do not reply to this e-mail). Should you need to cancel your call, please do so at least 30 minutes prior to its scheduled start to avoid cancellation or no-show charges.

AUDIO ACCESS INFORMATION:

=====

USA Toll Free Number: 888-655-9181

Passcode: BECKY
Conference Leader: Ms Becky Jernigan

MEETING INFORMATION:

=====

Confirmation Number: 7042419

Company Name: NASA
Billing Address: PO BOX 240005-6405
HUNTSVILLE, AL 35824
USA

Conference Date: JUL-15-2000 (Saturday)
Conference Time: 08:00 AM CENTRAL TIME
Conference Duration: 1 hr
Service Level: STANDARD
Call Type: MEET ME

Number of Participants: Total=10 Dialout=0 Meet Me=10 Meet Me Toll=0

Entry Method: Enter Announce

Conference Leader: Ms Becky Jernigan
CRC: UNITES
Phone: 1-256-705-9428
Leader Day of Call Phone #: 1-256-705-9428
Conference Contact: Ms Becky Jernigan
Phone: 1-256-705-9430

ADDITIONAL FEATURES:

=====
Announce
Roll Call

PARTICIPANTS:

=====
Participant Phone1 Phone2 Comments

Leader: Ms Becky 1-256-705-9428
Jernigan (Will Call in)

This confirmation contains confidential information that you may want to modify before forwarding to your participants. Confirmation number and Authorization Code should not be provided to your participants.

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VoTS Support

UNITEs provides customer support for VoTS by providing a central organization to report problems. The organization is the NASA Information Support Center (NISC) reached by calling 1-800-424-9920 or by email helpdesk.msfc@msfc.nasa.gov. All VoTS documentation is located on the NISN web site <http://www.nisn.nasa.gov/vots/index.html>. User training was delivered to the NASA Centers and the presentation used for training is located on the NISN web site with the VoTS documentation.

VoTS Problem Reporting

During the Conference

If a problem occurs during a voice conference, press *0 to request the assistance of a MCIW Operator. The MCIW Operator will enter the conference, attempt to resolve any technical problem and offer further assistance to the users.

After the Conference

If a problem occurred that prevented the successful completion of the conference to your satisfaction, contact the NASA Information Support Center (NISC) at 1-800-424-9920 or email helpdesk.msfc@msfc.nasa.gov. The NISC is a 24-hour a day, 7 day a week, 365 day a year organization. Help Desk Analysts create a trouble ticket and dispatch it to the NASA Customer Advocates for resolution.

Note: Using *0 for Operator assistance during the conference does not report the problem to the NISC. If you wish to have further assistance, contact the NISC and ask to open a trouble ticket. A Customer Advocate who will resolve your problem and provide a status.

Participant Disconnects

Occasionally a participant may become disconnected during a conference and will need to re-join the conference in progress. All NASA conferences may be re-joined by calling the NASA Reservation number (1-877-232-NASA or 6272) but this method will take longer than if the participant follows the instructions listed below for the Service Level and Access Type used.

Unattended Service with Access Method of Meet Me or Participant Initiated

Participants that are disconnected from an Unattended Service conference, when their access method was Meet Me (the participant called the conference facility to join the conference), should use the toll or toll-free telephone number provided by the call leader to rejoin the conference. This is the original telephone number used to gain access to conference and the participant will be prompted to re-enter their numeric pass-code. A tone will sound to let the other conference participants know that someone has entered the conference. If the Secure Call feature has been requested and activated, the call leader will have to deactivate this feature before the disconnected participant may rejoin.

Standard Service with Access Method of Meet Me or Participant Initiated

Participants that are disconnected from a Standard Service conference, when their access method was Meet Me (the participant called the conference facility to join the conference), should use the toll or toll-free telephone number provided by the call leader to rejoin the conference. This is the original telephone number used to gain access to conference and an Operator will greet the participant. The participant will be requested to provide the same information that was requested during the initial entry to the conference such as their name, conference title or pass-code and the conference leader's name. The Operator will then announce the participant as "rejoining" the conference.

Standard Service with Access Method of Dial Out or Operator Initiated

Participants who are disconnected from a Standard Service conference when their access method was Dial Out (an Operator contacted the participant to join the conference), should use the toll free telephone number provided by the Operator to rejoin the conference. This telephone number should have also been provided by the Call Leader to be used for disconnects. An Operator will greet the participant and request his or her name, the conference title or pass-code and the conference leader's name. The Operator will then announce the participant as "re-joining" the conference.

International Participants

International participants who are disconnected from a Standard Service conference when their access method was Dial Out (an Operator contacted the participant to join the conference), should use the telephone number (+319-375-1930) provided by the Call Leader to rejoin the conference. This is a collect telephone number with the charges paid by NASA. An Operator will greet the participant and ask for his or her name and phone number, the conference title or pass-code and the conference leader's name. The Operator will then call the participant using the telephone number provided and announce the participant as "re-joining" the conference.

VoTS Documentation and Training

VoTS end user training sessions have been held for the major NASA centers and user documentation is maintained at the NISN web site, <http://www.nisn.nasa.gov/vots/index.html>.

VoTS Cancellation Policy

If you determine you will not need to conduct your conference call, please cancel your call using the e-Scheduling or call the NASA Reservation Center at 1-877-232-NASA (6272). If you have a day or week where you will not be using your scheduled recurring call (Standing Reservation), please cancel these individual calls. Canceling individual calls will not change your next recurring scheduled call.

Note: The conference facility does **NOT** observe NASA holidays. Please cancel any recurring conferences that fall on a NASA holiday.

To avoid cancellation fees, please cancel your voice conference 30 minutes prior to the conference start time. If you do not have 30 minutes notice to give MCIW, have at least 2 participants join the conference so that NASA will be charged a usage fee and not a cancellation fee. The cancellation fee is equal to \$3.50 per port (telephone connection). For a conference using 10 ports the cancellation fee would be \$35.00. Usage fee for 2 ports for one minute would be less than \$1.00.

Suggested NASA Voice Conferences

Unattended Service – Toll Free Meet Me Access

Most NASA voice conferences can be conducted using the service level of Unattended and the access type of Toll Free Meet Me. NASA previously referred to this type of conference as “Toll Free Dial In” and it is the least expensive type of voice conference. To schedule this conference with the conference facility, choose the following:

- Service Level – Unattended
- Access Type – Toll or Toll Free Meet Me (choose depending on whether you want the participant to pay their own long distance charges).
- Suggested Features:
 - Secured Call – this feature allows the conference leader to prevent both the Operator and additional participants from joining the call. It assures that confidential conversations will not be overheard or monitored. The conference facility will provide the conference leader the procedure for activating this feature.
 - Tone In – a tone will be heard for each participant entering the conference.
 - Standing Reservation – allows the conference leader to reserve a conference on a regularly scheduled basis such as daily, weekly, etc. If the conference will be conducted on a regularly scheduled basis, this feature will enable the conference leader or contact to make only one reservation. Please remember to cancel any conferences that will not take place as planned to avoid cancellation fees.
- The following information is required by the conference facility:
 - Conference leader’s name, NASA site and phone number.
 - Conference contact’s name and phone number (if different from the conference leader).
 - Conference title
 - Conference date, time, time zone and duration.
 - Note – the conference facility uses the time zone of the conference leader as the time zone of the conference.
 - Number of ports (telephone connections) for toll and toll free access
 - Method to receive written confirmation
 - Provide either an email address or fax number.

- NISN recommends that all VoTS users request a written confirmation and check it for accuracy.
 - Features requested – if additional features are requested, provide the conference facility with the necessary information.
 - Standing Reservation – if the conference is a regularly scheduled conference, indicate the recurrence (i.e. daily, weekly, monthly, quarterly, yearly, etc), the day of the week and the end date.
- The conference facility will provide the following information to the conference leader or contact:
 - Written confirmation by either email or fax as specified
 - Toll and/or toll free number
 - Numeric pass code
 - Conference confirmation number
- The conference leader of contact should pass on the following information to all conference participants:
 - Conference date, time, time zone and duration
 - Conference leader and conference title
 - Toll and/or toll free number used to access the conference facility
 - Numeric pass code (entered on the participant's telephone keypad when prompted by the conference facility) to gain access to the conference
 - If a Standing Reservation has been requested, notify participants of the pattern of recurrence and the end date.

Standard Service – Toll Free Meet Me and/or Dial Out Access

Some NASA voice conferences require Operator assistance to initiate and/or conduct. This level of service is Standard and can be accessed by either Toll Meet Me, Toll Free Meet Me or Dial Out. NASA previously referred to these types of conferences as “Admit Dial In” and “Operator Dial Out”. To schedule these conferences with the conference facility choose the following:

- Service Level – Standard
- Access Type – Toll Meet Me, Toll Free Meet Me, Dial Out or a combination (some participants may initiate the conference by calling the conference facility and some may request that an Operator contact them to join the conference).
 - NOTE: Access to a Standard Service Level conference may be either by Toll or Toll Free Meet Me, where the participant calls into the conference facility, or Dial Out, where the Operator calls the participant. Since most international participants may not be able to call into the conference facility using a toll free phone number, the Operator may Dial Out to connect international participants if requested.
- Suggested Features:
 - Standing Reservation – allows the conference leader to reserve a conference on a regularly scheduled basis such as daily, weekly, etc.
 - Participant Screening – an Operator will prescreen participants as they enter the conference using an approved list provided by the conference leader or contact. The Operator will announce the participant into the conference.
 - Enter / Announce – the Operator will enter and announce participants into the conference.
 - Roll Call – the Operator can conduct a roll call so that all participants will know who else is on the line.
- The following information is required by the conference facility
 - Conference leader's name, NASA site and phone number

- Conference contact's name and phone number (if different from the conference leader)
- Conference title
- Conference date, time, time zone and duration.
 - Note – the conference facility uses the time zone of the conference leader as the time zone of the conference.
- Number of ports (telephone connections) for all participants that will access the conference by calling in (Toll Meet Me or Toll Free Meet Me).
- Names and phone numbers for all participants that will access the conference by Dial Out (the Operator will call 10 minutes prior to the start time).
- Method to receive written confirmation
 - Provide either an email address or fax number.
 - NISN recommends that all VoTS users request a written confirmation and check it for accuracy.
- Features requested – if additional features are requested, provide the conference facility with the necessary information.
 - Standing Reservation – if the conference is a regularly scheduled conference, indicate the recurrence (i.e. daily, weekly, monthly, quarterly, yearly, etc), the day of the week and the end date.
 - Participant screening – provide a list of approved participant names.
- The conference facility will provide the following information to the conference leader or contact:
 - Written confirmation by either email or fax as specified
 - Toll free number
 - NOTE – the conference facility assigns a toll free number for each conference to be used by the participants calling in to connect to the conference and for any participant that becomes disconnected so they may rejoin the conference in a timely manner.
 - Conference confirmation number
- The conference leader or contact should pass on the following information to all conference participants:
 - Conference date, time, time zone and duration
 - Conference leader and conference title
 - Toll and/or toll free number used to access the conference facility. If the participant is to be contacted by the Operator (Dial Out Access) to join the conference, the toll free number should be used if the participant becomes disconnected from the conference or is not available to receive the call.
 - If a Standing Reservation has been requested, notify participants of the pattern of recurrence and the end date.

VoTS Quick Key Features

The following features are available to VoTS users by pressing the noted key combinations on their telephone keypads while a conference is in session:

Operator Assistance - *0

Press *0 on the telephone keypad to request assistance from a MCIW Operator.

Question in Listen Only mode - *1

Press *1 on the telephone keypad while in Listen Only mode to ask a question. The Listen Only feature must be requested at the time of reservation.

Mute / Un-mute - *6

Press *6 on the telephone keypad to alternately mute or un-mute your telephone.

Secured Call - *7

Press *7 on the telephone keypad to alternately secure and un-secure the conference. This feature must be requested during call reservation. While the conference is secured, no other participants can enter the conference including the MCIW Operator.

VoTS Players

The following is an explanation of the terms used to describe the “players” in a VoTS conference:

Call Leader or Conference Leader

The individual who chairs or leads the teleconference is the Call Leader or Conference Leader.

Participant

A Participant is anyone participating in a teleconference.

International Participant

An International Participant is any participant reached using an international phone number. This DOES NOT include Russian participants using MSFC phone numbers (256-961-XXXX). These individuals are using the Private Branch Exchange (PBX) system supplied by MSFC and can call into the conference using a toll free phone number. Meet Me access to conferences is possible for these participants and Dial Out access is NOT required.

Call Contact or Conference Contact

The individual who schedules the call with the conference facility is the Call Contact or Conference Contact.

NASA Help Desk (NISC)

The VoTS user should call the NISC if he or she experiences a problem with a teleconference or is unsatisfied with the service. The Help Desk Analyst will open a trouble ticket and dispatch it to the Customer Advocates for resolution. The NISC is a 24 hour a day, 7 day a week, 365 day a year operation.

- Phone 1-800-424-9920 or 544-HELP (4357) for MSFC users.
- Email helpdesk.msfc@msfc.nasa.gov.

NASA Customer Advocates

The Individuals who work directly with MCIW to resolve any customer problems and customer satisfaction issues are NASA Customer Advocates. They will provide feedback to the customer as it becomes available.

Operator

The MCIW individual who interacts with NASA to initiate a teleconference (Standard Service Level with Dial Out Access Participants), approved entry to a teleconference (Standard Service Level with Meet Me Participants) or is available for assistance (all conferences) by pressing *0 on the telephone keypad is the Operator.

Secure Voice Conferencing

Secure voice conferencing is provided for NASA by MSFC using NASA communications equipment. This service requires special telephone equipment for each participant. The MSFC Operator initiates the call and announces the entry of each participant. This conference should be used for all meetings where Classified or "Secret" information will be discussed. In addition, Secure Voice Conferencing should be used where unclassified but sensitive information will be discussed such as a Source Evaluation Board (SEB) meeting.

Secure Voice Conferences for classified meetings may be scheduled between 7:30 AM until 4:30 PM Central Time by calling the MSFC Operators at (256) 544-2121.

Secure Voice Conferences for unclassified meetings may be scheduled by calling the Owen Johnson at (256) 544-4539.

Secure Voice Conferencing telephone equipment for participants may be obtained by contacting the local NASA Security Office.

To schedule a Secure Voice Conference, the following information is required:

- Conference leader's name, NASA site and phone number
- Conference subject
- Conference date, time and time zone

Note: The time zone of the conference leader is the time zone of the conference.

- Participants' names, phone numbers and locations.

Approximately ten (10) minutes prior to the start of the conference, the MSFC Operators will begin calling each participant and announce him or her into the conference. After all participants have been connected, the Operator will perform a roll call and then exit the conference. The Operator is available for assistance during the conference by calling (256) 544-1212. If the conference will not take place as planned, please notify the MSFC Operators one hour prior to the scheduled start time.

Tips for Conducting a Successful Voice Conference

Our goal is to help you plan and conduct your calls so you can concentrate on effectively communicating your message. To make sure your meeting runs smoothly, please consider these tips:

Conference Leader:

- Distribute an agenda or other helpful materials before the conference.
- Notify participants of the call information:

Unattended Service

1. Date, time and duration of the call including the time zone (time zone of the conference leader determines the time zone of the call). If the conference is scheduled as a recurring call, provide the frequency (daily, weekly, etc) and the ending date.
2. Toll and/or toll free number and numeric pass-code.
3. Contact information for the conference leader and the conference contact.

Standard or Attended Service

1. Date, time and duration of the call including the time zone (time zone of the conference leader determines the time zone of the call). If the conference is scheduled as a recurring call, provide the frequency (daily, weekly, etc) and the ending date.
2. Toll and/or toll free number

3. Conference title.
 4. Contact information for the conference leader and the conference contact.
 5. Other special instructions
- Cancel with the conference facility (1-877-232-NASA or 6272) if the conference will not take place as planned
 - Check the conference confirmation notice for accuracy. Notify the conference facility (1-877-232-NASA or 6272) immediately if any anomalies are found.
 - Conduct or request that the Operator conduct a roll call.
 - Ask participants to identify themselves by name and location when speaking
 - Encourage discussion and allow time for interaction
 - Schedule a follow up conference with the participants and with the conference facility
 - Distribute minutes with assigned actions

All Participants:

- Dial in or be available for the Operator 10 minutes prior to the conference start time.
- Check voice mail for instructions to access the call if you were not available to receive a call from the Operator. The Operator will leave instructions on how to join the call in progress.
- Redial the toll or toll free number if you become disconnected. For Meet-Me calls this is the number used to initiate the call and for Dial Out calls the Operator provides instruction for access at the beginning of the call.
- Press **□0** at any time for Operator assistance
- Telephone etiquette:
 - Speak clearly
 - Avoid side conversations and background noise
 - Avoid using a speaker phone but when you must, mute when not speaking

Do not place your phone on hold. In many cases, this generates a tone in the conference that is disruptive to the other participants.

Abbreviations and Acronyms

Acronym	Definition
MSFC	Marshall Space Flight Center
NASA	National Aeronautics and Space Administration
NISC	NASA Information Support Center
NISN	NASA Integrated Services Network
NTC	NASA Teleconferencing Center
PBX	Private Branch Exchange
SEB	Source Evaluation Board
UNITeS	Unified NASA Information Technology Services
VoTS	Voice Teleconferencing System
Y2K	Year 2000

Acronym

Definition



Houston, Texas

Official Visitor Badge Request System

User Training Manual

MAY 2002

Version 2.0

Version/Date	Author(s)	Reason for Change
Version 1.0 – 11/08/00	Fay Vaughn	Draft
Version 1.1 – 03/06/01	Darren Colin Skeete	Initial Version
Version 2.0 – 04/09/02	Scot Hershman	New Release

Preface

The purpose of this document is twofold. First this documentation will provide a concise picture of the overall system functionality. Second, the document will stand as a written record of how the system currently functions, providing a documented reference for quick access to information about the system.

Introduction

The Official Visitor Badge Request System is a web-based system that is used to automate the process of requesting and issuing temporary visitor badges for access to National Aeronautical Space Administration's Johnson Space Center (JSC).

Any JSC civil servant or contractor may access the system from any ODIN standard load workstation browser. A link to the application is provided from the JSC security web site. All users will be challenged for correct credentials, i.e. JSC Domain authentication via Secure Socket Layer (SSL) encryption.

First time users will be requested to complete a form to verify their registration information. Registered users may then use the system to initiate request for persons whom they expect to visit the center. Only the badge request initiator is allowed to delete the requests that he/she submitted, if it is still in the review process. Once a badge is issued to a visitor it can no longer be rescinded.

The JSC building 110 personnel will receive an email notification alerting them immediately, that a request was made. These designated persons can make changes to the form as needed. Properly completed badges will be printed and stored pending the arrival of the visitor. A valid driver's license and US permanent resident card (if applicable) will be required.

When the badge is issued, the building 110 personnel will access the system to update the status. The badge initiator can monitor the status of their request (by accessing the system INBOX) and may delete or archive the record.

All temporary badges must be returned to the building 110 office or specified drop location near the various access gates.

Badges for Official Visitors

After opening the JSC Security Home Page, click on the "Installation controls menu at the top of the page and select the "Badging/CAA/Foreign National Procedures" option to enter the badging procedures page.

Figure 1: JSC Security Home Page

Figure 1 - JSC Security Home Page



SECURITY



Center Operations Directorate

JSC

[Home](#) | [Installation Controls](#) | [Classified Operations & Special Programs](#) | [Misc Info](#) | [Items of Interest](#)

[Badging/CAA/Foreign Natl Procedures](#)

[Keys and Locks](#)

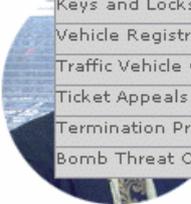
[Vehicle Registration](#)

[Traffic Vehicle Code](#)

[Ticket Appeals](#)

[Termination Procedures](#)

[Bomb Threat Checklist](#)



Vernon G. Nixon
Chief, JSC Security
Office

Important JSC Security News

Statement

... is responsible for maintaining a comprehensive program ... Center to provide protection for people, information, ... rations.

... e the responsibility for the protection of JSC personnel and ... property.

- We respond to emergency situations.
- We treat all Center employees with dignity and respect.
- We strive to provide our customers with courteous and responsive service.
- We maintain strict confidentiality in accordance with the Privacy Act of 1974 and other federal regulations.



gton
v Gate Foreign

Core Functions

- We provide physical security support (installation controls, traffic management, investigations, VIP visits, special events, and emergency operations).
- We provide support for classified operations (COMSEC, industrial security, and information security).
- We ensure personnel are appropriately investigated for their respective job classifications.
- We oversee security requirements levied on our classified contracts.
- We manage JSC's Classified Computer Security Program.
- We provide security education and awareness briefings.

[JSC Security Home Page](#)
[JSC Home Page](#)
[Web Policy Notices](#)



Last Modified: 04/11/2002
Curator: [Victor Tran ADSC/SAIC](#)
Responsible NASA Official: [Judith Elam](#)

The Badging/CAA/Foreign National Procedures page will be displayed. Click on the “Official Visitor Badging” link towards the bottom of the page.

Figure 2 – Badging/CAA/Foreign Procedures page



SECURITY Center Operations Directorate JSC

Home Installation Controls Classified Operations & Special Programs Misc Info Items of Interest

Badging/CAA/Foreign National Procedures

Identification (ID) badges are required for all employees requiring access to the NASA Johnson Space Center (JSC). Special ID badges (green) are required for all foreign nationals or representatives.

To request the form to initiate a request for a permanent resident alien and/or foreign national visit/assignment badge, please click on the following link:

https://ivan.esportals.com/RFR-docs/clientside/gettheform/RFR_RequestForm.cfm

All NASA/JSC-issued badges must be worn at all times while onsite. In addition, access procedures have been established at JSC for facilities designated as Controlled Access Areas (CAAs) which are continuously monitored by the Central Security Control System (CSCS) and Emergency Operations Center Dispatch Center (EOC/EDC). A person issued an ID badge or CAA card is responsible for ensuring that reasonable protection is afforded to minimize the loss and false use of the badge/CAA card by taking the following actions:

1. Immediately reporting the loss or false use of a badge/CAA card to the JSC Security Office.
2. Promptly notifying the Security Office of any name change.
3. Properly displaying the badge/CAA card for official identification purposes and at all times while on JSC site.
4. Surrendering the badge/CAA card upon termination of employment.

For additional guidance or information on other badge/CAA/foreign national procedures, see:

- Badges for Government and Contractor Employees
- Official Visitor Badging
- Personal Visits (ERVB)
- Badges for Non-U.S. Citizens (IVAN/NFNMS)
- Foreign Astronaut Badging
- CAA/Background Investigations

Bldg 110 Badging Operation

The following screen displays a link to access the system. Click on this link to proceed to the Badging application.

Figure 3 – Badging for Government and Contractor Employees page

The screenshot shows the JSC Security Center Operations Directorate website. The header includes the JSC logo, the word "SECURITY" in large blue letters, and the text "Center Operations Directorate" and "JSC". A navigation bar contains links for "Home", "Installation Controls", "Classified Operations & Special Programs", "Misc Info", and "Items of Interest".

Official Visitor Badging

Official visitors are those U.S. Citizens who require unescorted access to JSC for official business on a short-term basis. Only JSC permanently badged civil service or contractor employees who are housed on site may request official visitor badges.

DO NOT use the Official Visitor badge form for permanent Resident Aliens, Foreign Nationals, Foreign Representatives (U.S. Citizens representing or employed by foreign owned companies), Vendors/Delivery Personnel, or Government/Contractor Employees! Resident Aliens are now defined as Foreign Nationals for access and badging purposes. (See links at bottom of page for other badging options)

Visitor badging information will be routed to visitor control at building 110 and the badge will be available for your visitor upon their arrival. For more help, read the [Official Visitor online badge system manual](#). If you are unable to access the web application then submit your badge request using option 2 below.

Click here for a temporary badge via the online [Official Visitor Badge System!](#)

Click here to proceed to the [JSC Forms Page](#)

Points of Contact:

- Judith Elam, Industrial Security Specialist, at x34028
- Barbara Martin, Security Support Contractor Badging Supervisor, at x32112

For additional guidance or information on other badge/CAA/foreign national procedures, see:

- [Badges for Government and Contractor Employees](#)
- [Official Visitor Badging](#)
- [Personal Visits \(ERVB\)](#)

An inset image on the right shows a white car with a sign that says "Vehicle Inspection".

An "Enter Network Password" dialog box is overlaid on the page. It contains the following fields and options:

- Site: www4.jsc.nasa.gov
- Realm: www4.jsc.nasa.gov
- User Name: Your JSC User ID
- Password: [Redacted]
- Save this password in your password list
- Buttons: OK, Cancel

User login is required. To access the system, use your JSC Domain ID and PASSWORD. This is typically what you would use when you login to your workstation every morning.

Figure 4 – Login Screen



First time users and users with more than 3 months of inactivity, will be required to enter or verify their profile information. This data will be used in the event that the Building 110 personnel will need additional information regarding the badge request. If the user's information cannot be found in the X500 system then a message will be displayed stating this fact. Please Note: Any correction to X.500 database should be made through the ISD Customer Service System.

Figure 5 - User Registration Page

SECURITY OFFICIAL VISITOR Center Operations Directorate JSC

Update Profile | Initiate Badge Request | View Badge Requests | View Archives | Metrics

Update Profile

X.500 Data

Name: SCOT H HERSHMAN
Building: 2200 SPACE
Phone Number: 281 336-3404
Email: shershma@saicmail.jsc.nasa.gov
Org. Code: GT
Company Name: SAIC

The data to the left is pulled directly from the X.500 database. Any correction to X.500 information should be made through this [link](#) to the ISD Customer Service System

Official Visitor Record

Name: SCOT H HERSHMAN
Building: 2200 SPACE
*Phone Number: 281-339-3404
*Email: shershmma@saicmail.jsc.nasa.gov
Org. Code: GA
*Company Name: SAIC
User Category: JSC Employee Contractor/SubContractor
*Job Title: Programmer

The data to the left makes changes to the Official Visitor database only.

***Required fields.**

After the appropriate information has been entered on the form, click the Update button. This takes the user to the Official Visitors Main Menu Page. (see figure 6). Please Note: Changes made here will not update your X.500 record. That must be done via the ISD Customer Service System.

Table 1 describes the content requested on the form above.

Table 1: The Official Visitors Badging System Description

Field Name	Description	R/O	User Action and Values
Company Name	Company the requester is representing	Required	Enter Company Name
Organization Code	This is the requester's Organization code	Optional	Enter the organization code if applicable
Title	Title of the Requester	Required	Enter the requester's title if known
JSC Employee	If the requester is a JSC Employee, check this box	Optional	If the requester is a JSC Employee, check this box
Contractor/ Subcontractor	If the requester is a Contractor/ Subcontractor, check this box	Optional	If the requester is a Contractor/ Subcontractor, check this box
Phone Number	Enter the requester's home number	Required	Enter the requester's home number
Email	Enter the email address if known	Required	Enter the email address if known

Figure 6 – Main Menu Page

To start the badging process click on the “Initiate Badge Request” link. The Initiate Badge Request form will be displayed (Figure 7). Enter the visitor’s information and click the “NEXT” button to submit the request.

Figure 7 – Visitor Information Form

Initiate Badge Request

Visitor Information

Salutation:

* First Name:

Middle Name:

* Last Name:

Suffix:

* Employer/ Affiliation:

Classified Access Required: Yes No
If Yes, Classified Visitor Request must be on file at JSC.

* Arrival Date: (mm/dd/yyyy)

* Expiration Date: (mm/dd/yyyy)
(29 days maximum)

* US Citizen: Yes No
If No, then enter Resident Alien No:

* Purpose of Visit:

Comments:

***Required fields.**

****Point of contact must originate in the building you are seeking access to.**

Building(s) Visitor Needs Access To**

Bldg	Point of Contact	Org	Phone
2200 SPACE	SCOT HERSHMAN	GA	281-339-3404
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Table 2: Official Visitors Badging Information Description

Field Name	Description	R/O	User Action and Values
Salutation	This is where the employee types in the visitor's salutation.	Optional	Enter Salutation. (Ex. Dr. Captain)
First Name	This is where the employee types in the visitor's First Name	Required	Enter the First Name
Middle Name	This is where the employee types in the visitor's Middle Name if known	Optional	Enter the Middle Name if available
Last Name	This is where the employee types in the visitor's Last Name	Required	Enter the Last Name
Suffix	This is where the employee types in the visitor's suffix.	Optional	Enter Suffix. (Ex. Jr. III)
Employer/Affiliation	Enter the requester's Employer or Affiliate	Required	Enter Company Name
Classified Access Required:	Signify if the visitor is classified or not.	Optional	Signify if the visitor is classified or not.
Arrival Date	Enter date of Arrival	Required	Enter date of Arrival
Expiration Date	Expiration Date	Required	Expiration Date
Purpose of Visit	Enter purpose of visit	Required	Enter purpose of visit
US Citizen	Enter if US citizen or not	Required	Answer yes or no
Resident Alien Number	Enter the resident Alien Number if the visitor is not a US citizen	Required	This field is required is the visitor is not a US citizen
Comment	Comments if any	Optional	
Building Access	Enter the additional building to which the visitor needs access. Also enter the Point of Contact, Org name, and	Optional	Enter the additional building to which the visitor needs access. Also enter the Point of Contact, Org name, and phone number of the POC so the Building 110 personnel can contact

Field Name	Description	R/O	User Action and Values
	phone number of the POC so the Building 110 personnel can contact them for approval.		them for approval.

Figure 8: Example of the Official Visitor Information screen

The screenshot displays the 'Security Official Visitor' interface for the Center Operations Directorate (JSC). The main section is titled 'Badge Request Verification' and contains the following information:

- Submitted By:** Contractor: **HERSHMAN, SCOT H**, Programmer at SAIC 281-339-3404; Building(s): 2200 SPACE
- Visitor Information:** Name: **Tester, Mr. John Q**; Employer/Affiliation: **SAIC**; Classified Access: **No**; Required: **No**; Start Date: **04/12/2002**; Expiration Date: **04/19/2002**; Purpose of visit: **To Test Security Application**; US Citizen: **Yes**; Resident Alien No: **None**; Comments: **None**
- Building(s) Visitor Needs Access To:**

Bldg	Point of Contact	Org	Phone
2200 SPACE	SCOT HERSHMAN		281-339-3404

On the right side, there are two **NOTE** sections:

- All expired badges will be deleted after 15 days unless deleted by user.
- All issued badges will be auto archived after 45 days unless archived by user.

At the bottom, there are two options for the requester:

- Make changes:** Edit Information (selected) or Cancel
- OR Confirm above information and:** Submit Badge Request

The requester has the option to “Edit Information”, “Cancel” this badge request or “Submit Badge Request”. After the user submits the badge request they are taken to the “View Badge Requests Page” where they can delete, edit, or create a new request from a template.

Figure 9 – View Badge Requests Page

VIEW BADGE REQUESTS (that you have requested)

Visitor Name	Date Submitted	Current Status	Action	Template
Tester , Mr. John Q	04/09/2002	Badge Request sent to B110	Delete Edit	Use as Template

PROCESS BADGE REQUESTS (submitted for your review)

▲ Visitor Name ▼	▲ Date Submitted ▼	▲ Current Status ▼
Tester , Mr. John Q	04/09/2002	Badge Request sent to B110
Joe , Doe	04/01/2002	Badge Request sent to B110
Test , Test	04/01/2002	Badge Request sent to B110

View/Process Badge Requests

Building 110 personnel will see additional information in the table titled “Process Badge Requests”. To view the badge request information click on the visitor’s name.

Table 3 shows the description of the Badge Request Inbox information:

Table 3: View Process

Field Name	Description
Visitor/Employee Name	Name of the Employee or visitor applying for a badge.
Date Submitted	This is the date the request was made
Current Status	The current status of the badge is displayed here
Delete	This is where badge request can be deleted.
Edit	This is where badge request can be edited.
Archive	This shows if the record has been archived.

Figure 11 – View Badge Request Status Page

Submitted By
 Contractor: [Hershman, Scot H](#) ,
 Programmer at SAIC 281-339-3404
 Building Location: 2200 SPACE

Visitor Information
 Name: **Tester , Mr. John Q**
 Employer/Affiliation: **SAIC**
 Classified Access: **No**
 Required: **No**
 Start Date: **04/09/2002**
 Expiration Date: **04/19/2002**
 Purpose of visit: **To Test Security Application**
 US Citizen: **Yes**
 Comments: **None**

Building(s) Visitor Needs Access To

Bldg	Point of Contact	Org	Phone
2200 SPACE	SCOT HERSHMAN	GA	281-339-3404

BADGE ISSUE STATUS

Role	Badge Clerk	Action	Date	Comments
B110	Muckleroy, Brenda ELAINE	Badge Request sent to B110		

[Back to Inbox](#)

The above screen shows badge request information entered previously and current status of the badge request.

Table 5: Badge Issue Status Table:

Field Name	Description
Role	The role of the badge request
Badge Clerk	The name of the clerk that entered the badge request in the system
Action	The current action of the badge request
Date	Date request was made
Comments	Comment if any

View Archived Badge Requests

The system will allow users to search through the badges that have been archived. Only B110 users can see all archived badges. Normal users can only see the badges that they have archived. Figure 10 shows the archive search screen.

Figure 10 – View Archives Page

Table 6: View Archives Table:

Field Name	Description	R/O	User Action and Values
Submitter's First Name	The submitter's first name	Optional	Part of first name or whole name
Submitter's Last Name	The submitter's last name	Optional	Part of last name or whole name.
Visitor's First Name	The visitor's first name	Optional	Part of first name or whole name
Visitor's Last Name	The visitor's last name	Optional	Part of last name or whole name.
Date Submitted: Begin Date	The begin date of the search	Optional	Enter a date or click on calendar icon to select a date.
Date Submitted: End Date	The end date of the search.	Optional	Enter date or click on calendar icon.

The user enters some search criteria, clicks the search button and the results page is shown (Figure 11). Information about the visitor can be viewed by clicking on the visitor's name. A new badge can be initiated by clicking on the "Use as Template" link. This will prefill the badge request form with the information from the selected badge. If more than 50 badges have been archived, users can page through the records by clicking on the "Next 50 >>" link at the top of the page.

Figure 11 – Archive Results Page



View Archives

Records 1 thru 50 of 1,511 matches found

[Next 50 >>](#)

Visitor Name	Submitter Name	Date Submitted	Employer	Building	Create New Request
Armstrong, Ross	Aldape, Joe	01/14/2002	Teledyne Brown	4N,30	Use as Template
Aaron, John William	Fortenberry, Lindy Sue	08/16/2001	Swales Aerospace	4S, 1, 920A	Use as Template
Aaseng, Gordon	Kraak, Karen S.	07/23/2001	Honeywell Laboratories	4N, 4S, 5S, 30A,	Use as

Badges for Personal Visits

Employees who wish to bring personal visitors to their office may do so with the permission of their supervisor. Escort Required Visitor Badges are available at all Division and Directorate offices for this purpose. Employees should make arrangements to meet their visitor at building 110 with the badge and continuously escort them while at JSC. Additional requirements apply in Controlled Access Areas.

Mail Services

Designated mail delivery and pickup points have been established to minimize the number of individual sorts and mail stops, thus speeding up delivery.

Starting October 1, 2011, the following mail schedules are available Monday through Friday (except on holidays). All times are approximate.

Mail picked up at Post Office* 10:00 a.m.

Mail delivered to Post Office 3:00 p.m.

All mail pickup/deliveries will now be at 1 p.m.

Buildings served daily 1 and 4 South

Monday, Wednesday , Friday; 3, 13, 15, 16, 16A, 17, 2N, 4N, 5N, 7A, 8, 9N, 9C, 9E, 11, 14, 20, 25, 29, 30A, 30S, 31, 32, 33, 36, 37, 44, 45, 46, 47, 49, 110, 111, T585.

Tuesday & Thursday; 211, 220, 222, 225, 226, 228, 229, 232, 259, 261, 265N, 268, 269, 272, 323, 325, 326, 343, 347, 350, 383, 416, 419, 420, 422, 423, Gilruth, Ellington: (H135, 273, H276, 694, 993) Cyberonics, Sonny Carter Test Facility and NBL

Definitions

Metered Mail

All outgoing JSC official mail must have postage affixed before delivery to USPS. Postage options are a meter imprint or a gummed meter strip. Meter strips/imprints are only available for mail processed through JSC Mail Services at the mailing facility in Building 227, Door 3.

Mail Classification

Mark the appropriate USPS class of service on letters and parcels to guarantee the most expedient or cost-effective mail delivery (First-Class, Priority Mail).

Organizational Codes

We use alpha or a combination of alpha and numeric symbols to route internal and incoming mail. You must include the organizational code of the originating office in the return address section (upper left corner of the envelope or label) on all outgoing mail.

Official Mail

Mail that relates exclusively to the business of the U.S. government and for which the government pays postage and fees is considered official mail. There is a \$300 penalty for the private use of official mail.

Internal or Interoffice Mail

Official material sent to and from persons within JSC, through the internal mail system is delivered within 24 hours of receipt. Mail Center personnel deliver and pick up mail at various mail stops, which have been established by mail codes. Office personnel are responsible for disseminating mail to the appropriate individuals within a given office.

Mail Codes

Organizational codes, alpha or a combination of alpha and numeric symbols, used for routing internal and incoming mail and for identifying the originating office. You can look up individual's mail code in the [JSC directory](#).

Addressing

Mail sent through the internal mail system MUST contain a NAME and MAIL CODE in order to reach its destination.

EXAMPLE: IS2/Joe Smith

Clearly mark the name and mail code of the intended receiver on the messenger envelope. Check to be sure that all previous mail codes and addresses have been crossed out. Note that messenger envelopes are reusable and are therefore less expensive than regular envelopes. Do not use messenger envelopes for unofficial mail.

Bulk/Pouch Mail

We provide bulk mail shipments between all NASA installations and major contractors (see below). Service for the following destinations is sent Federal Express (3-5 day delivery). For detail information about this service, call x38990.

NASA Installations/Major Contractors:

Ames Research Center (ARC)

Downey

Charles Stark Draper Laboratory (CSDL)

Dryden Flight Research Center (DRFC) - Edwards Air Force Base

Goddard Space Flight Center (GSFC)

Headquarters (HQS) NASA HQS

John C. Stennis Space Center (SSC)

John Glenn Research Center (GRC)/Lewis Research Center

Kennedy Space Center (KSC) - Patrick Air Force Base

Langley Research Center (LARC)

Huntington Beach, CA

Marshall Space Flight Center (MSFC)

Martin Marietta - Denver

Michoud Assembly

White Sands Test Facility (WSTF)

NOTE: The use of government envelopes is acceptable to any of the above destinations.

Contractor Mail

You may also transmit materials to some contractors through the internal delivery system. Use CONTRACTOR (company) NAME and MAIL CODES, along with the name of the contractor employee

The use of government envelopes is acceptable to any of the following destinations. Contractors not listed will require a fully addressed official JSC envelope. *Note: Some contractors in the listing below do not have a mail code specified. In those cases, use the entire contractor name in place of the mail code.* Contractors may use the JSC mail system when furnishing goods and/or services to JSC as provided for in their contract. Contractors who mail official mail on behalf of JSC must prepare and mail such mailings in accordance with the guidelines set forth in this guide. Envelopes and labels used for contractor mailings must bear the printed return address of JSC. Do not show the name and address of a private person concern, organization, or contractor in the return address. All contractor mailings for JSC must be processed through the JSC Mail/Distribution Operations function in Building 227.

External & International Mail

Addressing Outgoing Mail

We recommend the following address formats (figures, pages 6 and 7 in Mail Services Guide), including sequence and position, to ensure the most efficient handling and delivery by the USPS. The NASA return address is printed on official envelopes. You must enter the mail code of the sending office above the printed address for all outgoing mail. The JSC ZIP +4 Code for return mail is 77058-3696.

NASA Johnson Space Center
ATTN: Mail Code/Employee name or title
2101 NASA Parkway
Houston, TX 77058

Guidelines and Standard Address Abbreviations

Mail Services provide mail metering, packaging and the capability to presort large automated mailings of over 300 pieces.

International Mail

It is important that you contact Mail Services to determine the proper classification and documentation required. If customs regulations are not followed and documentation is not exact, customs will impound the items until the addressee arranges for clearance and payment of whatever duties are required for the release of the item. Custom rules apply equally, whether USPS or other couriers send mail.

The last line of any foreign address should be the country name spelled out in English in capital letters. International Mail Services x38990

Envelope/Packaging Guidelines

Envelopes

All Mail for the USPS should be enclosed in an appropriate envelope or parcel and sealed. The size of the envelope should properly accommodate the contents. The USPS recognizes three categories of envelopes: letter size, flat and Parcel.

The USPS rates letters, flats, and parcels differently for size and rates before preparing the mail piece. Use light-colored envelopes for legibility; avoid brilliant colors.

Window Envelopes

Enclosures that are designed so that the address appears in a window must not be stapled to prevent slippage of the address from window view. If the addressed enclosure does not properly fit the window, use an envelope without a window.

USPS Automated Processing Dimension Regulations

The USPS maintains the following minimum and maximum dimensions for automated processing:

Height: 3 1/2" min 6 1/8" max 12" max

Length: 5" min 11 1/2" max 15" max

Thickness*: .007" min 1/4" max 3/4" max

*Firmly compressed; card stock should not exceed .0095"

Letter-Size Mail

Letter-size mailings must be rectangular for USPS processing. To ensure prompt and efficient processing of First-Class mail, we recommend that all envelopes and cards:

Have an aspect ratio (length divided by height) between 1 to 1.3 and 1 to 2.5 inclusive. Be sealed or secured on all four edges so they can be handled by the metering equipment. Fit within the above dimensions for USPS letter-size automated processing.

NOTE: Maximum thickness for letter processing is 1/4". Mail that does not meet automated processing size may not qualify for discounted rates.

Flat-Size Mail

Envelopes must be larger than the maximum letter size, but not larger than 12" high by 15" long and 3/4" thick.

Nonmailables

Envelopes and cards smaller than the minimum dimensions (3.5"x5"x0.007") described in 3.2.1 above are classified as unmailable and may be returned to you. Nonmailable items in envelopes include Paper clips, Glass chips, Metal pieces, and Sand. These will not only jam or damage the mailing machines, but can also cause serious injury to Mail Center employees.

All foreign countries also impose various restrictions depending on the country and item(s) being mailed. We recommend that you call International Mail Services at x38990 for assistance when mailing questionable items to U.S. or foreign destinations.

Mail Classes

The cost of mailing varies with each classification. This link provide information on Nonstandard, First Class, Priority, Standard-Class, Parcel Post, Bound Printed Matter and Special Standard (Book Rate)

To send all letters, flats, or parcels as Certified, Registered, Insured mail, or Postal Express Mail for second-day or next-day delivery of a specialized nature requires you complete a [Mailing Service Request Form JSC Form 208](#) and submit it to Mail Services.

Nonstandard Mail

First-Class, Standard-Class, and International Letter-Class mailings weighing one ounce or less are nonstandard – and will bear an additional charge–if pieces smaller than the minimum dimensions described in [3.2.1](#) are non-mailable in the USPS and will be returned to you.

First-Class Mail

All mail under 13 ounces with a desired delivery time of 1-3 days will be sent First Class. If you are not sure if your package is considered First-Class mail, call Mail Services at x30291.

Priority Mail

All First-Class mail over 13 ounces and less than 70 pounds with a desired delivery time of 1-3 days MUST be sent as Priority mail; this type of mail MUST be endorsed as such or it will be mailed as Standard Mail.

Insured, Certified, Registered & Express Mail

Attach a completed [JF208 Request for Mailing](#) to your packaged materials to send Insured, Certified, Registered & Express Mail. These items can be placed in your usual mail drop or you can drop them off at Building 227, Door 3. Proof of delivery return receipts identifying the article number, recipient signature, and delivery date are available with any of these options. It is not necessary to use a return receipt on all Certified or Registered mailings. Be certain to identify your mail code on the return receipt.

Insured Mail

Insured mail provides payment for domestic mail that has been lost, rifled, or damaged. You can buy insurance up to \$600 for Standard-Class mail. It is also available for merchandise mailed at

the Priority mail or First-Class mail rates. Express mail includes \$500 insurance at no extra charge.

Certified Mail

Certified mail provides you with a mailing receipt and a record of delivery maintained at the recipient's Post Office for two years. You can obtain a return receipt to provide you with proof of delivery for an additional fee. Certified mail service is available only for First-Class mail and provides no insurance coverage. A numbered label and completed receipt must be affixed. You can obtain labels from Mail Services

Transmission of Secret and Confidential Material

Internal Transmission

Hand-carrying classified mail is the most direct method of transmission. If this is not practical, you may transmit such materials through the JSC mail system. Prepare the documents in accordance with JSCM 1600 D, "JSC Security Manual," and either hand-carry them to the JSC Mail Center or hand them separately to a JSC messenger with a secret clearance. It is imperative that classified mail be kept separate from unclassified mail.

External Transmission

Prepare mail according to instructions in JSCM 1600 D, "JSC Security Manual." Be sure that the material is double wrapped and that both envelopes and wrappings bear the return mail code and complete destination address. Clearly handwrite or stamp the security classification on the inner envelope or wrapping. DO NOT add the security classification or any markings regarding the nature of the contents on the outer envelope or wrapping. Classified material, both SECRET and CONFIDENTIAL, will be transmitted through the USPS by Registered mail. Confidential material can be mailed via Certified mail.

Federal Express

The JSC Transportation Department is responsible for all inbound/outbound Federal Express shipments.

Bulk and Reply Mail

Business Reply Mail

This service enables mailers to receive First-Class mail by paying postage only on the mail that's returned. We guarantee payment of the appropriate First-Class postage plus a handling charge per piece.

A special format is required for mailing in foreign countries.

NOTE: Business Reply mail handling charges range from \$.96 per piece to \$1.83 per piece plus postage.

Courtesy Reply Mail

Courtesy Reply mail, you (the sender) provide your customer (the respondent) with a preprinted return envelope or card without postage. The customer prepays the return postage. Preprinted envelopes with special formats are available.

Reply Mail

Before designing a reply mail card, please contact the Forms Supervisor at x34080 for proper format.

Personal Mail

Outgoing Personal Mail

Outgoing Personal Mail is a special service provided to customers. Mail Services is not responsible for personal mail lost or stolen.

You may deposit your personal mail in a personal OUT basket located in your mail drop area. Outgoing personal mail must be sealed and have the proper postage affixed before it's deposited in the mail system. We will deliver personal mail to the USPS as received in the Mail Center during our next scheduled trip.

Subject to the U.S. Postal Service's Aviation Mail Security Procedures, the Mail Center will no longer accept personal mail weighing 13 or more ounces. Employees must deposit this type of mail at the local post office. We will return to you any mail dropped in the JSC mail bins weighing 13 or more ounces.

Incoming Personal Mail

The receipt of non-work related materials by JSC employees is discouraged. Employees who receive purely personal mail at JSC should notify correspondents to address such items to their home address. JSC Form 21, Mailing Information Post Card.



Quick Reference Guide

The Basics

Pg 1

- 1) You must enter a user name & password to enter our site.
If you do not have a user name & password and would like to order online please contact your Sales Representative or Customer Service
- 2) **Home** – Takes you to your log in home page. **About Tejas** – Information about Tejas Office Products, Inc.
Contact Us – Lets you contact various departments at Tejas

The screenshot shows the Tejas Office Products, Inc. website interface. At the top left is the company logo and name. To the right are navigation links for Home, About Tejas, and Contact Us, along with the phone number 713-864-6004 or 800-593-6004. Below this is a navigation bar with categories: Office Products, Technology, Furniture, Cleaning / Breakroom, Specialty, and Promotional. A search bar is present with options for 'Search For Products', 'Search Catalogs', and 'Search Favorites'. On the left sidebar, there are links for 'My Shopping Cart', 'View My Order', 'Check Out My Order', 'View Held Orders', 'Continue Shopping', 'Quick Order', 'Order By Item #', 'My Favorites', 'Shop My Favorites', 'On Line Returns', and 'Request a Catalog'. The main content area features a 'Log In To Our Site' section with fields for 'Username:' and 'Password:', a 'Log In' button, and a link for users having trouble logging in. On the right sidebar, there are links for 'Check Out', 'My Account', 'Please log in.', 'My Sales Representative', 'Company Specific Catalogs', 'See What's New', 'Press Releases', and 'Flyers'. A callout box on the right lists: 3) Your Sales Representative Information, 4) Company Specific Catalogs (These can be created using your contract items), and 5) Press Releases – Current news about Tejas, Flyers – Available promotions or special offers. Numbered callouts 1 through 6 are placed on the page: 1 points to the login fields, 2 to the Home link, 3 to the Sales Representative link, 4 to the Company Specific Catalogs link, 5 to the Press Releases link, and 6 to the On Line Returns and Request a Catalog links.

- 6) **On Line Returns** – Use this link to return an item
Request a Catalog – Use this link, to receive our catalog



Quick Reference Guide

Once you have logged in

Basics Pg. 2

Search for Items

Use the Quick Link buttons below to select from categories (Office Products, Technology, Furniture, Cleaning/Break room etc...)

Use the search box to enter a description and choose Search Catalogs to search the entire catalog or search favorites to look through lists you have created

Search for Items

Use the Quick Link buttons below to select from categories (Office Products, Technology, Furniture, Cleaning/Break room etc...)

Use the search box to enter a description and choose Search Catalogs to search the entire catalog or search favorites to look through lists you have created

View your Shopping cart details & start the check out process

Order by item # - Create an order quickly, if you know the item numbers.

You can create a favorites lists of the items you regularly order . You can create multiple lists.

Your name will appear here

Click" Log Out" to end your session

Change your password with The "Change Password" link

Your sales representative See details below

Look up past orders & invoices

See details below

Order by item # - Create an order quickly, if you know the item numbers.

Your company catalogs
 Tejas can create a catalog of items that can be seen by multiple users.
 This catalog can be made available for all users in a company or multiple users in a department.

Orders Waiting Approval
 You will have this link, if you are an approver,

For immediate attention or questions concerning an order contact Customer Service
 Your sales representative may be out in the field

For more detailed instructions see the complete reference guide



Searching – Search Field

From the Search Field, Quick Link Catalogs, Company Catalogs & Favorites

Enter the description into the **Search Field** then **choose** Search Catalogs or Search Favorites
Search Catalogs will search the entire catalog
Search Favorites will search only in the list you have created

The screenshot shows the Tejas Office Products website search interface. At the top, there is a navigation bar with the company logo, name, and contact information. Below this is a search bar with the text "Search For Products" and a dropdown menu showing "Binder Clips". To the right of the search bar are buttons for "Search Catalogs" and "Search Favorites".

Below the search bar, there is a "My Shopping Cart" section showing 14 items in cart and a subtotal of \$675.17. To the right, there is a "My Account" section with a "Check Out" button and a "Welcome Lynette Read" message.

The main content area is titled "Product Search" and displays "Products Matching Your Search". It includes a "Refine Your Search (Add More Words)" section with a search input field containing "binder clips" and buttons for "Search" and "Search Favorites". Below this, there is a list of products with columns for "Category" and "# Items". The products listed are:

Product Name	Price	Unit of Measure	Cost	QTY
Presentation Clips, Size Liberman, Size 30 Clips/Cart, Silver	\$5.89 CD	CD		
Deep Drawer Organizer, Mesh Steel, Black	\$7.79	CD		
Jumbo Recall Holder, Mesh, Black	\$7.79	CD		

Callouts in the image explain the search process and product details:

- "Our search brought up 4 pages of items. Click to advance to the next page" points to the "Page 1 of 4" indicator.
- "Refine the search here" points to the "Refine Your Search" section.
- "Narrow your search by choosing a category here" points to the "Category" column in the product list.

At the bottom, a list of instructions explains the product details:

- 1) Unit of Measure - how the product is sold
Cost - how much you pay
- 2) Add to Cart - click to add the item to your shopping cart.
- 3) QTY - how many you need. You can change here or in your shopping cart



Product Information

For this example - I clicked Office Products and then the 1st sub category(Adhesives & Glue)

If I want to find out more information on an Item
 1) Click the description (it is a link)
 2) Click Stock Check to see live inventory

The screenshot shows the Tejas Office Products website interface. At the top, there is a navigation bar with the company logo and name, contact information (713-884-6004 or 800-593-6004), and a slogan "We Make Your Business Day Easier!". Below this is a main navigation menu with categories like Office Products, Technology, Furniture, Cleaning / Breakroom, Specialty, Go Green, and Promotional. A search bar is also present.

The main content area displays "Office Supplies" with a sub-category "Adhesives & Glue". A list of products is shown, including "VELCRO 'GET A GRIP' 3/4x9" (VEK90340) priced at \$8.49 PK and "STICKITRAC TCM52150" (Adhesive Applicator Permanent, 1/4"x19", Nonrefillable) priced at \$2.49 EA. A red box with the number "1" highlights the description link for the VELCRO product.

Below the product list, there is a detailed view for Item # VEK90340. It includes a "Quantity" field set to 1 and buttons for "add to favorites" and "add to my cart". A "Stock Check" button is also visible. The "Item Availability Information" table shows the stock status across various distribution centers.

Code	Distribution center	Item	Unit	On Hand	Code	Distribution center	Item	Unit	On Hand
AT	Atlanta	VEK90340	PK	43	BI	Birmingham	VEK90340	PK	22
CH	Charlotte	VEK90340	PK	23	DA	Dallas	VEK90340	PK	22
DE	Darwin	VEK90340	PK	38	GB	Greensboro	VEK90340	PK	23
HS	Hartford	VEK90340	PK	2	HO	Houston	VEK90340	PK	20
JA	Jacksonville	VEK90340	PK	9	KS	Kansas City	VEK90340	PK	29
ME	Memphis	VEK90340	PK	39	MI	Miami	VEK90340	PK	29
NA	Nashville	VEK90340	PK	14	NO	New Orleans	VEK90340	PK	8
NY	New York	VEK90340	PK	1	OK	Oklahoma City	VEK90340	PK	32
OR	Orlando	VEK90340	PK	50	PH	Phoenix	VEK90340	PK	37
SA	San Antonio	VEK90340	PK	22	SL	St. Louis	VEK90340	PK	36
TA	Tampa	VEK90340	PK	12	TF	Tampa	VEK90340	PK	8

The description for the VELCRO product is: "Get A Grip" Velcro, 3/4"x12", Black. Reusable adhesive straps are quick and easy to use. Offers a one-wrap design. Simply wrap the Get-A-Grip around what you're holding, then wrap it back onto itself. Use indoors or outdoors.

- Qty per Selling UOM: 1 PK
- Selling UOM: PK
- Packing Level: 4 PK/BX
- Shippable



Searching – Quick Link Catalogs

From the search Field, Quick Link Catalogs, Company Catalogs & Favorites

When you choose a Quick Link Category, another window will open

The screenshot shows the Tejas Office Products website interface. At the top, there is a navigation bar with categories: Office Products, Technology, Furniture, Cleaning / Breakrooms, Specialty, and Promotional. Below this is a search bar and a 'Search Catalogs' button. A callout box points to the 'Search Catalogs' button, stating: "When you choose a Quick Link Category, another window will open".

The main content area displays a search for 'Footrest'. A callout box points to the search results, stating: "For our search we will be looking for a Footrest". The search results are displayed in a table with columns for product name, price, and quantity. The table lists several 'Footrest Adjustable' products with their respective prices and quantities.

A callout box points to the 'Narrow your search' options, stating: "Narrow your search By brand or by price". The 'Narrow your search' options include: Follow us (14), Customer (1), 3M Commercial Office Supply (1), Amazon (2), East Inc. (1), Kmart (1), and ASD INC. (1).

Product Name	Price	Quantity
FOOTREST ADJUSTABLE FMMPR30 Adjustable Feet Rest, Tilt, 10"x12"x4-43/4", Black	\$75.99 EA	1 QTY
FOOTREST ADJUSTABLE RL-303201 Adjustable Feet Rest, Tilt, 12"x13"x6-3/8", 3-Color, Silver	\$49.99 EA	1 QTY
FOOTREST, 5" HIGH, BK SFP2100 Adjustable Footrest, 16-1/2"x11-1/2"x11", Black/Blue	\$43.00 EA	1 QTY
FOOTREST ADJUSTABLE, BK, CHS SFP2104 Adjustable Footrest, 16-1/2"x11-1/2"x10", Black	\$49.99 EA	1 QTY



Searching – My Company Catalog

From the search Field, Quick Link Catalogs, Company Catalogs & Favorites

Search from Company Catalogs

Click on the link
Another window will open

This catalog is created for your Company or Department

This catalog has to be created by your Sales Representative.

Tejas can assign this Catalog by user or to multiple users

We can create multiple catalogs. Each catalog would have it's own link.

Choose a category
"Tape Flags"

These are the Tape flags in our Sample Catalog only



Searching - Favorites

From the search Field, Quick Link Catalogs, Company Catalogs & Favorites

Create & Shop Your Favorites

Just name the list & click Create Favorites List

Click Edit - Make changes to an existing list

Click Delete - to delete an entire list

click the name of the list or view to open & shop from a favorites list

1) Click in the box next to the item/ items you want to select

2) Add to cart- will add only that item to your shopping cart
Remove the item from your list
Update the item lets you update the comment or qty that you want on this item

3) You can add all of the items to your shopping cart by clicking here



Adding an item to My Favorites

If you want to add an item to your Favorites List
Click "add to favorites"

The screenshot shows the TEJAS Office Products website interface. The main content area displays a 'Sample Company Catalog' with a list of products under the 'Binders & Indexes' category. Two products are visible:

Product Name	Price	Quantity
INDEX, GOLDLINE, A-Z, BK AVE11350 Black Leather Tab Dividers, A-Z, 11"x8-1/2", Buff	\$4.82 ST	1 QTY
BINDER, 3-RING, VIEW, 1.5" W/E AVE05725 Economy View Binder, 1-1/2" Capacity, 11"x8-1/2", White	\$3.08 EA	1 QTY

An arrow points to the '+ add to favorites' button for the first product. A pop-up window titled 'Add Item To Favorites List' is overlaid on the page, containing the following text:

Add Item To Favorites List
Select the Favorite List using the drop down list below. Then click "add to favorites" to add the item.

The pop-up window shows a dropdown menu with 'Shoproom' selected. Below the dropdown are the buttons '+ add to favorites' and '+ add to cart'.

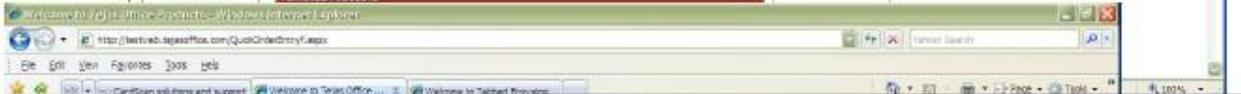
A second callout box explains the process: 'This window will pop up. Choose the list that you want from the drop down list and click "add to favorites"'. An arrow points from this box to the 'Shoproom' option in the dropdown menu.



Quick Order

Order by Item

When you already have the Item numbers, this is a quick way to order

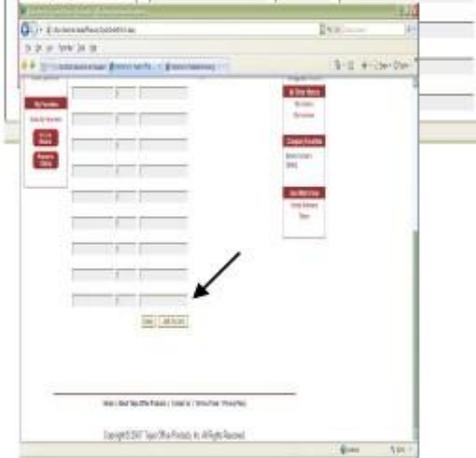


Item Number - Add the Mfg Prefix as well as the item #

Tab to Qty – How many do you need? You will be able to edit in the shopping cart if you need to make any changes.

Tab to Comments – These will appear on delivery documents & invoices.

Once you have added all your items scroll down & click add to cart



You will get the message that your item has been added to your cart or an error message

Example: not in your selection of catalogs (some items may not be available for your account) Contact your purchasing department.



Your Shopping Cart

Access the shopping cart from the Shopping Cart Icon or View My Order

- 1) You can add **comments** to the item as needed, Comments appear on delivery documents and invoices.
- 2) You can change the **Qty** and then Click Update Cart. **Update Cart** after any changes you make to your cart.
- 3) **Hold Cart** – You can place this shopping cart on hold.
Click **View Held Orders** to open it back up at a later time
- 4) Click **Begin Checkout** or **Check Out** when you are ready to place your order.



View Held Orders

- 1) I have a Shopping cart with 5 items that is currently my active cart.
- 2) I want to open a previously saved order . I will click View Held Orders & the below screen will open.
- 3) I want to open the 1st order, **View** if you want to see what is on the order. **Delete** the order click **make active** to open.

Tejas Office Products, Inc. 713-864-6004 or 800-693-6004

Office Products Technology Furniture Cleaning / Breakroom Specialty

Search For Products Search Catalogs Search Favorites

1 My Shopping Cart 5 Items in Cart Subtotal: \$378.59

View My Order Check Out My Order View Held Orders Continue Shopping Orders Waiting Approval

2 Quick Order Order By Item s My Favorites Shop My Favorites On Line Request Request a Catalog

Saved Carts & Order Approval
Orders Waiting Your Approval
You have no orders waiting your approval

Saved Carts & Carts On Hold

cartid	PO #	Status	Approval Info	Last Modified	# Lines	Subtotal	
CART-0016827		Cart On Hold		10/11/2007	1	\$32.48	View Delete Make Active
CART-0011389		Cart On Hold		11/02/08	3	\$75.23	View Delete Make Active

When you click make active to open,
If you have an active cart already open this message will come up letting you know that if you make this held cart active, you will be putting you active cart on hold. Only one shopping cart can be active at a time

Click make active

Confirm Make Cart Active

You have items in your current cart. If you make this cart active, your current cart will be put on hold.

Are you sure you want to make the following cart active?

Cart: CART-0016827
Subtotal: \$32.48

Make Active Cancel

Tejas Office Products, Inc. 713-864-6004 or 800-693-6004

Office Products Technology Furniture Cleaning / Breakroom Specialty

Search For Products Search Catalogs Search Favorites Quick Order

My Shopping Cart 1 Items in Cart Subtotal: \$32.48

View My Order Check Out My Order View Held Orders Continue Shopping Orders Waiting Approval

Quick Order Order By Item s My Favorites Shop My Favorites On Line Request Request a Catalog

Your Current Shopping Cart

Items Currently in Your Shopping Cart

Item	Part Number	Part Description	Unit Price	Quantity	Subtotal	Options
	PHE2096 (PHE Logli)	Pen, 22 Stamped,Pat. 410 (11)	\$32.48	1	\$32.48	1100 (11) 124 (11)

Quick Order Order By Item s My Favorites Shop My Favorites On Line Request Request a Catalog

You will notice your shopping cart has changed. You have only 1 Item in this active cart.

You can proceed however you need add to this cart Check out this cart Put it back on hold, etc.



Check Out My Order

Pg 1

Click Check out or Begin Check Out

Tejas Office Products, Inc. 713-864-6004 or 800-593-6004

Office Products Technology Furniture Cleaning / Breakroom Specialty Promotional

Search For Products Search Catalogs Search Favorites

My Shopping Cart 1 items in cart Subtotal: \$1.12

Your Current Shopping Cart

Item Number	Description	Unit Price	Qty	Total Line	Comment
0009010	Binder Clips, Mini 3 1/2" Wide, 1/4" C-clip, 12 Blk, Black/Silver	\$1.12	1	\$1.12	

Subtotal: \$1.12

Tejas Office Products, Inc. 713-864-6004 or 800-593-6004

Office Products Technology Furniture Cleaning / Breakroom Specialty Promotional

Search For Products Search Catalogs Search Favorites

My Shopping Cart 2 items in cart Subtotal: \$7.99

Ship To Address

Please select your ship to address:

Filter Ship To:

Select	Address
<input type="radio"/>	Tejas Office Products-Store 001 Dept. Sales (Sales) 24914 Carter Gate 54096, TX 77389
<input type="radio"/>	Tejas Office Products-Store 001 Dept. Sales (Sales) 3326 W. 30th 4931709, TX 77069
<input type="radio"/>	Tejas Office Products-Store 001 Dept. Marketing (Mktg) 8221 W. 20th 4931709, TX 77069

Continue on Cancel

If you have many to choose from you can filter (search)

Select the ship to by clicking the select button (you may only have 1 to choose from)

Click continue once you have selected the department

Confirm Ship to address & Continue
Based on your security privileges, you may have the ability to change shipping information

Tejas Office Products, Inc. 713-864-6004 or 800-593-6004

Office Products Technology Furniture Cleaning / Breakroom Specialty Promotional

Search For Products Search Catalogs Search Favorites

My Shopping Cart 4 items in cart Subtotal: \$32.40

Ship To Address

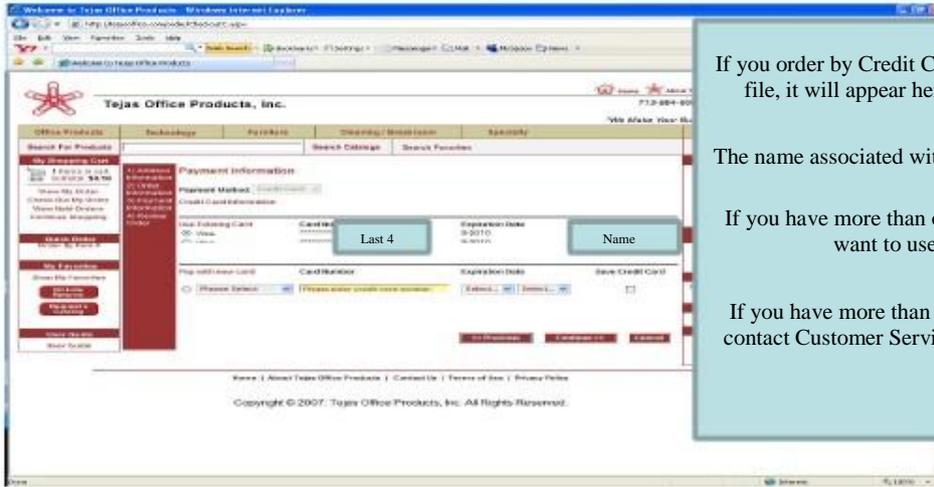
Name: Tejas Office Products-001
Street: P.O. Box 223454
City: Dallas TX
State: TX
Zip Code: 77069
Country: The United States of America

Continue on Cancel



Check Out My Order

Pg 2



If you order by Credit Card & we have your card on file, it will appear here(only the last 4 digits)

The name associated with the card will also appear

If you have more than one card click the card you want to use

If you have more than one card but only see one contact Customer Service & we can add it for you

Fill in all that you need below & continue
This is Company Specific. Some Companies do not require this information.



If you require an approver you will get the message below, Click Submit order





Check Out My Order

Pg 3

The Sales Order Receipt

Below are the details of your order.
Below is a receipt of your order. You may print it for your records.

Order ID: 1081204

Bill To:	Status	Payment Information
Acct #: CUS-018804	Doc Date: 2/12/2010	Payment Type: Credit Card
Tejas Office Products - Austin	Name: Tejas Office Products - demo acc	Card Type:
1025 West 21st St	Contact: Lynette Riley	Card Number:
AUSTIN, TX 78751	Contact Person:	Card Exp. Date:
US	Purchase Order:	
Ship To:	Currency: USD	Order Totals
Tejas Office Products - demo acc	Order Type: Sales Order	Subtotal: 32.40
Dept: CSR	Billing Code:	Freight/Misc: 0.00
P.O. #: 133456	Special Instr:	Tax: 2.67
HOU5104, TX 77008		Order Total: 35.07
US		

Item Number	Description	Order Qty	Cancelled	Processing	Backorder	Delivered	Unit	Price Each	Net Amount
AMP2030	Perforated Pad Legal/Rule 50 Sheets Pad 8-12/11-13/1/1E	1			1		02	\$32.40	\$32.40

Print Receipt
Click here for a printer friendly version

Order ID
For your records, If you need to call Customer Service they will be able to help you quicker if you provide this #

Sales Order On Hold

Your order has been placed on hold.

Your order has been saved for approval by your designated approver.

Thank you for your order.

If your order requires an approver, you will get this message & an e-mail will be sent to your Approver. The Approver Logs in & approves, makes changes or deletes the order



Approving an Order

- 1) When the user submits the order, the order goes on hold pending approval.
- 2) The approver will get an e-mail letting him/her know an order is waiting approval.
- 3) The approver log's on & goes to **Orders Waiting Approval**. The below page will open With the order/orders you need to approve.

The screenshot displays the 'Orders Waiting Your Approval' page. The main content area contains a table with the following data:

Cart ID	Requested By	PO #	Last Modified	# Lines	Subtotal	Approve	View	Reject
<input type="checkbox"/> CART-0025257	Jeanette Cosakits		2/26/2008	1	\$1.12	Approve	View	Reject

Below this table is another section titled 'Saved Carts & Carts On Hold' with a table:

cartid	#	Status	Approver Info	Last Modified	# Lines	Subtotal	View	Delete	Make Active
CART-0011386		Cart On Hold		1/4/2008	3	\$75.23	View	Delete	Make Active
CART-0025146		Cart On Hold		2/12/2008	5	\$378.59	View	Delete	Make Active

Click the box next to the order you want to approve, View or reject.

To Quick Approve this order just click approve.

Click View to open the order, You can make changes to the order.
Once you open the order you must checkout the order.

Click reject if you need to reject/delete this order



My Order History

1) You can search by Sales Order, Invoice Or Sales Quote. 12 months of history can be seen
 2) Enter a date range to narrow your search.
 3) If you know the Sales Order #, Invoice # or P.O #. You can enter it here.
 If you are an account administrator you have privileges that regular users or approvers do not have. A few examples are add and delete users, make user name changes, edit usernames & passwords. The privileges available to an account administrator can be customized based on the needs of your company.

As an account administrator you have this icon when you log on.

4) You can Click on the heading to Sort by that column.

Submitting a Request

The Graphics Department provides visual communication products including brochures, newsletters, posters, fact sheets, signage, programs, displays, announcements, presentation items and more.

Location/Hours

We are located in Building 227, Door 1 (map). Personnel are available to assist you between the hours of 7:30 a.m. – 5:00 p.m., Monday through Friday, excluding holidays and official site closures.

Submit your request for service on a JSC Form 1215, Publications and Graphics Work Request.

Approval

Graphics requires all work requests be approved by the *Branch Chief* level or higher. Requests requiring significant effort, have non-standard requirements, or are estimated to be costly to produce may require approval at the Division or Directorate level. A Graphics representative will inform you if your request requires higher approval.

In addition to the standard approval, customers will need to obtain approval from the Headquarters Communications Material Review (CMR) Board at <http://communications.nasa.gov/portal/site/osc> before Graphics can begin the design phase.

This approval is required for all internal and external non-technical communication material. The approval to proceed from the Headquarters CMR Board should be provided along with the Form 1215.

Graphics Services is happy to assist you with meeting your visual communication needs, and will ensure the final product meets the visual standards set forth by the CMR.

Submitting the Form 1215

The completed and approved Form 1215 is submitted to JSC Graphics Work Control.

Requests can be submitted electronically to Rachel Day or the Graphics Mailbox. Requests can also be delivered directly to Graphics Work Control in Building 227, Door 1, or via JSC Courier, Mail Code IS47.

Options for Submitting Input:

If sending your request via email, be sure to attach any associated files with your request.

You may also drop your files on the Graphics Drop server by creating a folder with your name and placing the files in the folder. Be sure to note the location and file names on the Form 1215.

Files can also be submitted on CD and delivered directly to Graphics Work Control in Building 227 or mailed to IS47, attention Graphics Work Control.

Graphics can accept all standard file formats (PowerPoint, MS Word, Excel) and JPG, TIFF, EPS, PDF. Native files in Quark XPress, Adobe PhotoShop, Adobe InDesign, Adobe Illustrator, Denaba Canvas, and Corel Draw can also be received.

Communications Material Review (CMR)

The CMR process was established to implement unifying elements such as key messages and design standards, in all NASA-funded communications material. Whether the intended audience is internal (NASA employees and on-site contractors), external or both, materials are reviewed only on a macro level. This review is to ensure consistency throughout the Agency of the abovementioned elements. The goal is to enhance effectiveness and efficiency of NASA communications.

Visit the Web site at <http://communications.nasa.gov/portal/site/osc> for additional information on the background of the CMR system.

The CMR Web site provides information on visual standards and other pertinent information that will assist you in submitting your material for review and approval. The CMR process continues to evolve and we encourage you to visit the site often for the latest updates, or feel free to contact Graphics for information.

Graphics is required to work within the visual standards of the CMR system and will assist you in ensuring that your communication product meets all of the guidelines set forth by this system.

Products

Below is a brief list of some of the products and services offered by the JSC Graphics Department. If you require visual communication services not listed below, contact Graphics for information regarding your particular request.

View examples of various products under the Samples tab. If you have a graphic design or other visual communication need not shown here, please notify us via the Graphics Mailbox.

Annual Reports

- Banner Design (production is outsourced)
- Book Layout/Design
- Bookmarks
- Brochures (multi-page, bi-fold, tri-fold)
- Cards
- Certificates (Special Recognition)
- Displays
- Document Layout/Design
- Editing/Writing
- Fact Sheets (NASA B/W, Special Purpose)
- Flyers (Events, Programs, Announcements)
- Illustration (Flow Charts, Schematics, Drawings, Pencil Sketches)
- Lithos (Crew, Mission)
- Logos (Program/Directorate Level/Crew and Mission related)
- Newsletter Layout/Design
- Posters
- Presentation Charts (standard PowerPoint prepared for slide show)
- Programs (Events)
- Signage (Indoor)
- Table Tents

Production Services:

- Framing (requires Directorate approval)
- Plotting (up to 48" W)
- Matting
- Mounting (on Foam Core or Coda Board)

RM Frequently Asked Questions (FAQs)

Q. I have some questions on internal file procedures. Who do I contact for assistance?

A. You should contact your Organizational Records Coordinator for procedures specific to your directorate or division. You can locate the name of your Records Coordinator under [Contacts](#) on the Records Management Home Page.

Q. How do I know if my files are Federal record and should be maintained as the official file copy?

A. Determine if your materials are official records with the interactive tool [What is a Record?](#) on the Records Management Home Page. If you are still uncertain, contact the [JSC Records Manager](#) (x33791) or the [JSC Archivist](#) (x33044) for assistance.

Q. I inherited some files when I moved into my office. What should I do with them?

A. The [JSC Archivist](#) will conduct a site visit to evaluate your files and determine if they are official records. Call x33044 to schedule a visit.

Q. Do I have to maintain a listing or index of my records?

A. It is mandatory to maintain a files/records index (see [JPR 1440.3](#), paragraph 3.3.9) of your records. Use a JF1229 to maintain your records listing and submit it to the [JSC Records Manager](#) annually or when requested.

Q. What AFS and Retention Schedule should I use for my records?

A. First, check the on-line version of the [NASA Records Retention Schedules](#). If you're unable to locate the proper schedule, contact the [JSC Archivist](#), X33044, for assistance with the appropriate Agency Filing Schedule (AFS) and retention schedule.

Q. How do I retire my inactive records?

A. The simple procedures for retiring records are contained in Chapter 4 of [JPR 1440.3](#), JSC Files and Records Management Procedures. For assistance or questions, contact [JSC Records Management](#), x33791.

Q. How long does it take to receive an Accession Number for my inactive records?

A. The accession # is assigned by the Federal Records Center (FRC) in Ft. Worth, Texas. From the time of request, it takes about 1 week to receive the number for your records. We can get the accession number sooner for urgent requests.

Q. I want to retrieve some records from the Federal Records Center. What are the procedures?

A. Send a request via e-mail to [JSC Records Management](#). Include the accession and box number, the records you are requesting, and the FRC location of the box, if known. At the very least, the accession # of the records and the record you are requesting is required. Also indicate if it is a permanent withdrawal or temporary loan of record(s).

Q. How long does it take to receive records I want to retrieve from the Federal Records Center?

A. You will receive the records within 4-7 working days for standard requests--urgent requests can be received within 1 day.

Q. I have an urgent need to retrieve records from the Federal Records Center. How soon can I get them?

A. Call x33791 or x33044 for urgent retrievals. Urgent requests are defined as those that are mission critical. The records can be requested via Federal Express and will be available the following working day. You will be called when the records are received.

Q. How do I return records that were retrieved from the Federal Records Center?

A. Take the records to Building 45, room 304. Do **not** return the records directly to the onsite Shipping Department or central mailroom!

Q. Where can I find the current records retention schedules?

A. The current official schedules for maintaining Federal records can be found on-line in NPR 1441.1, NASA Records Retention Schedules. For further assistance, call the JSC Archivist at x33044.

Q. When can we expect to be able to transfer permanent electronic records to the National Archives instead of on microfiche or hard copy?

A: The only electronic formats NARA officially accepts are ASCII, PDF and EBCDIC. However, if you have permanent electronic records that can't be saved in these formats, contact the Records Manager (x33791) to discuss a possible solution.

NASA Procedural Requirements NPR 1450.10D

Effective Date: March 24, 2006

Expiration Date: March 24, 2011

COMPLIANCE IS MANDATORY

NASA Correspondence Management and Communications Standards and Style w/Change 1 (12/30/2008)

Responsible Office: Executive Secretariat

P.1 Purpose

- a. This NASA Procedural Requirements (NPR) prescribes specific procedures for managing and controlling communications to and from the Principals of the Office of the Administrator and guidance and standards for preparing internal and external correspondence and communications in both paper and electronic formats.
- b. This NPR describes various types of correspondence and communications designed to improve the management and flow of NASA information. It also provides guidance for preparing, documenting, and disseminating effective communications to the widest possible audience as prescribed by NASA Policy Directive (NPD) 7120.4C, Program/Project Management, and NPR 7120.5C, NASA Program and Project Management Processes and Requirements.
- c. This NPR prescribes "plain language" format and style for preparing correspondence and communications.

P.2 Applicability

- a. This NPR addresses drafting, preparing, and reviewing internal and external correspondence and communications.
- b. This NPR applies to NASA Headquarters and NASA Centers, including Component Facilities.
- c. This NPR provides guidance for all NASA employees, including scientists, technologists, engineers, program and project directors and managers, and those functions involving or supporting public and legislative affairs, education, history, scientific and technical information, technology transfer offices, and records management.

P.3 Authority

- a. 42 U.S.C. § 2451, et seq., the National Aeronautics and Space Act of 1958, as amended.
- b. 5 U.S.C. § 552, et seq., the Freedom of Information Act, as amended.
- c. 5 U.S.C. § 552a, the Privacy Act of 1974, as amended.
- d. 18 U.S.C. § 2510, et seq., the Electronic Communications Privacy Act, as amended.
- e. 44 U.S.C. § 3501, et seq., Paperwork Reduction Act of 1995, as amended.
- f. Executive Order (EO) 12958, Classified National Security Information, dated April 17, 1995.
- g. EO 13011, Federal Information Technology, dated July 16, 1996.
- h. NPD 1450.12, Handling Correspondence and Information from The Executive Office of the President.
- i. Office of Management and Budget (OMB) Circular No. A-130, Management of Federal Information Resources.

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Information Resources.

P.4 References

- a. NPD 1000.0, NASA Strategic Management and Governance Handbook.

- b. NPD 1000.3, The NASA Organization.
- c. NPD 1440.6, NASA Records Management.
- d. NPR 1441.1, NASA Records Retention Schedules.
- e. NPR 1450.4, Handling Congressional Correspondence and Information Concerning Congressional Activities.
- f. NPD 1450.12, Handling Correspondence and Information from the Executive Office of the President.
- g. NPD 1490.1, NASA Printing, Duplicating, Copying, Forms, and Mail Management.
- h. NPD 1600.2, NASA Security Policy.
- i. NPR 1600.1, NASA Security Program Procedural Requirements.
- j. NPD 2810.1, NASA Information Security Policy.
- k. NPR 2810.1, Managing Information Technology.
- l. NPD 2820.1, NASA Software Policy.
- m. The Gregg Reference Manual.
- n. Webster's Dictionary.
- o. Government Printing Office Style Manual.
- p. Roget's Thesaurus.
- q. The Elements of Style, Strunk and White.
- r. NASA Style Guide.

P.5 Cancellation

NPR 1450.10C, NASA Correspondence Management and Communications Standards and Style.

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Chapter 1: Managing and Controlling Mail and Communications

1.1 Communications Addressed To The Principals of The Office

1.2 of The Administrator

1.1.1. The Executive Secretariat manages and controls all correspondence addressed to or signed by the Principals of the Office of the Administrator.

1.1.2. The Executive Secretariat manages, controls, and tracks all actions involving the Principals of the Office of the Administrator.

1.1.3. The Executive Secretariat prescribes specific guidance, procedures, and standards for preparing correspondence and communications in both paper and electronic formats.

1.1.4. The Executive Secretariat serves as the Agency authority and establishes Agency-wide correspondence guidelines.

1.1.5. The Executive Secretariat coordinates senior-level communications for the Executive Office of the President, Congress, and domestic and international dignitaries.

1.1.6. The Executive Secretariat provides editorial guidance to scientists, technologists, engineers, program and project directors and managers, and to those whose functions involve or support the public and legislative affairs, education, history, scientific and technical information, and technology transfer offices.

1.1.7. The Executive Secretariat manages a correspondence management system for the Office of the Administrator correspondence and gifts.

1.1.8. The Executive Secretariat ensures that the Office of the Administrator's records are maintained in accordance with the prescribed Federal guidelines and applicable NASA Records Retention Schedules.

1.3 Quality Control Liaison (QCL) and Correspondence Control

Liaison (CCL) Designations for NASA Headquarters

1.2.1. The Associate Administrator/Official-in-Charge of each Headquarters organization (also referred to as the Action Office) must designate two members (and backups) from its organization to serve as a QCL and CCL. These designations are required to facilitate the smooth and efficient flow of communications between the Action Office and the Executive Secretariat and must be kept up to date. All changes will be submitted to the Executive Secretariat.

1.2.2. The QCL reviews and edits Action Office action items and ensures that responses, signature packages, and the Action Document Summary are properly prepared.

1.2.3. The CCL manages the correspondence management system for their Action Office.

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Mailboxes for each Action Office are located in the Executive Secretariat (9Q42) and should be checked daily.

1.4 High-Profile Responses (Administration Offices)

1.4.1. Action Offices must meet all due dates and specifically those for high-profile (e.g., Secretary of Transportation; Head, Federal Space Agency of the Russian Federation) responses. The Executive

Secretariat will note any special requirements in the abstract section of the Headquarters Action Tracking System (HATS) Action Cover Mask. This will help identify correspondence as high profile and call attention to special handling requirements, an early due date, or other pertinent information.

1.5 Due Dates

1.5.1. If no due date is specified in the incoming correspondence, the Executive Secretariat establishes a ten-business-day due date for the assigned Action Officer to respond to the correspondence.

1.5.2. The White House Correspondence Office establishes due dates for its referrals. These due dates vary between 15 and 25 business days, depending on the subject.

1.6 Extensions of Due Dates

1.6.1. All due dates must be met. Requests for extensions should be rare, and the Action Office must specifically justify the reason for its request, ensuring the change is requested as soon as possible by phone, e-mail, or in person.

1.6.2. The Executive Secretariat will provide necessary information to the Action Office and, as appropriate, will coordinate the request for an extension, notifying the Action Office accordingly.

1.7 Office of The Administrator Signature Packages

1.7.1. All packages, including NASA directives, for signature by the Principals of the Office of the Administrator must be routed through the Executive Secretariat. Packages delivered directly to the Office of the Administrator will be forwarded to the Executive Secretariat for review and processing.

1.7.2. The Executive Secretariat reviews and processes the package for signature. Incomplete packages or packages requiring corrections are returned to the Action Office.

1.8 Concurrences for Office of The Administrator Signature Packages

1.8.1. The Action Office must obtain all required concurrences on the Action Document Summary (ADS) before submitting signature packages to the Executive Secretariat.

1.8.2. If applicable, the Action Office may review the "Info Offices" listed by the Executive Secretariat on the HATS Action Cover Mask to help determine the appropriate concurrences.

1.8.3. The Action Office must obtain concurrences on the ADS from the cognizant Headquarters NPR 1450.10D – Chapter 1 Verify Current version before use at:

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1.8.3. The Action Office must obtain concurrences on the ADS from the cognizant Headquarters organizations when responses include data from other Headquarters offices or Centers.

1.8.4. Urgent packages must be fully justified to include the date the correspondence was received.

1.9 Correspondence To Officials-In-Charge of Headquarters Offices and/or Center Directors

The Action Office must include the most current distribution list in the signature package. The current listing can be found at <http://www.hq.nasa.gov/office/executariat/index.html>.

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Chapter 2: NASA Writing Standards

2.1 Organized Writing

Format is important, but clarity is more important. The following techniques and guidelines can help make your writing more organized, natural, and concise.

2.1.1. Follow the newspaper format. Open with the most important information and decrease to the least important. Avoid mere chronology.

2.1.2. Start fast, explain as necessary, then stop. When writing correspondence, think about the one key sentence that expresses the main idea. Do not waste the opening--the strongest place in correspondence. Begin with the key sentence, if appropriate; if not, be sure it appears by the end of the first paragraph. Put requests before justifications, answers before explanations, conclusions before discussions, and summaries before details.

2.1.3. Arrange key points. In a complex proposal or a reply to various questions, there may be many key points. In these cases, begin with a general statement of purpose, such as the policy directives.

Examples:

We inspected the Engineering Department on January 24, 2005, and found its overall performance satisfactory.

We request authorization to hire a full-time clerk typist or to reassign someone from the document management center.

This memorandum summarizes initial plans for reorganizing the Personnel Department.

2.1.4. Be direct. Occasionally, you may delay a main point to soften bad news or to introduce a controversial proposal. In most cases, though, it is best to be direct.

2.1.5. Persuade vs. Inform. When writing to persuade rather than to inform, end strongly with a forecast, appeal, or implication. When feelings are involved, exit gracefully--with an expression of good will. When in doubt, offer assistance and the name and telephone number of a contact.

2.2 Spoken Style

2.2.1. Speak and communicate on paper. Because readers hear writing, the most readable writing sounds like people talking to people. To achieve a spoken style, imagine your reader is sitting across the desk from you. If you are writing to many readers but none in particular, talk to one typical reader. Then write with personal pronouns, everyday words, and other techniques provided in this NPR. Once you have a draft, read it aloud. It should sound like something you might say in person. Whether writing formally or informally, use language you would use in speaking.

2.2.2. Do not use contractions in formal writing.

2.2.3. Speak directly to your readers. Use the imperative mood when preparing administrative documents, especially procedures, "how-to" instructions, and lists of duties. Directness also avoids the passive voice. This style results in shorter, crisper letters and memos. Example:

Sign all copies. Provide the draft by Monday.

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2.2.4. Focus on your readers' needs. Analyze your audience in light of your purpose. You should be able to answer these next questions before you begin to write:

- a. What is my purpose?
- b. Who are my readers?
- c. What are their interests?
- d. How much do they know already?
- e. What will make it easy for them to understand or act?

2.3 Compact Writing

2.3.1. Give your ideas no more words than they deserve. Shorten paragraphs to sentences, sentences to clauses, clauses to phrases, phrases to words, words to pictures, or strike the idea entirely. Keep only what contributes to the meaning.

2.3.2. Avoid "it is," unless "it" refers to something mentioned earlier. The use of "it is" constructions tangles sentences, delays meaning, encourages passive verbs, and hides responsibility. Use only natural expressions such as "it is time to" and "it is your job to." Examples:

Poor: It is my understanding that your program covers medical expenses from such injuries.

Better: I understand that your program covers medical expenses from such injuries.

Poor: It is recognized that as the project evolves, there likely will be changes in task definitions and priorities.

Better: We recognize that as the project evolves, task definitions and priorities are likely to change.

2.3.3. Limit the use of "there is" and "there are." Examples:

Poor: There are some deadlines that cannot be changed.

Better: Some deadlines cannot be changed.

2.3.4. Shorten wordy expressions. Instead of adding impressive bulk to writing, wordy expressions clutter it by getting in the way of the words that do the important work.

DO NOT SAY SAY

a number of some

at the present time now, at present

due to the fact that because

for a period of for

for the purpose of for, to

in accordance with under

in an effort to to

in a timely manner promptly, on time

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in order to to

in the amount of for

in the near future soon

on a quarterly basis quarterly

the month of June June

2.3.5. Use "ly" words sparingly. Let nouns and verbs do the work.

DO NOT SAY SAY

I absolutely believe I believe
we certainly agree we agree
successfully complete complete
when totally free when free

2.3.6. Cut doublings.

SAY

pleased **OR** delighted
stimulating **OR** interesting
review **OR** comment on
help **OR** support

2.3.7. Use common, less formal words in most documents.

DO NOT SAY SAY

appreciable many
assistance help
capability can
consequently so
demonstrate show
endeavor try
equitable fair
expedite hurry, speed up
forward send
indicate show
magnitude size
methodology method, way
optimum best, largest
preclude prevent

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remainder rest
terminate end
timely prompt
utilize use

2.3.8. Use short transitions. Save long, bookish ones for variety.

DO NOT SAY (Bookish) SAY (Spoken)

consequently so
however but
nevertheless still
therefore so

2.3.9. Avoid legalistic language in nonlegal documents.

DO NOT SAY (Awkward) SAY (Spoken)

aforementioned the, that, those
heretofore until now
herewith is here is
notwithstanding in spite of

2.4 Tone

2.4.1. A writer's attitude toward the subject or readers causes relatively few problems in routine letters. The rules are straightforward.

2.4.2. A neutral tone is preferred. Subordinates may suggest, request, or recommend, but only superiors may direct.

2.4.3. Because much writing is routine, tone sometimes causes problems when the matter is delicate. The more sensitive the reader or issue, the more careful we must be to promote good will. Tactlessness in writing suggests clumsiness in general. When feelings are involved, one misused word can offend the reader.

2.4.4. Be mindful of rubberstamp endings. They do not improve good letters or save bad ones. To the reader whose request has been denied, an offer of further assistance promises further disappointment. As an example, the following closing sentence should be dropped entirely or incorporated with the rest of the letter.

Example: This setback aside, we hope that you will take advantage of other courses available to you.

2.5 Write Positively

2.5.1. As you write, avoid negative language. Unless you have some special reason to caution against something, be positive. If you can accurately express an idea either positively or negatively, express it positively.

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2.5.2. The positive statement is usually clearer and briefer. But a negative statement can also be clear. Use it if you are cautioning the reader.

DO NOT SAY (Negative) SAY (Positive)

The Administrator may not appoint persons other than those qualified by the Personnel Management Agency. The Administrator must appoint a person qualified by the Personnel Management Agency. It will not be ready until Monday. It will be ready on Monday. You failed to sign the other copy. You need to sign the other copy. Opportunity is limited. Competition is keen.

2.5.3. Avoid several negatives in one sentence.

DO NOT SAY SAY

A demonstration project will not be approved unless all application requirements are met. A demonstration project will be approved only if the applicant meets all requirements.

2.5.4. It is better to express even a negative in positive form.

DO NOT SAY SAY

not honest dishonest

did not remember forgot

did not pay any attention to ignored

did not remain at the meeting left the meeting

did not comply with or failed to comply with violated

2.5.5. "Yes" answers need little explanation. A letter of denial should be explained in enough detail to avoid any hint of a brush off. Most "no" answers need some explanation.

DO NOT SAY (Negative) SAY (Positive)

Job openings are limited. Competition is keen. Discontinue poor writing. Begin writing well. The cup is half empty. The cup is half full.

2.5.6. Use a positive approach to remove some of the sting from the response. Examples:

Poor: Given the limited number of spaces available for the management training program, we must take employees who meet the grade-level requirements before considering others.

Better: Because of the keen competition, we are unable to select you for the management training program at this time. Those who met the grade-level requirements were considered first.

2.5.7. Open a letter by acknowledging the favorable endorsements, and close by thanking the applicant for his or her years of service. This technique helps to soften the bad news.

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2.6 Write Short, Disciplined Sentences

2.6.1. Readable sentences are simple, active, affirmative, and declarative. The more a sentence deviates from this structure, the harder the sentence is to understand. Short sentences will not guarantee clarity, but they are usually less confusing than long ones.

2.6.2. State only one main topic in each sentence.

2.6.3. Divide long sentences into two or three short sentences. Average 20 words or less when mixing long and short sentences.

2.6.4. Use parallel structure. In parallel structures, sentences and phrases use the same parts of speech to express different ideas. Arrange two or more equally important ideas so that they appear equal. Parallel structure is especially important when you use a list. Parallelism saves words, clarifies ideas, and provides balance. Examples:

In sentences-- (not parallel)

By purchasing this equipment, we would cut down on errors, and expenses in the long run would be reduced. (parallel, concise, ideas balanced)

o By purchasing this equipment, we would reduce errors and expenses.

In a list--(not parallel)

o The duties of the Executive Secretary of the Administrative Committee are as follows: To take minutes of all the meetings. (infinitive phrase)

The Executive Secretary answers all the correspondence. (sentence) Writing of monthly reports. (gerund phrase) (parallel, concise, ideas balanced)

o The duties of the Executive Secretary of the Administrative Committee are as follows: To take minutes of all the meetings. To answer all the correspondence. To write the monthly reports.

2.6.5. Remove all unnecessary words. Strive for a simple sentence with a subject and verb.

Eliminate unnecessary modifiers.

2.6.6. Place key ideas deliberately. Begin and/or end a sentence with the most important point because ideas gain emphasis when they appear at either end. To mute an idea, place it in the middle.

To improve sentences that mumble, place ideas deliberately, place less emphasis on minor ideas, use more parallelism, and use concise sentences. Examples:

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It has been determined that moving the computer, as shown in Enclosure 1, would allow room for another cabinet to be installed. ("moving the computer" muted) Moving the computer, as shown in Enclosure 1, would allow room for another cabinet. ("moving the computer" stressed)

I would like to congratulate you on your selection as our Employee of the Month for December.

("congratulations" muted)

Congratulations on your selection as our December Employee of the Month. ("congratulations" stressed)

2.6.7. Place minor ideas in secondary clauses; do not make them the main subject of a sentence.

Examples:

The revised housing allowance tables, which have been mailed to all pay offices, are effective October 1, 2005. ("date" stressed)

The revised housing allowance tables, which are effective October 1, 2005, have been mailed to all pay offices. ("mailing" stressed)

2.6.8. Be concise. An occasional sentence of six words or fewer grabs the reader's attention. This is an excellent way to make a key point. Example:

I can get more information if each of you gives me less. Here is why. In a week, around 50 staff actions appear in my In box. I could handle that if all I did was work the In box. Yet 70 percent of my time is dedicated to attending briefings. I could handle that dilemma, too--listening to briefings and thinking about staff papers at the same time. However, I do not.

2.6.9. Use questions in your writing. A request gains emphasis when it ends with a question mark. Look for opportunities to reach out to your reader. Examples:
Request this office be notified as to whether the conference has been rescheduled. Has the conference been rescheduled? (preferred)

2.7 Use Short Paragraphs

2.7.1. Long paragraphs overwhelm ideas and slow the reader's progress. Improve clarity by using short, compact paragraphs. Each paragraph should deal with a single, unified topic. Present lengthy, complex, or technical discussions in a series of related paragraphs or as an appendix.

2.7.2. Use short paragraphs, especially at the beginning of letters. Long first paragraphs discourage reading.

2.7.3. Call attention to lists of items or instructions by displaying them in subparagraphs or bullets. However, do not use so many levels of subparagraphs that the writing becomes difficult to follow.

2.7.4. Occasionally, use a one-sentence paragraph to highlight an important idea.

2.8 Use Personal Pronouns

2.8.1. Personal pronouns are immediate and easy to understand. They help clarify the "who."

2.8.2. Use the following techniques to help retain the reader's interest:

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When referring to the Agency, office, or group, use "we," "us," "our," but not "it."

When speaking for yourself, use "I," "me," "my."

When referring to the reader, stated or implied, use "you."

2.9 Use Active Voice

2.9.1. The active voice eliminates confusion by forcing you to name the actor in a sentence. Use a who-does-what order. Example:

Active: The worker inspected the orbiter.

2.9.2. The passive voice makes sentences longer and roundabout. Who is responsible is much less obvious. Passive verbs have a form of the verb "to be" plus the past participle of a main verb.

Example:

Passive: The orbiter was inspected by the worker.

Examples of passive verb forms include the following words: am, is, are, was, were, be, and been, plus, a main verb usually ending in "en" or "ed." These include "was received," "is being considered," and "has been selected."

2.9.3. The passive voice reverses the natural, active order of sentences. In the following passive example, the receiver of the action comes before the actor. Using active voice corrects the order.

Examples:

Passive: The regulation [receiver] was written [verb] by the drafter [actor].

Active: The drafter [actor] wrote [verb] the regulation [receiver].

2.9.4. Passive constructions are confusing. Active sentences must have actors, but passive ones are complete without them. Examples:

The material will be delivered. By whom?

The start date is to be decided. By whom?

The figures must be approved. By whom?

Putting the actor before the verb forces you to be clear about responsibility.

Examples:

The messenger will deliver the material.

The contractor will decide the start date.

The Administrator must approve the figures.

2.9.5. Use the passive voice only when the actor is unknown, unimportant, or obvious. This does not usually apply in administrative writing. Examples:

Small items are often stolen.

The applications have been mailed.

2.10 Use Action Verbs

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2.10 Use Action Verbs

2.10.1. Action verbs are shorter and more direct and make the sentence clearer.

DO NOT SAY SAY

give consideration to consider

is applicable to applies

make payment pay

give recognition to recognize

as concerned with concerns

2.10.2. Weak writing uses general verbs, which require extra words to complete their meaning.

DO NOT SAY SAY

make preparations for prepare for

make use of use

is indicative of shows, indicates

undertake an analysis analyze

as stated in states

2.11 Use Plain Language Words

2.11.1. Government writing should be dignified, but it should also rely on plain language.

2.11.2. Avoid jargon and pretentious expressions. To make your writing clearer and easier to read and, thus, more effective--use simple words.

DO NOT SAY SAY

construct, fabricate make, initiate

commence begin

terminate end

utilize use

substantial part large part

2.11.3. Omit needless words. Do not use compound prepositions and other wordy expressions when

the same meaning can be conveyed with one or two words.

DO NOT SAY SAY

because of the fact that since, because

call your attention to the fact that remind you

for the period of for

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in many instances often

in the nature of like

the question as to whether whether

2.11.4. Avoid redundancies. Do not use word pairs, if the words have the same effect or where the meaning of one includes the other. Word pairs to avoid:

any and all

authorize and direct
cease and desist
each and every
full and complete
order and direct
means and includes
necessary and desirable

2.11.5. Use concrete words. Government writing is often about abstract subjects. But abstract words can be vague and open to different interpretations. Put instructions in simple, concrete words.

DO NOT SAY IF YOU MEAN

vehicles automobiles
firearms rifles
aircraft helicopters

2.11.6. Do not use words that antagonize. Words can attract or repel readers. Choose words in your writing that do not make the wrong impression or antagonize your readers. Use words to which people react favorably rather than words that they resent.

RATHER THAN THESE

WORDS USE WORDS LIKE THESE

alibi, blame, waste, allege,
impossible, unfortunate, wrong
achieve, benefit, guarantee,
reasonable, reliable, service, useful,
you, please

2.11.7. Try to avoid gender-specific terminology and gender-specific job titles.

DO NOT SAY SAY

crewman crewmember
draftsman drafter
enlisted men and women enlisted personnel
fireman firefighter
foreman supervisor

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2.11.8. Know the difference between "who, which, and that." "Who" and "that" refers to people. Use "who" when referring to an individual. Use "that" when referring to a group. "Which" refers to places, objects, or animals. "That" refers to either people or places, objects, or animals.

2.11.9. Expression of numbers: In general, spell out numbers that are ten or less in a sentence. Refer to The Gregg Reference Manual for exceptions.

2.12 Acronyms

2.12.1. Do not use acronyms more than necessary. Spell out an acronym the first time it appears, followed by the acronym in parentheses unless the acronym is common knowledge; e.g., the use of FAA or NASA in a letter to the National Transportation Safety Board. If the full title is used only once, don't identify the acronym.

2.13 Computer/Internet Words: Usage and Style

2.13.1. Refer to The Gregg Reference Manual before preparing paper or electronic communications containing computer or Internet words.

2.13.2. Use the following styles for expressing Internet words:

Internet and Net: Capitalize the "I" and "N," even within a sentence.

World Wide Web, WWW, Web, or the Web: Capitalize the "W," even within a sentence. Web site and Web page (two words): Capitalize the "W," even within a sentence. Home Page (two words): Capitalize when referring to a specific home page or home page title; e.g., NASA Headquarters Home Page; you may want to develop a home page for your audience. E-mail (electronic mail): Always hyphenated; capitalize the "e" only when used as a heading or at the beginning of a sentence.

2.13.3. Do not use all-capital letters in composing an e-mail message. Generally, it implies that the writer is shouting at the reader.

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Chapter 3: Letters (Formats)

3.1 Standard Business Letter

Study the figures in this chapter before preparing letters. These guidelines are standard features for correct letter formatting for NASA.

3.1.1. Administrator's Correspondence. For specific instructions on preparing correspondence for the Office of the Administrator, see Appendix A: Administrator's Correspondence Preparation and Control.

3.1.2. Stationery. Upon depletion of current stocks, all official correspondence initiated by the Office of the Administrator, Headquarters offices, and Centers will be prepared on letterhead containing the red, white, and blue "meatball" NASA logo. Refer to the NASA Style Guide for more information. For letterhead ordering procedures, contact the Headquarters or Center Printing Office. Use plain bond paper for succeeding pages.

3.1.3. Font. Times New Roman 12 is preferred. Use script or italic only for occasional emphasis. Do not type letters in script or italic.

3.1.4. Ink. Use black or blue-black ink to sign correspondence.

3.1.5. Margins. Set the left margin two spaces to the right of the printed caption "Reply to Attn of:" (1.2 or 1 1/8 inches). Set the right and bottom margins at approximately 1 inch. Set the top margin at 1 inch on the second and succeeding pages. Do not justify the right margin.

3.1.6. File Copies

a. Official File Copy. Prepare a white copy visibly marked in the upper right corner with "Official File" or "Official Record Copy."

b. Other File Copies. Prepare only the number of copies required for distribution based on the correspondence practices of the preparing office.

3.1.7. Reply to Attn of: line. For Headquarters correspondence, type the writer's organization title (abbreviation is acceptable) which serves as a basic identification symbol and must appear on all outgoing correspondence. Centers use office codes.

3.1.8. Dating Correspondence. Center the date two lines above the "Reply to Attn of:" line (e.g., August 20, 2005). Do not use military style (e.g., 20 Aug 2005) or endings such as "st" or "th" after the day (e.g., Aug 20th). Type or stamp the date.

3.1.9. Inside Address

3.1.9.1. Type the address at the left margin, three typing returns below the "Reply to Attn of:" line. Type the addressee's full name and title. Do not abbreviate names or use NPR 1450.10D – Chapter 3 Verify Current version before use at:

<http://nodis3.gsfc.nasa.gov/> Page 21 of 131 nicknames. If the gender is unknown, address the individual by first and last name in the salutation line; e.g., "Dear Kris Szaniawski:" Do not address the individual by title. Single-space the address and arrange it in block style.

3.1.9.2. Type the elements of the address information as follows:

Line 1: Name of Recipient;
Line 2: Title, if applicable;
Line 3: Company, Federal Agency, Organization;
Line 4: Delivery or Street Address;
Line 5: City, State, and ZIP Code.

The following examples show the various acceptable order of the address information:

Non-NASA Addressee

Mr. Paul B. Smith
President and Chief
Executive Officer
United Space Alliance
1150 Gemini Avenue
Houston, TX 77058

Non-NASA with Nine-Digit ZIP Code

Mr. Thomas R. Wittor
Director of Personnel
Providence Software Company, Inc.
892 Market Street
Chicago, IL 60601-1234

Non-NASA Addressee

Mr. J. Richard Brown
President
National Aviation Club
1500 N. Johnson Street,
Suite 104*
Alexandria, VA 22311
*Preferred Suite Placement

NASA Addressee

Mr. Kevin Garrett
Director
Kennedy Space Center
National Aeronautics and Space Administration
Kennedy Space Center, FL 32899
(Shows "NASA" written out)

NASA Addressee

Mr. James. R. Johnson
Director
NASA Glenn Research
Center
21000 Brookpark Road
Cleveland, OH 44135
(Shows "NASA" and
"Center" on one line)

NASA Addressee

Dr. Parker A. Roberts
Director, NASA Management Office
NASA Jet Propulsion Laboratory
4800 Oak Grove Drive
Pasadena, CA 91109-8099
(Shows "NASA" and "Center" on one line)

**International Addressee
with Unidentifiable Gender**

Kris Szaniawski
Editor

**International Addressee
with Delivery Zone**

Mr. W. MacDonald Evans
President

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World Statesman
1 Great Cumberland Place
London W1 H7AL
ENGLAND**

**Preferred for inside
address but mandatory for
addressing the envelope.
Canadian Space Agency
6767 route de l'Aéroport
Saint-Hubert, Quebec J3Y 8Y9
CANADA**

**Preferred for inside address but mandatory for
addressing the envelope.

NASA Addressee

Ms. Jane Smith
Chief Information Officer
Suite 4E36
NASA Headquarters
Washington, DC
20546-0001

Non-NASA with Nine-Digit ZIP Code

Mr. N. T. Saunders
Chairman, Ethics Committee
U.S. Department of Transportation
2100 Second Street, SW
Washington, DC 20593-0001

3.1.10. Address Lines. No line of the address should be longer than 3 1/2 inches. If an item requires two lines, indent the second line two spaces from the left margin. Limit the address to five lines if possible. See Chapter 7: Envelopes and Mailing, for further information and the proper placement of address information on envelopes and mailers.

3.1.11. Address Salutation. Appendix E: Forms of Addresses, contains proper salutations for domestic and international addresses. The incoming document usually contains the correct address format and is also a good reference.

3.1.12. Salutation. A personalized business letter requires a salutation. See Figures 3-1 and 3-2 of this chapter and Appendix E: Forms of Addresses, for examples of proper salutations.

3.1.13. Body of Letter. Single-space text and double-space between paragraphs. Type text paragraphs in block form. When a paragraph is separated into subparagraphs, number and letter the subparagraphs as shown in Figure 3-2 of this chapter. Hyphenate sparingly to ensure a uniform right margin. Avoid hyphenating more than two consecutive lines. Also, avoid hyphenating at the end of the first line or at the end of the last full line of a paragraph.

3.1.14. Widows and Orphans. Do not begin a paragraph near the end of a page unless there is room for at least two lines on that page. Do not continue a paragraph on the following page unless two lines of that paragraph can be carried over to that page. See Figure 3-3 of this chapter for instructions on numbering pages.

3.1.15. Succeeding Pages. Type succeeding page(s) of a letter on plain bond paper. Beginning with the second page, type the page number five lines from the top of the page, approximately 1 inch to the left of the right edge of the page. Continue the body of the letter two lines below the page number. Allow the same margins as for the first page. See Figure 3-3 of this chapter for instructions on numbering pages.

3.1.16. Complimentary Close. A personalized business letter requires a complimentary close. Use "Sincerely," for all NASA correspondence. Use "Respectfully," when the letter is addressed to the President of the United States.

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3.1.17. Signature Blocks

a. Format. Type the signature information at the left margin, four or five typing returns below the complimentary close. Type the name, title, and office of the signing official. Do not use titles such as Mr., Mrs., Ms., or Dr. in the signature block. Indent run over title lines two spaces.

Example 1:

Cheryl L. Ellison
Correspondence Control
Assistant
Office of the Chief Engineer

Example 2:

Susan D. Minor
Chief of Staff
Office of the Administrator

b. Dual-Signature Blocks. If two people are to sign a letter, arrange the two signature blocks side by side or one beneath the other.

c. If signature blocks are to be placed side by side, begin the first signature block at the left margin and the second block at center. If this arrangement is used, the complimentary close should also begin at the left margin. (This arrangement is appropriate for all letter styles.) When NASA is the originating Agency, the signature block for the NASA official should be at the left margin. Example:

Sincerely,
Robert T. Morgan
Administrator
National Aeronautics and Space
Administration
Margaret Garvey
Administrator
Federal Aviation Administration

d. If the signature blocks are positioned one beneath the other, begin typing the second block on the fourth line below the end of the first block, aligned at left.

Example:

Sincerely,
Robert T. Morgan
Administrator
National Aeronautics and
Space Administration
Margaret Garvey

Administrator

Federal Aviation Administration

3.1.18. Acting Official. If it is known before typing that an acting official will sign the letter, type that person's name and the word "Acting" before the title in the signature block. If the letter has been prepared for the signature of the signing official but is actually to be signed by another, the person signing will write "for" in front of the typed name. Mark courtesy

NPR 1450.10D – Chapter 3 Verify Current version before use at:

<http://nodis3.gsfc.nasa.gov/> Page 24 of 131 copies with the actual signer's name to establish for the record which person actually signed the letter.

3.1.19. Enclosures. When an enclosure accompanies a letter, type the word "Enclosure" flush with the left margin, two lines below the last line of the signer's name or title. For consistency, identify either all or none of the enclosures in the text.

a. Enclosures Identified in the Text. When possible, identify enclosures in the text in as few words as possible or by title. If there is more than one enclosure, indicate the number as follows:

3 Enclosures

b. Enclosures Not Identified in the Text. When enclosures are not identified in the text, type the list at the left margin. List each enclosure on a separate line as in the following examples: Example of unnumbered enclosures:

4 Enclosures:

Form Letters Handbook

Plain Letters Pamphlet

Organizational Chart

The NASA Scientific and Technical Information System

Or Example of numbered enclosures:

3 Enclosures:

1. Form Letters Handbook

2. Plain Letters Pamphlet

3. Organizational Chart

c. Marking Enclosures.

(1) On the first page of each enclosure, type the word "Enclosure" in the lower right corner, e.g., Enclosure, Enclosure 1, or Enclosure 2.

(2) Before mailing the letter, ensure the number of enclosures shown in the enclosure notation agrees with the number cited in the body of the letter and with the number of items actually enclosed.

3.1.20. Postscripts. Although writing a postscript is discouraged, one may be added to a letter to avoid retyping. Type the postscript two typing returns below the signer's name or title or any other notation, e.g., "Enclosure." At the left margin, type "P.S.:" followed by the postscript. The author then signs or initials the postscript. When the signer handwrites a postscript, type it on all copies or photocopy the original for the file.

3.1.21. Material Sent Under Separate Cover. When material referred to in the text is sent under separate cover, type "Separate Cover:" at the left margin, two typing returns below the signer's title or the "Enclosure" notation if there is one. List the material, whether or not it is

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Send a copy of the letter with the material that is mailed under separate cover.

Example:

Separate Cover:

Form Letters Handbook-10 Copies

Plain Letters Pamphlet-10 Copies

Correspondence Handbook-10 Copies

3.1.22. Courtesy Copies

a. Courtesy Copies (cc:). Type the distribution list of courtesy copies on the original when the recipient needs to know who received copies. Type "cc:" at the left margin two typing returns below the last typed line of the signature block, the enclosure line, or separate cover listing. Directly below the "cc:" single space the list of recipients, using office or organizational codes. Always use titles such as Mr., Mrs., Ms., and Dr. on correspondence outside NASA; titles are preferred on NASA internal correspondence but may be omitted as long as names are listed in a consistent format. Examples (listed in order of preference):

Ofc of Gen Counsel/Mr. Brown

Ofc of Gen Counsel/Mr. E. Brown

Ofc of Gen Counsel/E. Brown

Examples of a designated official in an "Acting" capacity:

CIO/Mr. Smith (Acting)

CIO/Mr. W. Smith (Acting)

CIO/W. Smith (Acting)

A dual-column "cc:" distribution list is permitted when the list is too long to fit in a single column on one page.

b. Preferred Order. Before typing the list of recipients of courtesy copies, study the example below for the correct order. If the letter has enclosures, indicate any recipients who were not sent enclosures by typing the notation "(w/o encls.)" after their names.

Example of a "cc:" list on correspondence originating from GSFC:

cc:

GSFC/100/Mr. Gonzales 1. Originator's addressees first*

GSFC/100/Ms. Pierpoint

HQ/Chief Education Officer/Ms.

Roberts 2. Headquarters addressees next.*

HQ/CFO/Ms. Warren

HQ/CIO/Ms. Orrell

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HQ/Ofc of the Administrator/Ms.

Johnson

ARC/200-1/Ms. Chenier 3. Centers' codes next.*

JSC/AA/Ms. Lopez

**EPA/Mr. Johnson (w/o encl.) 4. Federal agencies next.*

**EPA/Ms. Lee

**GSA/Mr. Brown (w/o encl.)

AT&T/Ms. Smith 5. Non-Federal organizations

last.**

*All lists should be in seniority order. If seniority is unknown, list in alphabetical and numerical order.

**If an organizational acronym is used without first spelling it out, it should be well known to the recipient of the letter.

3.1.23. Official Record Copy Preparation. The official record copy includes all relevant drafting information concerning the correspondence.

a. Blind Courtesy Copies (bcc:). Use blind courtesy copies when the recipient does not need to know who received copies or to document the office of record. Type "bcc:" on the official file copy two typing returns below the "cc:" listing. Never type "bcc:'s" on the original. The list should include the official file copy with the Agency filing scheme number from Appendix A of NPR 1441.1D, NASA Records Retention Schedules. If the letter has enclosures, indicate any recipients who were

not sent enclosures by typing the notation "(w/o encl.)" after their names or organizations. Identifying "bcc:" recipients and using dual-column "bcc:" lists will follow the same guidelines as stated in this paragraph. Example:

bcc:

COS/Morgan

Chief Scientist/Cline

OSO/Official File 1330

OSO/Reading File (w/o encl.)

b. Identification of Office, Writer, and Typist

(1) On the bottom of file copies of the signature page, type the organization of the preparing office, the writer's first initial and surname, the preparer's initials, the date of typing, and the writer's telephone extension. Example:

OSO/JSmith:abd:2/20/05:1234

Type the entire seven-digit telephone number if a Center or office has more than one telephone prefix. Example:

OSO/JSmith:abd:2/20/05:823-1234

(2) If the letter is rewritten or retyped, type a second identification line directly below the NPR 1450.10D – Chapter 3 Verify Current version before use at:

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Example:

OSO/JSmith:abd:2/20/05:1234

Rewritten: OSO/EJones:olr:2/28/05:1222

Retyped: OSO/ht:3/5/05:1223

c. NPR 1441.1D, NASA Records Retention Schedules, contains the Agency filing scheme for indexing files. Type the official file number on all file copies.

3.2 Concurrences

3.2.1. Obtaining and Documenting Concurrences

3.2.1.1. If concurrence are required, type the office titles, mail suites (if HQ), and names of concurring officials on the bottom of the official file copy (first page) of the letter. Concurring officials sign and date in the space provided.

3.2.1.2. Each time a letter is rewritten or retyped, add an updated identification line to the official record copy. Include the name of the person who rewrote it or the typist's initials. Replace and destroy all previous copies except the official file copy and the marked-up copy. Mark through the previous official file copy with a diagonal red line and staple that marked-up copy to the rewritten one. If the marked-up copy is other than the official file copy, fold it and place it on top of the package for the attention of the rewriter or reviewer. If someone else did the retyping, that person's initials should be in the identification line.

3.2.1.3. Sometimes it is necessary to have concurring or approving officials sign on an original letter or report, e.g., personnel documents requiring several reviewing officials, procurement documents, or planning documents requiring approval. In these cases, use the following format:
Concurrence:

(Name and Title) (Date)

Approval:

(Name and Title) (Date)

3.3 Assembly for Signature for Standard Business Letter

Assemble letters in accordance with the illustrations in Figure 3-1 of this chapter.

3.4 Nonpersonalized Business Letter

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3.4.1. General. Study the figures in this section before preparing nonpersonalized business letters. The non-personalized business letter is a format for specific types of communications with organizations outside NASA. Use this format when the addressee's name is unknown or when a letter is addressed to an organization with attention to a specific individual for special handling.

3.4.2. Attention: Line. In the nonpersonalized business letter, an attention line generally follows the first line of the address at the left margin.

3.4.3. Salutation. There is no salutation.

3.4.4. Subject. Type the word "Subject:" at the left margin, three typing returns below the last line of the address. One-line subjects are preferred. If more than one line is needed for the subject, begin succeeding lines flush with the first character of the subject. Keep the subject short; state concisely the main topic of the letter. Lengthy subjects are discouraged. If responding to a letter with a "Subject:" line, use the same subject. If acronyms or abbreviations are used in the subject, spell them out, followed by the acronym in parentheses. If an abbreviation or acronym is frequently used in a letter, establish it in the subject line so that only the shortened form is necessary in the body of the correspondence. Capitalize the first letter of only key words within the subject line.

3.4.5. Reference. Avoid a separate reference line in a business letter, except when it contributes to the understanding of the correspondence and when the number of references is too great to be reasonably incorporated in the first paragraph of the letter. Type "Ref:" at the left margin, blocked, two typing returns below the last line of the subject, followed by an itemized listing of the references. Abbreviate items as much as possible; e.g., type dates in numerical figures (4/15/05). List references as (a), (b), (c), single-spaced, and in chronological order with the most recent date listed first. See Figure 3-3 of this chapter.

3.4.6. Text. Prepare the text portion in block format, the same as the standard business letter.

3.4.7. Complimentary Close. There is no complimentary close.

3.5 Legal Letter

3.5.1. General. The Office of the General Counsel, the Office of the Inspector General, and the Offices of the Chief and Patent Counsel at NASA Centers use the legal letter format. Use this format solely for legal correspondence relating to a specific case, protest, patent, or license.

3.5.2. Format. The legal letter format is based on the standard business letter with the exception of a caption as explained in paragraph 3.6.3 below. All other elements are the same as the standard business letter.

3.5.3. Caption. Begin the caption by typing "Re:" indented five spaces from the left margin. Use the caption to cite the specific case which is the topic of the letter; e.g., protest, patent, or license. If more than one line is needed, begin succeeding lines flush with the first line of the caption. Indent the entire caption five spaces from the right margin of the letter NPR 1450.10D – Chapter 3 Verify Current version before use at:

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3.6 Multiple-Addressee Letters

3.6.1. General. Study the figures in this chapter before preparing a multiple-addressee letter. Use this format for addressees outside NASA or when a more personalized format is needed for addressees within NASA; e.g., award, thank you and congratulatory letters, or personal invitations.

3.6.2. Format. Prepare identical letters to more than one individual in the same format as the standard business letter.

3.6.3. Original and Copies. Prepare an original letter for each recipient and only one official file copy. Document the list of addressees as follows:

a. Original. When the recipient of a letter needs to know who received identical letters, type "Identical letter to:" two typing returns below the signature block or enclosure line. On the next line, begin the list of recipients of the letter. If there is not enough space at the bottom of the page, type the list on a separate sheet and attach it behind the letter. b. File Copies.

Document the recipients of the letter on the official file copy when the addressees do not need to know who received copies. On the file copy, type "Identical letter to:" two typing returns below the signature block, enclosure line, or the "cc:" line. On the next line, begin the list of the recipients of the letter. If there is not enough space at the bottom of the page, type the list on a separate page and place it behind the file copy.

3.6.4. Exception. When the list of addressees is mostly within NASA, but includes a few individuals from outside NASA, use the multiple-addressee letter as shown in this chapter. An example would be when non-NASA individuals participate in NASA committees or advisory groups.

3.7 Assembly for Signature for Multiple-Addressee Letters

3.7.1. General. Assemble a letter in the proper order so the signer can quickly identify and review all pertinent documents.

3.7.2. Instructions. Arrange the letter and accompanying documents as described in Appendix A when the letter is ready for final review and signature.

3.7.3. Administrator's Packages. See Appendix A for instructions for assembly of Administrator's correspondence packages. Complex packages, at any signature level, may be assembled this way for easier understanding.

3.8 Condolence Letters

3.8.1. A condolence letter will be prepared by the applicable office for the Administrator's signature upon notification of the death of an employee and, as appropriate, upon the death of a former employee or immediate family member of a current or former employee.

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3.8.2. The Office of the Administrator requests that the letter be completed and mailed within three business days after receipt of notification of the death.

3.8.3. The Executive Secretariat will provide assistance in drafting the letter.

3.8.4. A condolence letter, signed by the Administrator, does not preclude office members and colleagues from sending other condolence communications.

3.9 Envelopes and Mailing

3.9.1. See Chapter 7: Envelopes and Mailing, for specific preparation instructions. Consult with your Center's Mail Manager for information on mailing services.

3.9.2. Do not type instructions on the letter indicating special handling or mailing services; e.g., Special Delivery, Certified, or Registered. Consult with your Center's Mail Manager for information on special mailing services.

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Chapter 4: Memorandums (Memos) (Formats)

4.1 Standard Memo

NASA policy is to use memos for internal (Agency-wide) use only. Letters are used for external and formal use; e.g., congratulations, retirement, condolence. Before preparing memos, study the figures in this chapter. These guidelines are standard features for correct memo formatting of correspondence within and among all NASA Centers, including Headquarters.

4.1.1. Administrator's Correspondence. See Appendix A: Administrator's Correspondence Preparation and Control, for specific instructions on preparing memos for the Office of the Administrator.

4.1.2. Stationery. Prepare all correspondence on official NASA letterhead. Use plain bond paper for succeeding pages. See Appendix A for stationery to be used for officials in the Office of the Administrator.

4.1.3. Font. Times New Roman 12 is preferred. Use script or italic only for occasional emphasis. To prevent a memo from continuing onto a second page, the font size of the type may be slightly reduced.

4.1.4. Ink. Use black or blue-black ink to sign correspondence.

4.1.5. Margins. Set the left margin two spaces to the right of the printed caption "Reply to Attn of:" (1.2 or 1 1/8 inches). Set the right and bottom margins at approximately one inch. Set the top margin at one inch on the second and succeeding pages. Do not justify the right margin.

4.1.6. File Copies. Always prepare an official record copy.

a. Official File Copies. Prepare a white copy visibly marked in the upper right corner "Official File" or "Official Record Copy."

b. Other File Copies. Prepare only the number of copies required for distribution, based on the correspondence practices of the preparing office.

4.1.7. Reply to Attn of: line. For Headquarters correspondence, type the writer's organization title (abbreviation is acceptable) which serves as a basic identification symbol and must appear on all outgoing correspondence. Centers use office codes.

4.1.8. Dating Correspondence. Type or stamp the date (centered) two lines above the "Reply to Attn of:" line (e.g., August 20, 2005). Do not use military style (e.g., 20 Aug 2005) or endings such as "st" or "th" after the day (e.g., Aug 20th).

4.1.9. Address. Always type the "TO:," "THRU:," "FROM:," and "SUBJECT:" in all caps.

a. **TO:** Type "TO:" at the left margin, three typing returns below the "Reply to Attn of:" line. Seven spaces after "TO:," type the title of addressee. The use of titles is preferred; however, if an individual does not use a title, it is acceptable to have a memo from a title to a name or from a name to a name (use full name; e.g., Ofc of Education/John A. Smith).

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b. **THRU:** Use the "THRU:" line when one or more addressees are needed to endorse (i.e., approve, concur, coordinate) the document prior to its receipt by the addressee and when the endorsement needs to appear on the original document. The "THRU:" line addressee signs and dates the memo next to his or her name before forwarding. Type "THRU:" directly below the last line of the "TO:" line. Align the addressee information with the "TO:" line above. Single-space between each "THRU:" line addressee.

c. **FROM:** Type "FROM:" at the left margin, two typing returns below the "TO:" or "THRU:" line. The text aligns with the "TO:" or "THRU:" line. The "FROM:" line includes the office name and title of the signer and should align with the "TO:" or "THRU:" lines. The use of titles is preferred; however, if an individual does not use a title, it is acceptable to have a memo to a title from a name or from a name to a name (use full name; e.g., Ofc of Education/John A. Smith).

d. **SUBJECT:** Type "SUBJECT:" at the left margin in all caps, two typing returns below the last line of the "FROM:" line. Begin the text of the subject line two spaces after the colon. If more than one line is needed for the subject, begin succeeding lines aligned with the first character of the subject. State concisely the main topic of the memo. If acronyms or abbreviations are used in the subject, spell them out, followed by the acronym in parentheses. If an abbreviation or acronym is frequently used in a memo, establish it in the subject line so that only the shortened form is necessary in the body of the correspondence. Capitalize the first letter of only key words within the subject line.

4.1.10. Reference Line. Avoid a reference line in a business memo, except when it contributes to the understanding of the correspondence and when the number of references is too great to be reasonably incorporated in the first paragraph of the memo. Type "REF:" at the left margin, blocked, two typing returns below the last line of the subject, followed by an itemized listing of the references. Abbreviate items as much as possible; e.g., type dates in numerical figures (4/5/05). List references as (a), (b), (c), single spaced in chronological order with the most recent date listed first. Align the paragraphs with the text in the "SUBJECT:" line. See Figure 4-2 of this chapter.

4.1.11. Body of Memo. Begin typing the body of the memo two lines below the "SUBJECT:" or "REF:" lines. Use single-spaced text, and double-space between paragraphs. Type text paragraphs in block form. When a paragraph is broken into subparagraphs, number and letter the subparagraphs as shown in Chapter 3, Figure 3-2. Hyphenate sparingly to ensure a uniform right margin. Avoid hyphenating more than two consecutive lines. Also, avoid hyphenating at the end of the first line or the end of the last full line of a paragraph.

4.1.12. Widows and Orphans. Do not begin a paragraph near the end of a page unless there is room for at least two lines on that page. Do not continue a paragraph on the following page unless two lines can be carried over to that page.

4.1.13. One-Paragraph Memo. Double-spacing may be used if a memo contains only one paragraph and consists of 10 lines or less. See Figure 4-2 of this chapter.

4.1.14. Succeeding Pages. Type succeeding page(s) of a memo on plain bond paper. Beginning with the second page, type the page number five lines from the top of the page, approximately one inch from the right edge of the page. Continue the body of the memo two lines below the page number.

Apply the same margins as those on the first page.

4.1.15. Signature Blocks

a. Format. Type the signature information at the left margin, five typing returns below the last line of text. Type the name of the signing official only. Do not use Mr., Mrs., Ms., or Dr., in the signature block.

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b. Acting Official. If it is known before typing that an acting official will sign the memo, type that person's name and the word "Acting" before the title in the "FROM:" line. If the memo has been prepared for the signature of the signing official but is actually signed by another, the person signing will write "for" in front of the typed name. Mark courtesy copies with the actual signer's name to establish for the record which person actually signed.

4.1.16. Enclosures. When an enclosure accompanies a letter, type the word "Enclosure" flush with the left margin, two lines below the last line of the signer's name or title. For consistency, identify either all or none of the enclosures in the text.

a. Enclosures Identified in the Text. When possible, identify enclosures in the text in as few words as possible or by title. If there is more than one enclosure, indicate the number as follows:

3 Enclosures

b. Enclosures Not Identified in the Text. When enclosures are not identified in the text, type the list at the left margin. List each enclosure on a separate line as follows:

Example of unnumbered enclosures:

4 Enclosures:

Form Letters Handbook

Plain Letters Pamphlet

Organizational Chart

The NASA Scientific and Technical Information System Brochure or Example of numbered enclosures:

3 Enclosures:

1. Form Letters Handbook

2. Plain Letters Pamphlet

3. Organizational Chart

c. Marking Enclosures. On the first page of each enclosure, the word "Enclosure" must be typed in the lower right corner; e.g., Enclosure, Enclosure 1, Enclosure 2

4.1.17. Material Sent Under Separate Cover. When material referred to in the text is sent under separate cover, type "Separate Cover:" at the left margin, two typing returns below the signer's title or the "enclosure" notation if there is one. List the material, whether or not it is identified in the text. Send a copy of the memo with the material that is mailed under separate cover. Example:

Separate Cover:

Form Letters Handbook-10 copies

Plain Letters Pamphlet-10 copies

Correspondence Handbook-10 copies

4.1.18. Courtesy Copies.

a. Courtesy Copies (cc :). Type the distribution of courtesy copies on the original when the recipient needs to know who received copies. Type "cc:" at the left margin two typing returns below the last typed line of the signature block, the enclosure line, or separate cover listing.

Directly below "cc:," single-space the list of recipients, using office or organizational codes and identifying whether HQ or Center (if applicable).

Directly below "cc:," single-space the list of recipients, using office or organizational codes and identifying whether HQ or Center (if applicable).

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Examples (listed in order of preference):

cc:

Ofc of the Gen Counsel/Mr. Franklin

Ofc of the Gen Counsel/Mr. E. Franklin

Ofc of the Gen Counsel/E. Franklin

Examples of designating officials in an "Acting" capacity:

CIO/Mr. Smith (Acting)

CIO/Mr. M. Smith (Acting)

CIO/M. Smith (Acting)

A dual-column "cc:" distribution list is permitted when the list is too long to fit in a single column on one page.

b. Preferred Order. The following example provides the correct order of recipients of courtesy copies. If the memo has enclosures, indicate any recipients who were not sent enclosures by typing the notation "(w/o encl.)" after their names.

Example:

cc:

HQ/Ofc of Institutions and Mgmt/Dr.

Warren

1. Originator's addressees

first.*

HQ/Ofc of Space Ops/Ms. Olsen

HQ/Ofc of the IG/Ms. Ledford 2. Headquarters addressees

next.*

HQ/Exploration Sys Missions

Directorate/Mr. Owens

HQ/Ofc of Public Affairs/Mr. Sullivan

HQ/Ofc of Ext Relations/Ms. Irwin

ARC/200-2/Ms. Jaynes 3. Centers' codes next.*

ARC/233-14/Ms. Chenier

DFRC/O/Ms. Rudy

JSC/AA/Ms. Womack

JSC/AC/Ms. Marshall

**DOC/Mr. Lancaster (w/o encl.) 4. Federal agencies next. *

**DOT/Mr. Smith

*GSA/Mr. Merman (w/o encl.)

Johns Hopkins University/Dr. Reader 5. Non-Federal organizations

last.**

Seattle, WA/Mr. Jones

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*All lists should be in seniority order if known. Otherwise they should be listed alphabetically and numerically.

**If an organizational acronym is used without first spelling it out, it should be well known to the recipient of the memo.

c. Blind Courtesy Copies (bcc:). Use blind courtesy copies when the recipient does not need to know who received copies or to document the office of record. Type "bcc:" on the official file copy two typing returns below the "cc:" listing. Never type "bcc:" on the original. The list should include the official file copy with the Agency filing scheme number from Appendix A of NPR 1441.1D, NASA Records Retention Schedules. If the memo has enclosures, indicate any recipients who were not sent enclosures by typing the notation "(w/o enclosure)" or "(w/o encl.)" after their names or organizations. Identifying "bcc:" recipients and using dual-column "bcc:" lists will follow the same guidelines as stated in Chapter 3, paragraph 3.1.23.a. Example:

bcc:

Ofc of Procurement/Mr. Sullivan

OLA/Official File 1330

OLA/Reading File (w/o enclosure)

4.1.19. Official Record Copy Preparation. The official record copy includes all relevant drafting information concerning the correspondence.

a. Identification of Office, Writer, and Typist.

(1) On the bottom of file copies of the signature page, type the organization of the preparing office, the writer's first initial and surname, the typist's initials, date of typing, and the writer's telephone extension. Example:

OLA/JSmith: abd:2/20/05:1234

(2) If the memo is rewritten or retyped, type a second identification line directly below the first.

Example:

OLA/JSmith: abd:2/20/05:1234

Rewritten: OLA/EJones: olr:2/28/05:8135

Retyped:OLA/sdf:3/5/05:1024

a. NPD 1440.6G, NASA Records Management, and NPR 1441.1D, NASA Records Retention Schedules, contain the NASA numbering system for indexing files. Type the official file number on all file copies as indicated in paragraph 4.1.20.a.

4.2 Concurrences

4.2.1. Obtaining and Documenting Concurrences

4.2.1.1. If concurrences are required, type the office title and names of concurring officials on the bottom of plain bond paper (first page) which will be used as the official file copy of the memo.

Concurring officials will sign and date in the space provided.

4.2.1.2. Each time a memo is rewritten or retyped, an updated identification line should be added to the official record copy. Replace and destroy all previous copies except the official copy and the marked-up copy. Mark through the previous official copy with a diagonal red line and staple it to the back of the rewritten one. If the marked-up copy is other than the official one, fold it and place it

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4.2.1.3. Sometimes it is necessary to have concurring or approving officials sign on an original letter or report; e.g., personnel documents requiring several reviewing officials, procurement documents, or planning documents requiring approval. In these cases, use the following format:

Concurrence:

(Name and Title) (Date)

Approval:

(Name and Title) (Date)

4.3 Assembly for Signature for Memos

Assemble memos as illustrated in Figures 4-7 and 4-8.

4.4 Multiple-Addressee Memos

Memos are often addressed to more than one individual and require a variety of formats. Study the figures in this chapter before preparing a multiple-addressee memo.

4.4.1. Address. If a memo is addressed to more than three individuals, address it to a categorical group. If addressees do not fall under a category, address the memo to "Distribution." Figures 4-7 through 4-11 illustrate forms of addressees for all variations of multiple-addressee memos.

4.4.2. Original vs. Photocopy. When addressees are listed in the "TO:" line of a memo, send each individual an original memo with an original signature. If addressees are part of a distribution list, send each addressee a photocopy of the signed memo and retain the original in the official file.

4.4.3. Distribution List. Type the name of the specific group or "Distribution:" two typing returns below the signature block, the enclosure line, or the separate-cover listing line as applicable. Begin the list of all recipients directly beneath the heading. Single-space the list and arrange in alphabetical order by Center/Code (or organization), except when listing those names at the signer's

Center first. When the list will not fit on the same page as the signature, type a separate page for the distribution list, or a dual-column list may be used. After the memo is signed, staple the list in front of the memo. See Figure 4-7.

4.5 Memorandum for the Record

A memorandum for the record is an informal memo used to establish an official record of telephone

NPR 1450.10D – Chapter 4 Verify Current version before use at:

<http://nodis3.gsfc.nasa.gov/> Page 48 of 131 conversations, meetings, conferences, or travel. See Figure 4.12.

4.5.1. The original is filed by the author for future reference; therefore, a "TO:" line is not required.

4.5.2. A "cc:" notation, as shown in Figure 4-12, names individuals who are to receive copies. All other rules for preparation of memos apply to this figure.

4.6 Envelopes and Mailing

4.6.1. See Chapter 7: Envelopes and Mailing, for specific preparation instructions. Consult with your Center's Mail Manager for information on mailing services.

4.6.2. Do not type instructions on the memo indicating special handling or mailing services; e.g., Special Delivery, Certified, or Registered. Consult with your Center's Mail Manager for information on special mailing services.

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Chapter 5: Information Communications

5.1 GENERAL. Type or legibly handwrite and proofread information communications.

5.1.1. Routing slip. Use NASA Form 26, NASA Routing Slip, to direct correspondence or other documents to one or more addressees within NASA.

a. Brief, informal comments may be made on the routing slip, but DO NOT use for recording approvals, nonapprovals, or concurrences pertaining to attached documentation.

b. Number the block to the left of the addressee's name to agree with the number of the action requested from items listed. A recipient may add addressee(s) to the slip.

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Chapter 6: Electronic Communications

6.1 General

For electronic communications, follow the tips from The Gregg Reference Manual (latest edition).

6.1.1. Keep e-mail messages as short as possible, ideally to one screen. Organize your sentences in short, single-spaced paragraphs.

6.1.2. One subject. Try to restrict each message to one subject. If you have several topics to cover, consider separate e-mails for each topic.

6.1.3. Do not use all capital letters in your messages. Follow the standard rules of capitalization.

6.2 Electronic Mail Communications

6.2.1. E-mail is an alternative communications tool to facilitate Government business. Attachments such as PDF-scanned, signed documents meet the definition of official correspondence and should be handled as such. If the cover e-mail contains information that should be managed as official correspondence, it should become part of the official record. Management procedures for handling electronic communications are defined in NPD 1440.6, NASA Records Management, and NPR 1441.1, NASA Records Retention Schedule. More specific policy, procedures, and guidelines for identifying and managing electronic communications are being developed by NASA's Office of the

Chief Information Officer.

6.2.2. Microsoft Outlook or Entourage are the electronic services (e-mail) used by NASA Headquarters. Each NASA Center has a postmaster who is responsible for the effective use of the e-mail system and for coordinating with the postmasters at the other NASA Centers.

6.2.3. Unclassified E-mail systems are not secure. Never use them to transmit classified information even if it is encrypted. However, sensitive, but unclassified, information may be sent by e-mail if it is encrypted.

6.2.4. Personalized signature blocks should reflect official business information; e.g., sender's name, title, organization, and telephone and fax numbers.

6.3 Facsimile (Fax)

6.3.1. Use facsimile transmissions to transmit time-critical, official business. Since faxing costs much more than ordinary mail services, fax only when necessary. After faxing, send the original

correspondence for official record purposes. Fax classified information only from secure fax systems located at the Center's Security Office and some communications centers. It is also possible to use these secure systems to fax sensitive but unclassified information.

6.3.2. Lead Sheet for Fax Transmission. Use a lead sheet as the first page of transmissions outside NASA. Show both the sending and receiving Center's name in the "TO:" and "FROM:" lines. In addition to the names of the person(s) addressed and the telephone numbers, show both the sending and receiving fax numbers, voice numbers, and office mail codes (Centers) or suite numbers. Provide additional information concerning the message in the "TO:" section of the form. The office of primary responsibility for the transmission keeps the official file copy.

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6.3.3. Page Size. Pages to be transmitted may be 8 1/2 by 11 inches to 8 1/2 by 16 1/2 inches.

6.3.4. Multiple Addressees. Fax machines are located in most NASA offices and are very efficient for sending time-critical information to one or more addressees. Every NASA Center has a Communications Center that has the capability of simultaneously sending documents to multiple addressees.

6.3.5. Approval. Transmissions of more than 50 pages may require the signature of a Branch Chief or higher level official and full justification in the body of the form.

6.4 Other Types of Communications Services

6.4.1. Centers vary in their capabilities to provide additional types of electronic communications services. Each Center should make its users aware of these services which may include telex services.

6.4.1.1. Priority Letter. Laser-printed priority letters are delivered within 2 business days in the United States.

6.4.1.2. Telegram. Telegrams are delivered by telephone or printed copy in a few hours to any location within the Continental United States and to Canada.

6.4.1.3. Cablegram. Cablegrams are delivered overnight by printed copy to Hawaii and overseas locations. Send a cablegram to communicate with someone overseas who does not have a fax or telex.

6.4.1.4. Mailgram. Mailgrams are overnight letters you can send to anyone in the Continental United

States, Puerto Rico, and Canada and are delivered with the next day's mail.

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Chapter 7: Envelopes and Mailing

7.1 General

7.1.1. This chapter explains how to address letter-sized envelopes and other mailers for unclassified correspondence

7.1.2. Use only Government-approved envelopes and mailers. All official Government mail must be placed in approved mailers, and all outgoing mail must be processed by a NASA Mail Center.

7.1.3. Do not use U.S. Postal Service (USPS) deposit boxes or USPS Centers to transmit official Government mail.

7.1.4. Obtain information for bulk or mass mailings and use of the NASA mailing permit indicia from your Center's Mail Manager.

7.1.5. Consult your Center's Mail Manager or mail handbook about types, costs, and restrictions for special mail services, including registered, certified, and express and expedited mailing or shipping requirements, bulk and mass mailings, and messenger services.

7.2 Envelopes

7.2.1. Use NASA-printed envelopes to send official mail through the USPS (via the NASA Mail Center) and to other NASA Centers.

7.2.2. Use preprinted NASA mailing labels on plain business and flat-sized envelopes and other mailers.

7.2.3. Use the smallest sized envelope necessary to reduce postage costs.

a. Letter-sized envelopes (4 1/8 x 9 1/2 inches). Fold from one to five pages of correspondence to a 1/4 inch maximum thickness.

b. Flat envelopes. Flat envelopes are rectangular in shape and exceed one or more of the maximum dimensions for letter-sized envelopes but do not exceed 15 inches in length, 12 inches in height, or 3/4 inches in thickness. The NASA standard flat-sized envelopes are brown, 9 1/2 x 12 inches, and brown, 10 x 12 inches. Use flat envelopes for communications that cannot be folded or, if folded, will exceed the 1/4-inch maximum thickness permitted for letter-sized envelopes.

7.2.4. Do not use any other envelopes or mailers other than those described above. Consult with your Center's Mail Manager before using any other envelope or mailer to ensure they comply with NASA policy and USPS restrictions.

7.2.5. Do not use window envelopes to mail general correspondence. Window envelopes cannot be used to mail material that:

a. contains national security information.

b. is highly confidential to NASA or the addressee.

c. is being sent registered mail via the USPS.

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d. is being sent to international addresses.

e. is being sent to high-level officials in the Government or private sector.

f. 7.2.6. Do not use staples to secure any size mailer, including padded mailers.

7.3 Address Information and Placement

7.3.1. Addresses must include, at a minimum, the five-digit ZIP Code and, when available, ZIP Code + four digits.

7.3.2. Place the address information on standard letter-sized envelopes within the automatic machine reading zone.

7.3.3. Type, stamp, or machine prints the address. Avoid script or other fancy font styles.

7.3.4. Use all uppercase letters. The USPS prefers no punctuation (except the hyphen in the nine-digit ZIP Code).

7.3.5. Use only the approved two-letter State abbreviations in addresses. Do not use these abbreviations in the body of the correspondence.

7.3.6. International Destinations: Place the name of the country on the last line in all- capital letters.

7.3.7. The mail code of the originating office (suite number for HQ mail) must be placed in the top left corner of the envelope or mailing label. This is a mandatory requirement and is used to identify items returned for non-delivery.

7.3.8. Avoid attention lines if possible. If one is necessary, placement must be on the first line of the address information.

7.3.9. The address information must be in proper sequence. Address information should be limited to five lines if possible. Examples:

NASA
DR DONALD HENRY
DIRECTOR
NASA AMES RESEARCH CENTER
MAIL STOP 200
MOFFETT FIELD CA 94035-1000

Industry
MR JOHN DOE
MGR ADVANCED PROGRAMS, ASTRONAUTICS DIV
LOCKHEED MISSILES AND SPACE COMPANY INC
1111 LOCKHEED HWY
SUNNYVALE CA 94089-3504

University
DR JOHN DOE
DEPARTMENT OF AERONAUTICS AND ASTRONAUTICS
MASSACHUSETTS INSTITUTE OF TECHNOLOGY
CAMBRIDGE MA 02139
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CAMBRIDGE MA 02139

Military
NAVAL AIR STATION
DEPARTMENT OF THE NAVY
PATUXENT RIVER MD 20670-5304

Foreign
MR THOMAS CLARK
117 RUSSELL DRIVE
LONDON WIP6HQ
ENGLAND

7.3.10. USPS-Approved State and Territories for Addresses. Use the following two-letter abbreviations typed in all caps with no punctuation:

Alabama AL Alaska AK
Arizona AZ Arkansas AR
California CA Colorado CO
Connecticut CT Delaware DE
District of Columbia DC Florida FL
Georgia GA Guam GU
Hawaii HI Idaho ID
Illinois IL Indiana IN
Iowa IA Kansas KS
Kentucky KY Louisiana LA
Maine ME Maryland MD
Massachusetts MA Michigan MI
Minnesota MN Mississippi MS
Missouri MO Montana MT
Nebraska NE Nevada NV
New Hampshire NH New Jersey NJ
New Mexico NM New York NY

North Dakota ND Ohio OH
Oklahoma OK Oregon OR
Pennsylvania PA Puerto Rico PR
Rhode Island RI South Carolina SC
South Dakota SD Tennessee TN
Texas TX Utah UT
Vermont VT Virgin Islands VI
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Virginia VA Washington WA
West Virginia WV Wisconsin WI
Wyoming WY
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Chapter 8: Classified Correspondence

8.1 General

8.1.1. In accordance with EO 12958, as amended, ?Classified National Security Information and NPR 1600.1, Chapter 5, NASA Security Program Procedural Requirements, this chapter establishes the primary reference for preparing, marking, and handling classified correspondence and should be reviewed by all personnel dealing with classified information.

8.1.2. The Assistant Administrator (AA) for the Officer of Security and Program Protection (OSPP) is responsible for providing direction and oversight for an Agency-wide security classification management program. The Center Chief of Security (CCS) is responsible for providing guidance to individuals responsible for preparing classified information.

8.1.3. Anyone preparing classified correspondences must consult the CCS to receive authorization for preparing classified correspondences and to find out what equipment and storage containers are approved for classified processing and storage. All material and equipment used in the preparation of classified correspondences such as disk, hard drives, draft and source documents, and working papers should be marked with the appropriate classified cover page or stickers and secured in a

General Services Administration (GSA)-approved security container or a designated Secure Area for the storage of classified information and material.

8.2 Security Classification Reminders

8.2.1. Preparers of classified documents must comply with the following guidelines:

- a. Only individuals specifically authorized in writing by the OSPP may classify documents originally.
- b. Only individuals with the appropriate security clearance required by their work to restate classified source information may classify documents derivatively.
- c. There are three levels of classification, TOP SECRET, SECRET, and CONFIDENTIAL. Do not use other terms, such as Official Use Only, or Administratively Confidential, to identify Classified National Security Information (CNSI). NASA information that is SENSITIVE BUT UNCLASSIFIED (SBU) should be prepared in accordance with NPR 1600.1, Chapter 5.
- d. Information Communications, which deals with certain categories of unclassified information. Information shall not be classified for any reason unrelated to the protection of the national security.

- e. Classifiers are responsible for ensuring that information is appropriately classified and properly marked.
- f. To have access to classified information, a person must have a security clearance at an appropriate level, a signed nondisclosure agreement, and a need-to-know.
- g. Individuals who believe that information in their possession is inappropriately classified, or inappropriately unclassified, are expected to bring their concerns to the attention of responsible officials.
- h. X1 through X8 are not approved markings for documents originally classified under EO 12958, NPR 1450.10D – Chapter 8 Verify Current version before use at:
<http://nodis3.gsfc.nasa.gov/> Page 68 of 131 as amended, and should not be contained in any originally classified documents on, or after, September 22, 2003.
- i. OADR is not an approved marking for documents originally classified under j. EO 12958, as amended, and should not be contained in any originally classified documents that have been created after October 14, 1995.

8.3 Format and Marking of Originally Classified Documents

8.3.1. Except for marking requirements, prepare classified correspondence in the same format as unclassified correspondence. EO 12958, as amended, contains the essential markings required on every classified document which include:

- a. Portion marking.
- b. Overall classification.
- c. A Classified by line to include the identity, by name or personal identifier, and position of the original classifier, and if otherwise not evident, the agency and office of origin.
- d. A reason for classification.
- e. A Declassify on line which shall indicate one of the following, based on the sensitivity of the information in accordance with Sec. 2001.12 of ISOO Directive No. 1:
 - (1) A date or event less than 10 years from the date of the document; or, if unable to identify such a date or event;
 - (2) A date 10 years from the date of the document; or
 - (3) A date greater than 10 and less than 25 years from the date of the document; or
 - (4) A date 25 years from the date of the document.

Please refer to <http://www.archives.gov/isoo/> Marking Classified National Security Information Handbook May 2005 to receive detailed instructions on how to prepare classified documents and correspondence.

8.3.2. In addition to the three levels of classification, TOP SECRET, SECRET, and CONFIDENTIAL, there are certain caveats used with the classification level which subjects the information to other controls on its distribution and handling. For example, (TOP SECRET/NOFORN) marked on the document means the document is classified at the TOP SECRET level, and the information cannot be released to a Foreign National. A few of the most commonly used caveat markings are:

- a. NOFORN Restricts access from Foreign Nationals.
- b. SCI Sensitive Compartmented Information.
- c. CRYPTO Cryptographic Material, which must be handled through special channels.
- d. CNWDI or N Critical Nuclear Weapons Design Information.
- e. WNINTEL Warning Notice Intelligence Sources or Methods Involved.
- f. COMSEC The protection of all elements of telecommunication, encryption, transmission, emissions, and the physical security of equipment and materials in the Communication Security NPR 1450.10D – Chapter 8 Verify Current version before use at:
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8.4 Transmission of Classified Correspondence

8.4.1. The term transmission refers to any movement of classified material from one place to another. Classified material shall be transmitted either in the custody of an appropriately cleared individual, by an approved system, or by courier.

8.4.2. NPR 1600.1 provides detailed information on how classified information shall be handled within a NASA facility and outside NASA. Contact the CCS for information and assistance in preparing classified information for distribution.

8.4.3. Classified information traveling inside or outside a NASA facility shall be covered with the appropriate coversheet (Standard Form 703, 704, or 705), and a classified material receipt (NASA Form 387) must be attached to the document or the inner envelope and enclosed in a single opaque inner and outer envelope. The inner envelope shall be plainly marked on both sides with the assigned classification and addresses of both sender and addressee. The outer envelope shall be sealed with the address of both the sender and addressee with no identification of the classification level on the outer envelope.

8.4.4. TOP SECRET information shall only be transmitted by:

- a. Defense Courier Service (DCS).
- b. Department of State Courier System.
- c. Appropriately cleared NASA civilian personnel specifically designated as a courier.
- d. Telecommunications systems specifically approved for transmission of Top Secret material.

8.4.5. SECRET information shall be transmitted by:

- a. Approved methods for Top Secret with a few exceptions (see NPR 1600.1 for details).
- b. USPS registered mail within and between the 50 United States and its Territories.
- c. USPS Express Mail Service may be used between NASA units and contractors within and between the 50 United States and its Territories. USPS Express Mail is authorized only when it is the most cost-effective method or when time or mission constraints require it. The package shall be properly prepared for mailing. The USPS Express Mail envelope shall not serve as the outer wrapper. Under no circumstances shall the sender execute the WAIVER OF SIGNATURE AND INDEMNITY section of the USPS Express Mail label for classified material. This action can result in drop-off of a package without the receiver's signature and possible loss of control.

8.4.6. Confidential information shall be transmitted by:

- a. Approved methods for Secret material transmission.
- b. Registered mail recommended but can be sent USPS First Class between NASA and other U.S. Government agency locations anywhere in the U.S. and its Territories. However, the outer envelope or wrapper of such Confidential material shall be marked FIRST CLASS and endorsed RETURN SERVICE REQUESTED. NOTE: Before transmitting any classified material inside or outside a NASA facility, contact the Center Security Office or the Center Security Office Central Registry to ensure the document is appropriately accounted for before providing the information to another individual or agency.

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Appendix A: Administrator's Correspondence Preparation and Control

1. Before preparing memos or letters for Principals of the Office of the Administrator, study the figures in this appendix. Prepare Administrator's correspondence in a clear, direct, and concise style and limit to one page if possible. If additional information is essential, develop it in an enclosure.

a. Letters. Prepare letters in the modified semiblock style, indenting paragraphs five spaces (see Appendix A, Figure A-1). Do not right-justify the margin.

b. Memos. Prepare memos in block style, following the general guidelines outlined in Chapter 4: Memorandums (see Figure A-2 of this appendix). Do not right-justify margins.

c. Approval Memos. When requesting approval of Principals of the Office of the Administrator, prepare a memo for the official's signature containing the proposed response. See Appendix A, Figure A-3.

d. White House and Congressional Correspondence. See Appendix B, White House and Congressional Correspondence.

2. Stationery. Use Office of the Administrator's letterhead for preparing letters and memos for the signature of Principals of the Office of the Administrator. Administrator's letterhead is available from the GSFC Supply Center through designated organization-specific authorizing officials (Usually the lead secretary of the organization). It may also be obtained from the Executive Secretariat (limited amount).

3. Font. Times New Roman 12 is the preferred font.

4. Reply to Attn of: line. The Administrator's letterhead does not contain a "Reply to Attn of:" line. Do not show the originating office on either original memos or letters.

5. Date. Leave blank. The Executive Secretariat will date the correspondence after signature.

6. Salutation. Appendix E lists models of addresses, including proper salutations. For addresses not listed, or if in doubt as to proper salutation or complimentary close, contact the Executive Secretariat.

7. Complimentary Close and Signature Block on Letters. Type the complimentary close and signature block beginning at the center of the page. Refer to Signature Blocks of this Appendix and also Figure A-1. These examples indicate the proper complimentary close and signature blocks for officials in the Office of the Administrator.

8. Distribution of Copies. Keep reproduction and distribution of information copies to the minimum required.

a. Courtesy Copies (cc). Type cc's on the original only when it is necessary for the recipient of the letter to know who received copies. After signature, the Executive Secretariat will return a photocopied original to the Action Office for distribution to cc's, or if no cc's are required, this photocopy will serve as a record of the signature for the action office.

b. Blind Courtesy Copies (bcc). Type bcc's on file copies only. The bcc's include all concurring officials and individuals who received a copy of the incoming document. After obtaining signature, NPR 1450.10D – Appendix A Verify Current version before use at:

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The Executive Secretariat will return a file copy to the preparing office for reproduction and internal NASA distribution.

9. Administrator's Control Number and Suspense Date. Show the Administrator's control number and suspense date on all file and internal information copies (bcc's). Do not include any of this identifying information on cc's or copies going outside NASA. Identification of Office, Writer, and Typist. Example:

Office of the General Counsel/RFJones: pld: 12/12/05:4831

If rewritten or retyped:

Office of the General Counsel/RFJones: pld: 12/12/04:4831

Rewritten: Office of the General Counsel/JLSmith: ofb: 1/4/05:3675

Retyped: Office of the General Counsel/RFGarcia: pld: 1/7/05:3675

11. Action Document Summary (ADS).

a. NHQ Form 117, Action Document Summary, summarizes important aspects of the letter or memo submitted for signature. The original ADS will be retained by the Executive Secretariat, and a copy will be returned to the originator.

b. ADS guidelines:

(1) Type legibly (neat corrections are acceptable).

(2) Type on the original form or on a reproduced copy.

(3) Limit to one page. If it is necessary to use two pages, use plain bond for the second page.

(4) Write in active voice.

Assembly for Signature:

a. When the letter is ready for final review and signature, assemble it as outlined below.

b. The following mandatory supplies should be in good condition:

(1) One purple folder (to be used only for signature packages for the Office of the Administrator).

(2) ADS, NHQ Form 117.

(3) Signature and Incoming Tab, NASA Form 422.

(4) Concurrence and Background Tab, NASA Form 423.

(5) Enclosure(s) Tab, Form 1658.

(6) Executive Correspondence Cover.

(7) Four binder clips.

c. Include preaddressed envelopes (appropriate size) in the package. Address envelopes properly with office names and suite numbers of signer indicated in the top left corner.

d. If the letter has enclosures, attach an extra set to the official file copy.

13. Routing. The action office is responsible for hand-carrying Administrator's signature packages NPR 1450.10D – Appendix A Verify Current version before use at:

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Between all offices for concurrences and, ultimately, to the Executive Secretariat. The package should not remain in any one office for more than 24 hours and should reach the Executive Secretariat five days prior to the due date.

14. Control of Office of the Administrator's Correspondence. The Executive Secretariat a screen, controls, assigns a control number, and distributes all correspondence addressed to or signed by officials in the Office of the Administrator. Each Headquarters office has the following responsibilities:

a. Maintaining the control system for flow of the Office of the Administrator correspondence.

b. Reviewing incoming documents to ensure that action has been assigned to the appropriate person or office.

c. Ensuring that response deadlines are appropriate and are met.

d. Reviewing the signature package to ensure that all the guidelines of this appendix have been met.

e. Hand-carrying documents to the Executive Secretariat for signature and dispatch.

15. Coordination of Assigned Actions.

a. Reassigning an Action. If an action has been incorrectly assigned, contact the organization-specific analyst in the Executive Secretariat immediately to determine proper action reassignment. The action transfer can then be coordinated by the respective CCLs.

b. Extending or Canceling Suspense Requirements. Immediately upon receipt, review the action document to determine if the due date can be met. If an extension is required, notify the Executive Secretariat.

c. Preparing an Interim Reply. Whenever a delay in responding to incoming correspondence is anticipated, prepare an interim reply from the appropriate official, acknowledging receipt of the correspondence and stating when a final reply can be expected. A copy of the interim reply must be furnished to the Executive Secretariat prior to the expiration of the original due date.

d. Handling by Telephone. When a reply to correspondence is handled by a telephone conversation, forward a routing slip (NASA Form 26) or e-mail your analyst stating the following: "Handled by telephone conversation between (NASA official) and (addressee) on (date)," then give a brief summary of the telephone conversation.

e. Requesting Change in Designation of Signing Official. If a reply should be signed by an official outside the Administrator's office (e.g., head of a Headquarters office), request a change of signature level from the Executive Secretary in writing or by telephone. Follow up by providing a

copy of the signed correspondence with the Administrator's identifying control number to the Executive Secretariat. The Action Office prepares and sends all required copies.

16. Signature Blocks. The following examples show the content and placement of signature blocks:

**Principal Complimentary
Close/Signature Block**

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Administrator Sincerely,

(insert current
incumbent's name)

Administrator

Deputy Administrator Sincerely,

(insert current
incumbent's name)

Deputy Administrator

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Appendix B: White House and Congressional Correspondence

1. White House Referral Mail

a. Mail referred from the White House requires a direct reply to the writer which should begin as follows: "Thank you for your correspondence of (cite date), to President (name) concerning. . . ." If the correspondence is addressed to the First Lady or the Vice President, substitute their proper forms of address. White House correspondence must be acknowledged within 15 to 25 business days, depending on the subject, unless a different time period is indicated.

b. White House referrals must be signed by the appropriate Assistant or Associate Administrator or designee.

c. Provide the Executive Secretariat with two copies of the signed original for appropriate processing.

2. Congressional Correspondence

a. The Office of Legislative Affairs manages correspondence from the Congress and state and local governments as instructed by NPR 1450.4, Handling Congressional Correspondence and Information Concerning Congressional Activities.

b. Correspondence for signature by the Principals of the Office of the Administrator must be reviewed by the Executive Secretariat.

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Appendix C: Privacy Act Correspondence

1. General

a. Privacy Act Correspondence must be safeguarded as prescribed by NPD 1382.17, NASA Privacy Policy.

b. Correspondence falls within the purview of the Privacy Act if it contains any item, collection, or grouping of information about an individual, including, but not limited to, the individual's education, financial transactions, medical history, and criminal or employment history, and if it contains the individual's name or an identifying number (such as a social security number), symbol, or other identifying particular assigned to the individual, such as a fingerprint, voiceprint, or photograph.

"Individual" means a citizen or permanent resident of the United States. The following documents contain Privacy Act information:

SF 171, Personal Qualifications Statement

SF 52, Request for Personnel Action

SF 50, Notification of Personnel Action

Financial Statements

Pay Statements

c. Correspondence containing any item of information, as described in paragraph 2 of this appendix, which is removed from a system of records not under the control of a system manager or an authorized representative, is to be prominently identified as a record(s) protected by the Privacy Act.

Use NASA Form 1534 as a cover sheet for the correspondence. If NASA Form 1534 is unavailable, identify the records as being protected by the Act by using the wording in NASA Form 1534.

2. Transmitting Privacy Act Correspondence

a. Within NASA Center distribution channels, seal information in a single envelope or package reflecting the addressee by title and the return address, and mark it-- "TO BE OPENED BY ADDRESSEE ONLY"

b. Send information between NASA Centers in a single sealed envelope, and mark it as in subparagraph above. c. Send information between other Government agencies and non-Government agencies via the USPS in a sealed inner and outer envelope, reflecting the addressee by title, and mark the return address on both envelopes. Additionally, the inner envelope must be marked--

"TO BE OPENED BY ADDRESSEE ONLY"

3. Destroying Privacy Act Correspondence

Forward Privacy Act material to your Center's mail center in a plain brown wrapper or burn bag for shredding or burning. Check NPR 1441.1D, NASA Records Retention Schedules, before destroying.

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Appendix D: Foreign Correspondence

1. General

Due to political sensitivities and concerns regarding potential technology transfer, NASA policy requires special handling of all official correspondence, including electronic messages, sent from NASA systems to designated areas. Requests from foreign entities for published information about NASA activities should be forwarded to the Headquarters' Office of Public Affairs for response. All other correspondence, including e-mails, to designated areas requires the concurrence of either the Center Export Administrator or the Headquarters' Office of External Relations.

a. The list of designated areas is a compilation of countries with which the United States has no diplomatic relations, countries determined by the Department of State to support terrorism, countries under Sanction or Embargo by the United States, and countries of Missile Technology Concern.

This list is updated periodically and is accessible via the NASA Export Control Program Web site at the following address: <http://www.hq.nasa.gov/office/oer/nasaecp/index.html>.

b. Correspondence, including e-mails, to countries listed on the designated countries list in Columns

I, II, and IV requires the concurrence of the local Center Export Administrator prior to transmission.

A list of Center Export Administrators may be found at

<http://www.hq.nasa.gov/office/oer/nasaecp/index.html>

c. Correspondence, including e-mails, to countries listed in Column III on the designated countries list requires the concurrence of the Headquarters' Office of External Relations prior to transmission.

d. Correspondence which consists of nothing more than a denial of a request for information does not require concurrence by either the Headquarters' Office of External Relations or the Center Export Administrator.

2. Format

Prepare correspondence for individuals overseas in the standard business-letter style.

3. Address

The country name is the official name; e.g., Federal Republic of Germany, not West Germany.

The

Headquarters' Office of External Relations can provide official country names.

4. Avoid Jargon

Avoid using U.S. jargon and acronyms, which may not be familiar to non-U.S. personnel.

5. Coordination with Headquarters

Transmit all correspondence with non-NASA U.S. Embassy personnel through the Office of External Relations.

6. Capitalization

Capitalize the country name in the inside address. However, USPS policy requires that the name of the country be in all-capital letters and appear on the last line of the address information on the envelope or mailer.

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Appendix E: Forms of Addresses

1. General

The forms of address in this appendix are the conventional forms as determined by social and official custom. Since address forms may vary in certain instances, it is important to consult the rules as they appear in the listing in this appendix.

2. Titles of Addressees

a. "The Honorable" is a title used to address current and former officials; e.g., Presidential appointees, Federal and state elected officials, and mayors. "Honorable" is not used by itself. "The

Honorable" is not used before a last name alone. When appearing within the text of a letter or other communication, "the" is not capitalized.

b. "The Honorable" may be replaced by a title such as "Dr." or "General," but it is not used in combination with another title.

c. After leaving a titled position, an individual may opt to retain that distinctive title ("Judge," "General," or "The Honorable") throughout his or her lifetime.

3. Abbreviation of Titles and Degrees

a. With the exceptions of "Mr./Ms./Dr.," do not abbreviate titles preceding full names in an address. Long titles such as "Lieutenant Colonel" and "Brigadier General" may be abbreviated for the sake of balance and appearance in the address when necessary; e.g., Lt. Colonel John L. Smith. Note that the basic rank is not abbreviated. The salutation should read, "Dear Colonel Smith."

b. Abbreviate designations of degrees, religious and fraternal orders, and military service branch titles after a name. Type the initials of a degree or order with periods but no spaces between them. Type military service designations in capital letters without periods.

c. Do not use scholastic degrees in combination with complimentary titles of address or with military service ranks, except in the case of "The Reverend." When a name is followed by abbreviations, their sequence is as follows: religious orders first, theological degrees, academic degrees earned in course, and honorary degrees in order of the bestowal. Using more than two degrees is unnecessary.

Examples:

John Doe, D.D., D.Lit.

Patricia Smith, M.D.

Henry Brown, LL.D., Ph.D.

Lt. Colonel Mary Hill, USAF

The Reverend George Green, D.D.

4. Spouse of Distinguished Individual

a. An individual does not share a spouse's official title and, therefore, should be addressed individually by his or her own appropriate title and last name.

The American Ambassador and Mrs. Doe

b. In cases of the titled spouse being a female, the following rule applies: Justice Sandra Morgan and

Mr. Morgan

c. Not all married women use their husband's name, especially if they use another name

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c. Not all married women use their husband's name, especially if they use another name professionally.

Senator Diane Strickland and Mr. Richard Blum

The Honorable Patrick Reed and Ms. Brooke Saxon

The forms of address listed in this appendix are the conventional forms of address as determined by social and official custom. The style of salutation and complimentary close is informal.

ADDRESSEE ADDRESS

SALUTATION AND COMPLIMENTARY

CLOSE

THE WHITE HOUSE

The President The President

The White House

Washington, DC 20500

Dear Mr./Madam President:

Respectfully,

Spouse of the

President

Mrs., Mr. (full name)

The White House

Washington, DC 20500

Dear Mrs./Mr. (surname):

Sincerely,

Assistant to the

President

The Honorable (full name)

Assistant to the President

Executive Office of the President

Washington, DC 20500

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

Former President The Honorable (full name)

(local address) (ZIP Code)

Dear President, Madam President

(surname):

Sincerely,

The Vice President The Vice President

United States Senate

Washington, DC 20510

Dear Mr./Madam Vice President:

Sincerely,

The Honorable

(full name)

The Vice President

of the United States

Washington, DC 20501

Dear Mr./Madam Vice President:

Sincerely,

Former Vice

President

The Honorable (full name)

(no title)

(local address) (ZIP Code)

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

Director, Office of

Management and Budget

The Honorable (full name)

Director

Office of Management

and Budget

Executive Office of the President

Washington, DC 20503

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

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The Honorable

(full name)

Director

Office of Science and

Technology Policy

Executive Office of the President

Washington, DC 20500

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

THE FEDERAL JUDICIARY

The Chief Justice The Chief Justice

The Supreme Court of

the United States

Washington, DC 20543

Dear Chief Justice:

Sincerely,

Associate Justice Justice (surname)

The Supreme Court of

the United States

Washington, DC 20543

Dear Justice (surname):

Sincerely,

The Clerk of the

Supreme Court

The Clerk of the Supreme Court

The Supreme Court of

the United States

Washington, DC 20543

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

THE CONGRESS

President of the Senate The Honorable (full name)

President of the Senate

Washington, DC 20510

Dear Mr./Madam President:

Sincerely,

President of the Senate

Pro Tempore

The Honorable (full name)

President Pro Tempore

United States Senate

Washington, DC 20510

Dear Mr./Madam President:

Sincerely,

Speaker of the House of
Representatives

The Honorable (full name)

Speaker of the House of
Representatives

Washington, DC 20515

Dear Mr./Madam Speaker:

Sincerely,

Majority Leader

or Minority Leader

United States Senate

The Honorable (full name)

Majority or Minority Leader

United States Senate

Washington, DC 20510

Dear Mr./Madam Leader:

Sincerely,

United States Senator The Honorable (full name)

United States Senate

Washington, DC 20510

or

The Honorable (full name)

United States Senator

(Congressional District office address)

(City), (State) (ZIP Code)

Dear Senator (surname):

Sincerely,

Majority Leader

or Minority Leader

The Honorable (full name)

Majority or Minority Leader

House of Representatives

Washington, DC 20515

Dear Mr./Madam Leader:

Sincerely,

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United States Representative The Honorable (full name)

House of Representatives

Washington, DC 20515

or

The Honorable (full name)

Member, U.S. House of Representatives

(local address) (ZIP Code)

Dear Mr./Mrs./Miss/Ms.

(surname):

or

Dear Congresswoman (surname):

Sincerely,
Committee Chair
Chairman,
Chairwoman
Chair
The Honorable (full name)
Chairman,
Committee on (name)
United States Senate
Washington, DC 20510

or
The Honorable (full name)
Chair
Committee on (name)
House of Representatives
Washington, DC 20515

Dear Mr. Chairman/
Madam Chairwoman/:

Chair:

Sincerely,
Dear Mr. Chairman/Madam Chair:

Sincerely,
Subcommittee Chairman
Chair

The Honorable (full name)
Chairman, Subcommittee on
(name of parent Committee)
United States Senate
Washington, DC 20510

or
The Honorable (full name)
Chair, Subcommittee on (name)
(name of parent Committee)
House of Representatives
Washington, DC 20515

Dear Mr. Chairman/Madam Chair:

Sincerely,
Joint Committee
Chairman

The Honorable (full name)
Chairman (Chair)
Joint Committee on (name)
Congress of the United States
Washington, DC (ZIP Code)

Dear Mr. Chairman/Madam Chair:

Sincerely,
Senator-elect The Honorable (full name)
United States Senator-elect

or
Dear Senator-elect (surname):

Sincerely,
Representative-elect Representative-elect
(address, if known) or
Care of the United States Senate
or House of Representatives

Dear Congressman-elect:
(surname):

Sincerely,
Office of a Deceased
Senator
Office of the late Senator
(full name)
United States Senate
Washington, DC 20510

or
*Sir: or Madam: Senator

Sincerely,
Representative Office of the late Representative*
(full name) House of Representatives
Washington, DC 20515
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Chaplin of the United
States Senate
The Reverend (full name)
Chaplin of the United States
Senate
Washington, DC 20510

or
Dear Mr./Mrs./Miss/Ms.

(surname):**
Sincerely,
House of Representatives The Reverend (full name)
Chaplain of the House of Representatives
Washington, DC 20515

Secretary of the
United States Senate
The Honorable (full name)
Secretary of the Senate
United States Senate
Washington, DC 20510

Dear Mr./Mrs./Miss/Ms.
(surname):

Sincerely,
Clerk of the House The Honorable (full name)
Clerk of the House of
Representatives
Washington, DC 20515

Dear Mr./Mrs./Miss/Ms.
(surname):

Sincerely,
Resident Commissioner The Honorable (full name)
Resident Commissioner from
Puerto Rico
House of Representatives
Washington, DC 20515
Dear Mr./Mrs./Miss/Ms.

(surname):
Sincerely,
Delegate The Honorable (full name)
Delegate from (location)
House of Representatives
Washington, DC 20515
Dear Mr./Mrs./Miss/Ms.

(surname):
Sincerely,
Comptroller General The Honorable (full name)
Comptroller General of the
United States
General Accounting Office
Washington, DC 20548
Dear Mr./Mrs./Miss/Ms.

(surname):
Sincerely,
Librarian of Congress The Honorable (full name)
Librarian of Congress
Library of Congress
Washington, DC 20540
Dear Mr./Mrs./Miss/Ms.

(surname):
Sincerely,
Public Printer The Honorable (full name)
Public Printer
Government Printing Office
Washington, DC 20401
Dear Mr./Mrs./Miss/Ms.

(surname):
Sincerely,
*If the name of the late Senator's or Representative's secretary or administrative assistant is known, the letter may be addressed to that person by name.

**The title is Mr. or Dr., as appropriate. Reverend is not used with the surname alone.

EXECUTIVE DEPARTMENTS AND INDEPENDENT AGENCIES

Cabinet Members The Honorable (full name)
Secretary of the Interior*
Washington, DC 20240
Dear Mr., Madam Secretary.*

Sincerely,
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The Honorable (full name)
Attorney General of the
United States
Department of Justice
Washington, DC 20530
Dear Mr., Madam Attorney General:

Sincerely,
Deputy Secretaries,
Assistant Secretaries,
Under Secretaries

The Honorable (full name)
Deputy Secretary of Energy
Washington, DC 20585

Dear Mr., Mrs., Miss, Ms.
(surname):

Sincerely,
The Honorable (full name)
Assistant Secretary, Legislative Affairs
Department of Defense
Washington, DC 20301

The Honorable (full name)
Under Secretary of Housing
and Urban Development

Postmaster General The Honorable (full name)
Postmaster General
United States Postal Service
Washington, DC 20260

Dear Mr./Madam/Postmaster
General:

Sincerely,
Head of a Independent Agency,
Authority, or Board

The Honorable (full name)
(Title)

(Agency name)
(address)
(City) (State) (ZIP Code)

Dear Mr./Mrs./Miss/Ms.
(surname):

Sincerely,
Head of a Major
Organization within
an Agency, if a
Presidential Appointee

The Honorable (full name)
Under Secretary/Administrator
National Oceanic and
Atmospheric Administration
Department of Commerce
Washington, DC 20230

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

Secretary of the Navy

Secretary of the Army

Secretary of the Air Force

The Honorable (full name)

Secretary of the

(Navy, Army, Air Force)

Department of Defense

The Pentagon

Washington, DC (ZIP Code)

Dear Mr./Madam Secretary:

Sincerely,

Chairman of a Commission

or Board

The Honorable (full name)

Chairman

Federal Trade Commission

Washington, DC 20580

Dear Mr./Madam Chairman:

Sincerely,

AMERICAN MISSIONS

American Ambassador The Honorable (full name)

American Ambassador

(City), (Country)

Dear Mr./Madam Ambassador:

Sincerely,

American Consul General or

American Consul

The Honorable (full name)

American Consul General

(or American Consul)

(City), (Country)

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

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Personal (Special)

Representative of the President

The Honorable (full name)

Personal Representative of

the President of the

United States of America to (country)

(address)

(City, State/Country)

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

INTERNATIONAL DIPLOMATIC MISSIONS/ORGANIZATIONS

Foreign Ambassador in the
United States

His (Her) Excellency (full name)
Ambassador of (country)
(local address) (ZIP Code)

Dear Mr./Madam/ Ambassador:

Sincerely,

United States Representative
to the United Nations or
Organization of American States
The Honorable (full name)

United States Representative to
the United Nations (or Organization of
American States)

(local address) (ZIP Code)

Dear Mr./Madam/Ambassador:

Sincerely,

Foreign Minister in the
United States

(Head of a Legation)

The Honorable (full name)

Minister of (country)

Washington, DC (ZIP Code)

Dear Mr./Madam/Minister:

Sincerely,

Foreign Minister Counselor
in the United States

The Honorable (full name)

Minister Counselor

Embassy of (country)

Washington, DC (ZIP Code)

Dear Mr./Madam/Minister:

Sincerely,

STATE AND LOCAL GOVERNMENTS

Governor The Honorable (full name)

Governor of (State)

(City), (State) (ZIP Code)

Dear Governor (surname):

Sincerely,

Lieutenant Governor The Honorable (full name)

Lieutenant Governor of (State)

(City), (State) (ZIP Code)

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

State Senator The Honorable (full name)

(State) Senate

(City), (State) (ZIP Code)

Dear Mr./Mrs./Miss/Ms.

(surname):
Sincerely,
State Representative,
Assemblyman, or Delegate
The Honorable (full name)
(State) House of Representatives
(or Assembly or House of Delegates)*
(City), (State) (ZIP Code)
Dear Mr./Mrs./Miss/Ms.

(surname):
Sincerely,
Mayor The Honorable (full name)
Mayor of (name of city)
(City), (State) (ZIP Code)
Dear Mayor (surname):

Sincerely,
President of a Board of
Commissioners
The Honorable (full name)
President
Board of Commissioners of
(name of city)
(City), (State) (ZIP Code)
Dear Mr./Mrs./Miss/Ms.

(surname):
Sincerely,
*In most States, the lower branch of the legislature is the House of Representatives. In States, such as California, New York, NPR 1450.10D – Appendix E Verify Current version before use at:
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*In most States, the lower branch of the legislature is the House of Representatives. In States, such as California, New York, New Jersey, Nevada, and Wisconsin, the lower house is known as the Assembly. In others, such as Maryland, Virginia, and West Virginia, it is known as the House of Delegates. Nebraska has a one-house legislature; its members are designated as Senators.

CHURCH OFFICIALS

Minister
Pastor
Rector
(without doctoral degree)
The Reverend (full name, degrees)
(address)
(City), (State) (ZIP Code)
Dear Dr. (surname):
Sincerely,
Minister
Pastor
Rector
(without doctoral degree)

The Reverend (full name)

(name of church)

(address)

(City), (State) (ZIP Code)

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

Presiding Episcopal Bishop The Most Reverend (full name, degrees)

Presiding Bishop of the Episcopal Church

(address)

(City), (State) (ZIP Code)

Dear Bishop (surname):

Sincerely,

Episcopal Bishop The Right Reverend (full name, degrees)

Bishop of (diocese)

(address)

(City), (State) (ZIP Code)

Dear Bishop (surname):

Sincerely,

Episcopal Dean The Very Reverend (full name, degrees)

Dean of (church)

(address)

(City), (State) (ZIP Code)

Dear Dean (surname):

Sincerely,

Methodist Bishop The Reverend (full name, degrees)

Methodist Bishop

(address)

(City), (State) (ZIP Code)

Dear Bishop (surname):

Sincerely,

Mormon Bishop Mr. (full name)

The Church of Jesus Christ of Latter Day

Saints

(address)

(City), (State) (ZIP Code)

Dear Mr. (surname):

Sincerely,

Catholic Cardinal His Eminence (given name)

Cardinal (surname)

(address)

(City), (State) (ZIP Code)

Dear Cardinal (surname):

Sincerely,

Catholic Archbishop The Most Reverend (full name)

Archbishop of (diocese)

(address)

(City), (State) (ZIP Code)

Dear Archbishop (surname):

Sincerely,

Catholic Bishop The Most Reverend (full name)

Bishop of (city)

(address)

(City), (State) (ZIP Code)

Dear Bishop (surname):

Sincerely,

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Catholic Monsignor

(higher rank)

The Right Reverend Monsignor

(full name)

(address)

(City), (State) (ZIP Code)

Dear Monsignor (surname):

Sincerely,

Catholic Monsignor

(lower rank)

The Very Reverend Monsignor

(full name)

(address)

(City), (State) (ZIP Code)

Dear Monsignor (surname):

Sincerely,

Catholic Priest The Reverend (full name)

(add initials or Order, if any)

(address)

(City), (State) (ZIP Code)

Dear Father (surname):

Sincerely,

Catholic Mother Superior

of an Institution

The Reverend Mother Superior

(initials of Order, if used)

(name of institution)

(address)

(City), (State) (ZIP Code)

Dear Reverend Mother:

Sincerely,

Rabbi (with doctoral degree) Rabbi (full name)

(Synagogue)

(address)

(City), (State) (ZIP Code)

Dear Dr. (surname):

Sincerely,

Rabbi (without doctoral degree) Rabbi (full name)

(Synagogue)

(address)

(City), (State) (ZIP Code)

Dear Rabbi (surname):

Sincerely,
Orthodox Archbishop His Eminence Archbishop
(full name)
(address)
(City), (State) (ZIP Code)

Your Eminence

Sincerely,
Orthodox Bishop His Grace (full name)
Bishop of (name of Diocese)
(address)
(City), (State) (ZIP Code)

Your Grace

Sincerely,
Orthodox Priest The Reverend (full name)
(name of church)
(address)
(City), (State) (ZIP Code)

Dear Father:

Sincerely,

EDUCATIONAL INSTITUTIONS

President or Chancellor of
a College or University
(with doctoral degree)

Dr. (full name)

President

(name of institution)

(address)

(City), (State) (ZIP Code)

Dear Dr. (surname):

Sincerely,

President of a College or
University (without doctoral degree)

Mr., Mrs., Miss, Ms. (full name)

(name of institution)

(address)

(City), (State) (ZIP Code)

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

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Dean of a School Dean (full name)

School of (name)

(name of institution)

(address)

(City), (State) (ZIP Code)

Dear Dean (surname):

Sincerely,

Professor Professor (full name)

Department of (name)

(name of institution)
(address)
(City), (State) (ZIP Code)
Dear Professor (surname):

Sincerely,
Ph.D. Dr. (full name)

(address)
(City), (State) (ZIP Code)

Dear Dr. (surname):

Sincerely,

PHYSICIANS AND LAWYERS

Physician (full name), MD

(address)
(City), (State) (ZIP Code)

Dear Dr. (surname):

Sincerely,

Lawyer Mr., Mrs., Miss, Ms. (full name)

Attorney at Law

(address)
(City), (State) (ZIP Code)

Dear Mr./Mrs./Miss/Ms.

(surname):

Sincerely,

Judge The Honorable (full name)

Judge, Appellate Division

The Supreme Court of the State of New

York

(address)
(City), (State) (ZIP Code)

Dear Judge (surname):

Sincerely,

OTHER

Widow Mrs. (husband's first and last name) or

Ms. (wife's full name)

(address)
(City), (State) (ZIP Code)

Dear Mrs., Ms. (surname):

Sincerely,

Unknown Gender Leslie Smith

(address)
(City), (State) (ZIP Code)

Dear Leslie Smith:

Sincerely,

MULTIPLE ADDRESSEES

Two or More Men Mr. (full name) and

Mr. (full name)

(address)
(City), (State) (ZIP Code)

Dear Mr. (surname) and Mr.

(surname):

or

Dear Messrs. (surname)

Sincerely,

Two or More Women Mrs., Miss, Ms. (full name) and

Mrs., Miss, Ms. (full name)

(address)

(City), (State) (ZIP Code)

Dear Mrs./Ms., Miss (surname) and Mrs./Ms./Miss

(surname):

Sincerely,

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One Woman and

One Man

Mrs., Miss, Ms. (full name) and

Mr. (full name)

(address)

(City), (State) (ZIP Code)

Dear Mrs./Miss/Ms. (surname) and Mr. (surname):

Sincerely,

MILITARY SERVICES

Army, Air Force, and Marine Corps Officers

General

Lieutenant General

Major General

Brigadier General

(full rank, full name,

abbreviation of service)

(address)

(City), (State) (ZIP Code)

Dear General (surname):

Sincerely,

Colonel

Lieutenant Colonel

(full rank, full name,

abbreviation of service)

(address)

(City), (State) (ZIP Code)

Dear Colonel (surname):

Sincerely,

Major (full rank, full name,

abbreviation of service)

(address)

(City), (State) (ZIP Code)

Dear Major (surname):

Sincerely,

Captain (full rank, full name,

abbreviation of service)

(address)

(City), (State) (ZIP Code)

Dear Captain (surname):

Sincerely,

First Lieutenant

Second Lieutenant

(full rank, full name,
abbreviation of service)

(address)

(City), (State) (ZIP Code)

Dear Lieutenant (surname):

Sincerely,

Chief Warrant Officer (full rank, full name,
abbreviation of service)

(address)

(City), (State) (ZIP Code)

Dear Chief Warrant Officer

(surname):

Sincerely,

Warrant Officer (full rank, full name,
abbreviation of service)

(address)

(City), (State) (ZIP Code)

Dear Warrant Officer (surname):

Sincerely,

Navy and Coast Guard Officers

Admiral

Vice Admiral

Rear Admiral

(full rank, full name,
abbreviation of service)

(address)

(City), (State) (ZIP Code)

Dear Admiral (surname):

Sincerely,

Captain (full rank, full name,
abbreviation of service)

(address)

(City), (State) (ZIP Code)

Dear Captain (surname):

Sincerely,

Commander

Lieutenant Commander

(full rank, full name,
abbreviation of service)

(address)

(City), (State) (ZIP Code)

Dear Commander (surname):

Sincerely,

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Lieutenant

Lieutenant Junior Grade
(full rank, full name,
abbreviation of service)
(address)
(City), (State) (ZIP Code)

Dear Lieutenant (surname):

Sincerely,
Ensign (full rank, full name,
abbreviation of service)
(address)
(City), (State) (ZIP Code)

Dear Ensign (surname):

Sincerely,
Chief Warrant Officer (full rank, full name,
abbreviation of service)
(address)
(City), (State) (ZIP Code)

Dear Chief Warrant Officer
(surname):

Sincerely,

ALL SERVICES

Retired Officer (full rank, full name,
abbreviation of service), (Ret.)

(address)
(City), (State) (ZIP Code)

Dear (rank, surname):

Sincerely,
Chaplain Chaplain (full name)
(rank, service designation)
(address)
(City), (State) (ZIP Code)

Dear Chaplain (surname):

Sincerely,

SERVICE ACADEMY MEMBERS

Army or Coast Guard Cadet Cadet (full name)
(address)

(City), (State) (ZIP Code)

Dear Cadet (surname):

Sincerely,
Navy Midshipman Midshipman (full name)
(address)
(City), (State) (ZIP Code)

Dear Midshipman (surname):

Sincerely,
Air Force Air Cadet Air Cadet (full name)
(address)
(City), (State) (ZIP Code)

Dear Air Cadet (surname):

Sincerely,

MILITARY SERVICES ABBREVIATIONS

In some instances, military abbreviations may be used as a form of address, e.g., distribution lists, courtesy copy lists, and envelopes. Refer to the GPO Style Manual's chapter entitled Abbreviations.

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Appendix F: Compound Words

1. Use the Gregg Reference Manual, latest Webster's dictionary, and GPO Style Manual as references for compounding words. As you will notice, certain words are illustrated differently in various sources. In these cases, defer to the more commonly used version.
2. Word forms are constantly changing. Two-word forms often require the hyphen initially, then later become one word. Current language trends point to closing up words which, through frequent use, have become associated in the reader's mind as units of thought.
3. Generally, whenever a word form (or applicable rule) cannot be found in the Gregg Reference Manual, GPO Style Manual, or dictionary, it should be two words.
4. The following represents commonly used compound words. The abbreviations indicate function: noun (n.), adjective (adj.), verb (v.), adverb (adv.). Keep in mind that many words can function as different parts of speech, depending on the context. Most hyphenated words require hyphens if they precede the word they're describing, but they are usually written without hyphens if they follow the described word. This listing is a representation of commonly used words at NASA. It is not intended to be an inclusive listing. **across-the-board** (adj., adv.) This is an across-the-board reduction. Reductions will occur across the board.) **ad hoc** (foreign phrase) (adj.) (...an ad hoc committee). **aero** (a prefix that will combine with other words such as aerodynamic) **aerospace** (n., adj.) (aerospace medicine), but National Aero-Space Plane (this term exception to rule) **Agency-wide** (NASA preference-adj., adv.) This is Agency-wide policy. A search will be conducted Agency wide.

African-American (adj.) (...African-American customs)

African American (n.) (Louise is an African American.)

airfare (n.)

airmail (n.,v.)

all hands (n.)

Anglo-American (n., adj.)

assemblyperson (n.)

backup (n., adj.)

back up (v.) (Please back up your data on a diskette.)

baseline (n., v.)

benchmark (n., v.)

biweekly (adj., adv.)

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bona fide (adj.)

breakthrough (n., adj.)

broadminded (adj.)

buildup (n.) (There was a gradual buildup of that military base.)

build up (v.) (They are trying to build up their reputations.)

businessperson (n.)

buyout (n.) (Are you applying for the buyout?)

buy out (v.) (We want to buy out your company.)

callup (n.) The callup for nominations was received yesterday.

call up (v.) I can call up any subject on the computer.

cannot (combination of verb (can) and adverb (not))
carryout (n.) (We will eat carryout tonight.)
carryout (adj.) (Are you ordering carryout food tonight?)
carry out (v.) (The office will carry out the plan to transfer...)
carryover (n.) (The carryover from 2005...)
carry over (v.) (The funds will carry over into 2006.)
checklist (n.)
checkout (n.) Please proceed to checkout.
checkout (adj.) (There are several checkout buildings at KSC.)
check out (v.) (The primary objective was to check out the Shuttle system.)
class action (n.) (The employees are considering a class action.)
class-action (adj.) (The employees filed a class-action suit.)
clear-cut (adj.) (It was a clear-cut decision.)
closedown (n.) (The closedown will last two hours)
closeout (n.) It is time to prepare this year's closeout.
close out (v.) We will close out overdue actions by Monday.
close-up (adj.) (That is a nice close-up picture of you.)
co (prefix), e.g., coauthor, cochairman, copilot, but co-investigator, co-op
cost-effective (adj.) (...in the most cost-effective method...)
countdown (n.)
crewmember (n.)
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crewmn (use crewmember) (NASA preference...gender-neutral)
cross section (n.) (...a cross section of employees...)
cutoff (adj.) (The cutoff date was April 1.)
database (n.)
decision making (n.) (I will rely on you for the decision making.)
decision-making (adj.) (You are the decision-making authority.)
double space (n.) (Leave a double space between paragraphs.)
double-space (v.) (Please double-space the draft.)
downsize (v.)
downtime (n.) (Shuttle "downtime")
drawback (n.)
e-mail (n.,v.)
early out (n.) (Did you take an early out during the buyout season?)
early-out (NASA preference-adj.) (NASA has achieved early-out authority.)
earthborn (adj.)
ex officio (n.) (foreign phrase)
fine-tune (v.) (...to fine-tune the format...)
first-class (adj.) (...a first-class individual...; ...a first-class seat...)
first-class (adv.) (...to travel first-class...; (...mailed first-class...)
firsthand (adj.) (He has firsthand knowledge of the situation.)
flowchart (n.,v.)
flyby (n.) (The asteroid flyby will occur next year.)
fly by (v.) (The Galileo spacecraft will fly by the planet.)
follow-on (n.,adj.)
followup (adj.) (A followup meeting will occur.)
followup (n.) (We will do a followup next week.)
follow up (v.) (We will follow up the meeting with a discussion.)

free flight (n.)
free-flight (adj.)
freeflyer (n.) (...to service freeflyers...)
free-flying (adj.) (see free-floating in dictionary.) (...a free-flying spacecraft...; ...robotic spacecraft are free-flying...)
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full-cost (NASA preference) (adj.) (NASA has implemented full-cost accounting procedures at Headquarters.)
full-time (adj.) (...full-time position...)
full time (adv.) (She works full time.)
FY 2006 (n.) (NASA preference)
GS-15 (n.) (NASA preference)
Government-wide (NASA preference) (adj., adv.) (U.S.); government-wide (state, city)
Government-owned (adj.) (U.S.); government-owned (state, city)
ground-based (adj.) (The ground-based data...)
ground based (adj.) (The information was ground based.)
ground rule (n.)
groundwork (n.)
hand-carry (v.) (...hand-carry the document)
handout (n.) (Please send me a copy of the handout.)
hand out (v.) (We will hand out the schedules tomorrow morning.)
hard-working (adj.)
heavy-lift (adj.) (...heavy-lift launch vehicle...; ...heavy-lift requirements...)
high-quality (adj.) (That picture is a high-quality image taken from the Hubble Space Telescope.)
high-speed (adj.)
home page (n.) or Home Page (NASA preference)
humankind (n.) (NASA preference) ("Humankind" is a gender-neutral word used throughout the Agency.)
hundredfold (n., adj.)
in-depth (adj.)
in-flight (adj.) (...in-flight experiment...)
infrastructure (n.)
in-house (adj.) (We will participate in an in-house study.)
in-orbit (adj.) (...in-orbit repair mission...)
in orbit (adv.) (The repair in orbit was successful. The satellite was placed in orbit.)
inter (...between, among...as prefix, generally one word) (interagency, intercenter, interoffice)
intra (...within, inside...as prefix, generally one word) (intraoffice, but intra-Agency)
kickoff (n.) The kickoff for launch activities will occur Monday, June 23.
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kick off (v.) We will kick off the activities at noon.
lakebed (n.) (The lakebed at Edwards AFB is dry.)
land-based (adj.)
lead time (n.) (The lead time for responding...)
lifetime (n.,adj.)
lift-off (n.,adj.)
lightweight (n.,adj.)
light-year (n.)
long-range (adj.) (...long-range plan...)

long-term (adj.) (...long-term commitment...)
long term (n.) (The committee member served a long term.)
longstanding (adj.) (longstanding relationship)
macroeconomics (n.)
mainframe (n.,adj.)
marketplace (n.)
markup (n.) (...OMB markup...)
mark up (v.) (OMB will mark up the budget request.)
member at large (n.)
mid (prefix, usually combines to form one word) (midafternoon...midday...midpoint)
mid-1990s (n.)
mid-August (n.)
mockup (n.,adj.)
multi (prefix, usually one word) (multicultural...multiyear)
NASA-wide (NASA preference)
Nationwide (adj.,adv.)
near-term (adj.) (...near-term plans...)
near term (n.) (We will evaluate it in the near term.)
non (...not... prefix, generally one word) (nonadvocate...nongovernment) but non-Government or non-Federal)
no one (n.)
northeast, northwest (adv.,adj.,n.)
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Officials-in-Charge (NASA preference) (The memo will be sent to Officials-in-Charge of Headquarters Offices.)
offline (adj.,adv) (adj...offline discussions) (adv. Discussions will be held offline.)
offsite (NASA preference)
onboard (adj.) (...onboard experiment)
on board (adv.) (The experiment will take place on board.)
ongoing (adj.)
online (n.,adj) (NASA is now online for Internet connections.)
on-orbit (adj.) (...on-orbit repair...)
onorbit (n.; NASA preference)
onsite (n.) (NASA preference)
order of magnitude (n.) (...the Earth's mass is on the order of magnitude...)
O-ring (n.)
over (can combine to form another word) (overstress)
paperwork (n.)
part-time (adj.) (A part-time position...)
part time (adv.) (She works part time for the agency.)
per diem (n.)
phaseout (n.,adj.) (The phaseout of the activities...Phaseout activities will begin...)
phase out (v.) (We will phase out the aircraft beginning next year.)
point of contact (n.) (Vanessa is the point of contact for the project.)
post (prefix, generally one word) (postdoctoral...postflight...postlaunch... postwar) (but post-Cold War)
pre (prefix, generally one word) (preflight...prelaunch...premeeting...preorbital)
President-elect (n.)
problem solving (n.)

program-wide (adj.,adv) (NASA preference)
real-time (adj.) (...real-time data...)
real time (n.) (The decision will be made in real time.)
reengineer (v., adj.) (NASA preference) (NASA has completed its reengineering activities.)
reentry (n.)
re-register (v.)
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return to flight (v.) (NASA preference) (When we return to flight, ...)
return-to-flight (adj.) (NASA preference) (...return-to-flight activities)
rollout (n., adj.)
roll out (v.) (NASA preference)
roundtable (adj.)) (roundtable discussions)
round trip (n.) (He will take a round trip to Paris.)
round-trip (adj.) (He purchased a round-trip ticket.)
rulemaking (n.,adj.)
runway (n.)
Secretary-designate (n.)
self-confidence (n.)
shortfall (n.)
short-term (adj.) (A short-term loan...)
short term (n.) (She will begin in the short term.)
shutdown (n.) (The nuclear power plant averted a shutdown.)
shut down (v.) (We will shut down the plant next week.)
side-mount (adj.) (...side-mount concept...)
single-space (v.) (I will single-space the document.)
single-spaced (adj.) (This is a single-spaced document.)
space-based (adj.) (...the space-based experiment...)
spaceborne (adj.,adv.)
spacecraft (n.)
spacefaring (adj.) (refer to seafaring)
space-related (adj.) (This is a list of space-related words.)
space related (adj.) (The material is space related.)
space flight (n.) (NASA preference is two words.)
spacesuit (n.)
spacewalk (n.)
stand-alone (adj.) (...stand-alone computer...)
standdown (n.) (We will conduct a safety standdown next Monday.)
stand down (v.) (We will stand down the flight simulator Wednesday.)
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startup (n.,adj.) (The startup of the activity...; the startup date...)
start up (v.) (The activity will start up next week.)
state of the art (adj.) (The technology is state of the art.)
state-of-the-art (adj.) (...state-of-the-art technology...)
stationkeeping (n.) (see housekeeping)
STS-114 (n.) (NASA preference)
sub (...under, below...) (prefix..subagency... suborbital...substandard...)
takeoff (n.)
teamwork (n.)

time-consuming (adj.) (...a time-consuming task...)
time consuming (adj.) (Logging the mail is very time consuming.)
timeframe (n.)
timeline (n.)
timetable (n.)
tradeoff (n.)
troubleshooting (v.)
turnaround (n.,adj.)
under (prefix, generally one word) (undergone...underway)
under way (adv.) (We will get under way next month.)
upfront (adj.) (upfront payment)...adv. (to pay upfront)
up-to-date (adj.) (...an up-to-date report...)
up to date (adj.) (Please provide information that is up to date.)
videotape (n., v.)
videotape recorder/recording (n.)
voice mail, voice-mail message (NASA preference) but voice mailbox (n.)
walk-through (n.)
Web page, Web site (n.) (NASA preference)
well-being (n.)
well-received (adj.) (It was a well-received speech.)
well received (adj.) (The speech was well received.)
whistle-blower (n.) (The employee had a reputation as being a whistle-blower.)
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wide-angle (adj.) (...wide-angle lens...)
wind-shear (adj.) (The wind-shear conditions concerned the pilot.)
wind shear (n.) (The presence of wind shear concerned the pilot.)
workaround (n.)
workforce (n.) (workhour...workload... workplan...workstation...workyear)
workplace (n.)
world-class (adj.)
worldwide (adj.,adv.)
World Wide Web (always capitalized, NASA preference)
x-ray (adj.) (...an x-ray tube...)
x-ray (v.) (The technician will x-ray the components.)
x ray (n.) (The x ray penetrates solid substances.)
zero-base, zero-based (adj.) (...zero-base budget...; The budget is zero-based.)
zero gravity (n.) (NASA preference in formal correspondence)
zero-g (n.) (NASA preference...for informal correspondence only)
zero-sum (adj.) (...the zero-sum amount...)
zero sum (n.) (The calculations had a zero sum.)
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Appendix G: Capitalization of Frequently

Used Words at NASA

Capitalize specific names of things and lowercase general terms of classification. This listing represents commonly used words at NASA.

Agency: capitalize if part of complete name or if a short form of complete name; e.g., Central Intelligence Agency; National Aeronautics and Space Administration; the Agency (NASA preference), but lower case agency when used as term of general classification; e.g., independent Federal agency.

Attachment: (when specifying); e.g., Attachment 1 (NASA preference); but attachment; e.g., the attachment.

Associate Administrator: e.g., the Associate Administrator for Aeronautics and Research Mission Directorate; the Associate Administrator invites you to an open house. A meeting involving all the Associate Administrators is scheduled for Monday.

Board: capitalize if part of name or when used alone in place of full name, e.g., Performance Review Board, the Board consists of... Space Studies Board, the Board's recommendation..., but the boards of the National Research Council.

Branch: capitalize if part of complete name, or when used alone in place of full name; e.g., the International Program Policy Branch; the Branch will hold a staff meeting; but the branch offices...each branch will.

Branch Chief (when referring to a specific person): e.g., Chief, International Program Policy Branch; the Branch Chief will authorize, but the branch chiefs...

budget: (Federal budget, President's budget, NASA's budget).

budget line items: capitalize exact titles of budget line items (NASA preference); e.g., Space Flight, Control and Data Communications; Research and Program Management.

Building (when specifying): e.g., Building 10B (NASA preference); but...the building and room locations will be forwarded to you.

Center(s): capitalize if referring to NASA Centers; (e.g., Goddard Space Flight Center; the Center; a representative from each Center).

Center Director: e.g., the Center Director., a meeting with all of the Center Directors.

century: (e.g., the 21st century).

Chair, the (if personified); e.g., Madam Chair).

chairman, chairperson: (general; NASA preference, gender-neutral); e.g., the chairman of the Appropriations Committee; but Chairman Davis: (general) we need to designate a chairperson.

Chairman, Committee on Appropriations (title-see above).

Chief, if part of official title: e.g., Chief, Flight Programs Branch.

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college degrees: bachelor of arts, master's, but capitalize abbreviations: B.A., M.A., Ph.D.

Committee: capitalize if part of complete name or when used alone in place of full name; e.g., Aeronautics Advisory Committee; the Appropriations Committee; the Committee; but each committee will report; the committees of Congress.

Congress (legislature): the Congress of the United States; the 101st Congress; the Congress; when Congress returns.

congressional action; congressional committee. (often capitalized)

Congressional District: (if a specific district; e.g., 20th Congressional District) but the congressional district.

congressionally: e.g., a congressionally mandated report.

Congressman; Congresswoman; Member of Congress.

Council: capitalize if part of name or when used alone in place of full name; e.g., NASA Advisory Council; the Council will meet.

Director, if part of official title: e.g., Director, Solar System Exploration Division; the Director will issue, but the directors....

Division (if part of complete name, or when used alone in place of full name); e.g., the Advanced Program Development Division; there will be a Division staff meeting; but each division will.

Division Director (when referring to a specific person): e.g., the Division Director, but the division directors are....division heads

Earth (planet). solar system, universe, (always lower case).

Enclosure (when specifying): e.g., Enclosure 1 (NASA preference); but enclosure; e.g., the enclosure.

Federal (synonym for United States): e.g., Federal personnel regulations; but a federal form of government; Federal Government (U.S.).

fiscal year (abbreviate FY); e.g., in fiscal year 2006; FY 2006.

Government (if proper name, part of proper name, or as proper adjective): e.g., the U.S./National/Federal Government; the Japanese government; but, government (in general sense); e.g., a federal form of government; the Communist government; European governments.

Government-owned, Government-wide (if U.S.); but government-owned, government-wide (if State, city).

International Space Station (when referring to the multinational Space Station); but space station (generic); e.g., the Russian space station.

judicial branch lead secretary: e.g., the incumbent serves as lead secretary. legislative branch
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Member (congressional): e.g., a Member of Congress; but at the request of many members of the Congress; a member of the congressional committee.

Memorandum of Agreement, Memorandum of Understanding: if part of full name or when used alone in place of full name.

mission: e.g., Ulysses mission.

Moon, referring to Earth's Moon: but the moons of Jupiter; Titan is the name of Jupiter's moon.

Nation (synonym for U.S.): but a nation must defend its boundaries.

national: e.g., national space program.

National Government (U.S.)

Office: e.g., the Office of the Administrator; the Office of External Relations; but this office is planning.; I would like your office to prepare the report.

Officials-in-Charge of Headquarters Offices, referring to heads of all Headquarters offices or directorates.

orbiter (preferred lower case): e.g., Shuttle orbiter, Atlantis orbiter.

Presidential directive, authority, order

Program (if part of official name): e.g., NASA Honor Awards Program; but the Shuttle program: the EOS program; the program budget.

Program Manager or Project Manager, if part of title: e.g., but the program manager.

Program Office(s)

project: e.g., HST project; the project budget is...

Room (when specifying): e.g., Room 9S51 (NASA preference); but the building and room numbers will be provided later.

space (universe): e.g., the U.S. space program.

Space Shuttle (NASA's preference when referring to U.S./NASA Space Shuttle); but space shuttle (generic); e.g., the space shuttles.

State, when it follows the name of a particular State: e.g., New York State, but state (general); e.g., state and local government groups, the forty-second state.

Subcommittee, if part of name, or part of name when used alone in place of full name: e.g., Subcommittee on Aviation Safety Reporting System: the Subcommittee: but subcommittees will be established.

summer (season).

white paper: e.g., prepare a white paper on.

winter (season).

Work Package 1, 2, 3, and 4; but the Space Station work packages.

x-ray, x ray

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*In legal documents, many words that ordinarily would be written in small letters are written with initial capitals; e.g., the name of the document (or part of the name when used alone in place of the full name).

** Official titles of high-ranking national, state, and international offices are capitalized. Titles of lesser Federal and state officials and local governmental officials are not usually capitalized. However, these titles are sometimes capitalized in writing intended for a specific readership, in which the person in question would be considered to have very high rank by the intended reader (i.e., the Associate Administrators, the Center Directors); NASA's preference is to capitalize.

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Appendix H: Acronyms

This listing is a representation of the most commonly used NASA acronyms. It is not intended to be an inclusive listing of all NASA acronyms.

AA - Associate Administrator; Assistant Administrator

AAAS - American Association for the Advancement of Science

AAS - American Astronomical Society

ACE - Advanced Composition Explorer

ACISS - Advisory Committee on the International Space Station

ACO - Administrative Contracting Officer

ACRIM - Active Cavity Radiometer Irradiance Monitor

ACTIVE - Advanced Control Technology for Integrated Vehicles

ACTS - Advanced Communications Technology Satellite

ADEA - Age Discrimination in Employment Act of 1967

ADEOS - Advanced Earth Observing Satellite

ADP - Automatic Data Processing

ADR - Alternate Dispute Resolution

ADS - Action Document Summary

ADS-B - Automatic Dependent Surveillance Broadcast

AFE - Association of Facilities Engineers

AFB - Air Force Base

ARMD - Aeronautics Research Mission Directorate

AFS - Air Force Station

AFTI - Advanced Fighter Technology Integration

AGATE - Advanced General Aviation Transport Experiments

AHEAD - American Higher Education Association for the Disabled

AIAA - American Institute of Aeronautics and Astronautics

AIChE - American Institute of Chemical Engineers

AIHEC - American Indian Higher Education Consortium

AIN - Accounting Installation Number

AIS - Automated Information System

AISES - American Indian Science and Engineering Society

AISTEC - American Indian Science Technology Education Consortium

ALT - Approach and Landing Tests

AMF - Astronauts Memorial Foundation

AMS - Alpha Magnetic Spectrometer; Acquisition Management Subsystem
ANOSCA - Advance Notice of Significant Contract Action
ANSI - American National Standards Institute
AO - Announcement of Opportunity
APM - Advanced Project Management
APNASA - Average Passage NASA
ARC - Ames Research Center
ARIA - Advanced Range Instrumentation Aircraft
ARTT - Advanced Reusable Transportation Technology
ASAP - Aerospace Safety Advisory Panel
ASI - Agenzia Spaziale Italiana (Italian Space Agency)
ASIC - Application Specific Integrated Circuit
ASM - Acquisition Strategy Meeting
ASME - American Society of Mechanical Engineers
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ASME - American Society of Mechanical Engineers
AST - Advanced Subsonic Technology
ASTER - Advanced Spaceborne Thermal Emission and Reflection Radiometer
ASTP - Advanced Space Technology Program
ATM - Asynchronous Transfer Mode
AXAF - Advanced X-Ray Astrophysics Facility
BAA - Broad Area Announcement
BCAT - Binary Colloidal Alloy Test
BOA - Basic Ordering Agreement
BOC - Base Operations Contracts
BPR - Business Process Reengineering
BWB - Blended Wing Body
CAAS - Contracted Advisory and Assistance Services
CaLV - Cargo Launch Vehicle
CAN - Cooperative Agreement Notice
CAO - Chief Acquisition Officer; Contract Administration Office
CAS - Computational Aerosciences
CAS - Contract Administration Services; Cost Accounting Standards
CBD - Commerce Business Daily
CBP - Construction of Facilities Best Practices
CCA - Core Capability Assessment
CCI - Consolidated Contract Initiative
CCL - Correspondence Control Liaison
CCR - Central Contractor Registration
CCS - Center Chief of Security
CDL - Crossing Department Lines
CDP - Candidate Development Program
CDR - Critical Design Review
CCDS - Center for the Commercial Development of Space
CEC - Contractor Establishment Code
CEO - Chief Executive Officer
CEOS - Committee on Earth Observing Satellites
CERES - Clouds and Earth's Radiation Energy System
CER - Combined Electrical Readiness

CEV - Crew Exploration Vehicle
CFC - Combined Federal Campaign
CFO - Chief Financial Officer
CFR - Code of Federal Regulations
CHeX - Confined Helium Experiment
CIAM - Central Institute of Aviation Motors
CIC - Capital Investment Council; Contractor Identification Code
CICA - Competition in Contracting Act
CID - Commercial Item Description
CIO - Chief Information Officer
CKPI - Communicate Knowledge Process Improvement
CLAES - Cryogenic Limb Array Etalon Spectrometer
CLCS - Checkout and Launch Control System
CMC - Ceramic Matrix Composite
CMOS - Complementary Metal Oxide Semiconductor
CNES - Centre National d'Etudes Spatiales (France) National Center for Space Studies
CNN - Cable News Network
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CNSI - Classified National Security Information
CO - Contracting Officer
COBE - Cosmic Background Explorer
COF - Construction of Facility
COOP - Continuity of Operations Plans
COP - Consolidated Operations Plan
COTR - Contracting Officer's Technical Representative
COSPAR - Committee on Space Research
COTS - Commercial Off-the-Shelf
COUP - Consolidated Operations and Utilization Plan
CPAF - Cost Plus Award Fee
CPIF - Cost Plus Incentive Fee
CPSC - Consumer Product Safety Commission
CPSR - Contractor Purchasing System Review
CQA - Code Quality Advisor
CRA - Civil Rights Act of 1991
CRE - Cosmic Radiation Effect
CS - Competitive Sourcing
CSA - Canadian Space Agency
CSGT - Ceramic Stationary Gas Turbine
CSIRO - Commonwealth Scientific and Industrial Research Organization (Australia)
CSOC - Consolidated Space Operations Contract
CST - Combined Systems Test
CUP - Consolidated Utilization Plan
CWBS - Contract Work Breakdown Structure
DAAC - Distributed Active Archive Centers
DAR - Defense Acquisition Regulation
DARC - Defense Acquisition Regulation Council
DARPA - Defense Advanced Research Projects Agency
DARTFire - Diffusion and Radioactive Transport in Fires
DCAA - Defense Contract Audit Agency

DCAM - Diffusion-Controlled Apparatus for Microgravity
DCMA - Defense Contract Management Agency
DC-XA - Delta Clipper-Experimental Advanced
DDT&E - Design, Development, Test, and Evaluation
DFRC - Dryden Flight Research Center
DIS - Data and Information System
DISA - Defense Information Systems Agency
DISC - Diversified International Sciences Corporation
DLA - Defense Logistics Agency
DLR - German Aerospace Research Establishment (Germany)
DMSP - Defense Meteorological Satellite Program
DOC - Department of Commerce
DOD - Department of Defense
DOE - Department of Energy
DOI - Department of the Interior
DOJ - Department of Justice
DOS - Department of State
DOT - Department of Transportation
DSN - Deep Space Network
DTIC - Defense Technology Information Center
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DUNS - Data Universal Numbering System
DUSD - Deputy Undersecretary of Defense
E&Y - Ernst and Young
EC - Electronic Commerce
ECA-PMO - Electronic Commerce for Acquisition-Program Management Office
ECAT - Electronic Commerce Acquisition Team
ECLS - Environmental Control and Life Support
ECLSS - Environmental Control and Life Support System
ED - Department of Education
EDEP - Employee Development Education Panel
EDI - Electronic Data Interchange; Enterprise Development Innovation
EDOS - EOS Data and Operations System
EELV - Evolved Expendable Launch Vehicle
EEO - Equal Employment Opportunity
EEOA - Equal Employment Opportunity Act
EEOC - Equal Employment Opportunity Commission
EEOC-MD - Equal Employment Opportunity Commission-Management Directive
EIS - Executive Information System; Environmental Impact Statement
ELV - Expendable Launch Vehicle
EMS - Environmental Management Systems
EO - Executive Order
EOB - Equal Opportunity Board
EODMP - Equal Opportunity and Diversity Management Plan
EOM - Equal Opportunity Manager
EOO - Equal Opportunity Officer
EOS - Earth Observing System; Equal Opportunity Specialist
EPA - Environmental Protection Agency
EPCS - Employee Performance and Communication System

ERAST - Environmental Research Aircraft and Sensor Technology (Program)
ERBE - Earth Radiation Budget Experiment
ERBS - Earth Radiation Budget Satellite
ERS-1 - European Remote Sensing Satellite - 1
ESA - European Space Agency
ESMD - Exploration Systems Mission Directorate
ESSP - Earth Space Sciences Project; Earth Science System Pathfinder
ESSAAC - Earth System Science and Applications Advisory Committee
ESSPO - Earth Science Systems Program Office
ET - External Tank
ETM - Extended Thematic Mapper
EVA - Extravehicular Activity
EVMS - Earned Value Management System
FAA - Federal Aviation Administration
FAAD - Federal Assistance Award Data System
FAC - Federal Acquisition Circular; Financial Audit Committee
FACNET - Federal Acquisition Computer Network
FACS - Financial and Contractual System
FACTS - Federal Agencies' Centralized Trial-Balance System
FAME - Facilities Management Excellence
FAR - Faculty Awards for Research; Federal Acquisition Regulation
FARA - Federal Acquisition Reform Act
FASA - Federal Acquisition Streamlining Act
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FASAB - Federal Accounting Standards Advisory Board
FBI - Federal Bureau of Investigation
FBWT - Fund Balance with Treasury
FCC - Federal Communications Commission
FDR - Federal Dispute Resolution
FEL - First Element Launch (Space Station)
FEMA - Federal Emergency Management Agency
FFP - Firm Fixed Price
FIAT - Fan/Inlet Acoustic Technology
FIPS - Federal Information Processing Standards
FIRST - For Inspiration and Recognition of Science and Technology
FISMA - Federal Information Security Management Act
FLRA - Fair Labor Relations Act
FMM - Financial Management Manual
FOIA - Freedom of Information Act
FPDC - Federal Procurement Data Center
FPDS - Federal Procurement Data System
FPDS - NG - Federal Procurement Data System - Next Generation
FPIF - Fixed Price Incentive Fee
FR - Federal Register
FRR - Flight Readiness Review
FSS - Federal Supply Schedule
FTC - Federal Trade Commission
FUSE - Far Ultraviolet Spectroscopy Explorer
FY - Fiscal Year

GAO - Government Accountability Office
GAP - General Aviation Propulsion
GBS - Global Broadcasting System
GEM - National Consortium for Graduate Degrees for Minorities in Engineering and Science, Inc.
GFP - Government Furnished Property
GIC - Grant Information Circular
GISS - Goddard Institute for Space Studies
GN - Grant Notice
GOES - Geostationary Operational Environmental Satellite
GPO - Government Printing Office
GPP - Government Performance Project
GPR - Government Performance and Results Act of 1993; GPRA - Government Performance Review Act
GPS - Global Positioning [Satellite] System
GRACE - Gravity Recovery and Climate Experiment
GRB - Gamma Ray Bursts
GRC - Glenn Research Center
GRO - Gamma Ray Observatory
GSA - General Services Administration
GSFC - Goddard Space Flight Center
GSRP - Graduate Student Researcher Program
HACU - Hispanic Association of Colleges and Universities
HALOE - Halogen Occultation Experiment
HARV - High Angle-of-Attack Research Vehicle
HATS - Headquarters Action Tracking System
HBCU - Historically Black Colleges and Universities
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HEA - Higher Education Act of 1965
HISTEC - High-Stability Engine Control
HPCC - High-Performance Computing and Communications
HPCCP - High-Performance Computing and Communications Program
HQ - Headquarters
HRDI - High-Resolution Doppler Imager
HSCT - High-Speed Civil Transport
HSF - Human Space Flight
HSI - Hispanic Serving Institutions
HSR - High Speed Research
HST - Hubble Space Telescope
HUD - Department of Housing and Urban Development
HXLV - Hyper-X Launch Vehicle
IA - Independent Agencies
I/T - Inner Tank
IAF - International Astronautical Federation
IAIC - Interagency Acquisition Internet Council
IAR - Independent Annual Review
ICAF - Industrial College of the Armed Forces
ICAR - Individual Contract Action Report
ICASS - International Cooperative Administrative Support Services
ICM - Interim Control Module (Space Station)

IDA - Institute for Defense Analyses
IDC - Indefinite Delivery Contract
IDP - Individual Development Plan
IEEE - Institute of Electrical and Electronics Engineers
IELV - Intermediate Expendable Launch Vehicle
IEMP - Integrated Enterprise Management Program
IFM - Integrated Financial Management
IFMP - Integrated Financial Management Program
IG - Inspector General
IGA - Intergovernmental Agreement
IHE - Institutions of Higher Education
IHTET - Integrated High Turbine Engine Technology
IITA - Information Infrastructure Technology and Applications
IMSPG - International Microgravity Strategic Planning Group
INPE - Instituto Nacional de Pesquisas Espaciais (Brazil) or National Institute for Space Research
IP - Intellectual Property
IPM - International Project Management
IPO - Institutional Program Office
IPP - Innovative Partnership Program
IPR - Intellectual Property Rights
IRA - Institutional Research Awards
IRT - Icing Research Tunnel
ISAMS - Improved Stratospheric and Mesospheric Sounder
ISAS - Institute of Space and Astronautical Science (Japan)
ISO - International Organization of Standardization
ISS - International Space Station
ISSEC - International Space Station as an Engineering Center
ISSP - International Space Station Program
IST - Institute of Simulation and Training
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ISU - International Space University
ITA - Independent Technical Authority; Integrated Threat Assessment
ITALSAT - Italian Ka-Band Satellite
ITCOP - Interagency Tracking and Communications Panel
IV&V - Independent Verification and Validation
IVAS - Innovative Ventricular Assist System
IWDP - Individuals with Disabilities Program
IWG - Investigators Working Group
JAXA - Japanese Aeronautics Exploration Agency
JBOSC - Joint Base Operations and Support Contract
JCWS - Johnson Controls World Services
JERS-1 - Japanese Earth Remote-Sensing Satellite - 1
JOFOC - Justification for Other than Full and Open Competition
JPL - Jet Propulsion Laboratory (California Institute of Technology)
JSC - Johnson Space Center
JSF - Joint Strike Fighter
JSMB - Joint Space Management Board
JSRA - Joint Sponsored Research Agreement
JWST - James Webb Space Telescope

KSC - Kennedy Space Center
LAN - Local Area Network
LaRC - Langley Research Center
LASRE - Linear Aerospike Experiment; Linear Aerospike SR-71 Engine
LCAP - Laser Cooling and Atomic Physics
LED - Light Emitted Diode
LERD - Limited Exclusive Rights Data
LIS - Lightning Imaging Sensor
LM - Lockheed Martin
LME - Liquid Motion in a Rotating Tank Experiment
LOE - Level of Effort
LRR - Launch Readiness Review
LTSA - Long-Term Space Astrophysics
MAF - Michoud Assembly Facility
MASTAP - Mathematics, Science and Technology Awards for Teachers and Curriculum Enhancement Programs
MBP - Master Buy Plan
MCB - Multilateral Control Board
M-CEP - Multicultural Education Program
MEM - Micro-ElectroMechanical System
MEP - Management Education Program
MGS - Mars Global Surveyor
MI - Minority Institution
MIE - Minority Institutions of Excellence
MIP - Managing the Influence Process
MIPR - Military Interagency Procurement Request
MIS - Management Information System
MISR - Multi-angle Imaging SpectroRadiometer
MLC - Multicultural Leadership Council
MLP - Mobile Launcher Platform; Multicultural Leadership Program
MOA - Memorandum of Agreement
MODIS - Moderate Resolution Imaging Spectrometer
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MOLA - Mars Orbiting Laser Altimeter
MOPITT - Measurement of Pollution in the Troposphere
MOS - Marine Observation Satellite (Japan)
MOU - Memorandum of Understanding
MPM - Multi-Project Management
MSFC - Marshall Space Flight Center
MSPB - Merit Systems Protection Board
MTLO - Moscow Technical Liaison Office
MURC - Minority University Research Center
MUREP - Minority University Research and Education Program
MU-SPIN - Minority University-Space Interdisciplinary Network
NAC - NASA Advisory Council
NAE - National Academy of Engineering
NAFEO - National Association for Equal Opportunity on Higher Education
NAIS - NASA Acquisition Internet Service
NAPA - National Academy of Public Administration

NARA - National Archives and Records Administration
NAS - National Academy of Sciences; Numerical Aerodynamic Simulation; Naval Air Station
NASA-CIAM - NASA-Central Institute Aviation Motors
NASM - National Air and Space Museum
NCC - National Combustor Code
NCDC - National Climatic Data Center
NEAR - Near Earth Asteroid Rendezvous
NEPA - National Environmental Policy Act
NESC - NASA Engineering Support Center
NESDIS - National Environmental Satellite, Data, and Information Service
NFS - NASA FAR Supplement
NGDC - National Geophysical Data Center
NGI - Next Generation Internet
NGST - New Generation Space Telescope
NICMOS - Near Infrared Camera and Multi-Object Spectrometer
NIMA - National Imagery and Mapping Agency
NLR - National Aerospace Laboratory (The Netherlands)
NMO - NASA Management Office, JPL
NOAA - National Oceanic and Atmospheric Administration
NODC - National Oceanographic Data Center
NODIS - NASA Online Directives System
NPD - NASA Policy Directive
NPMS - NASA Procurement Management System
NPOESS - National Polar-Orbiting Environmental Satellite System
NPR - NASA Procedural Requirements; National Performance Review
NPSS - Numerical Propulsion System Simulation
NQA - National Quality Assurance
NRA - NASA Research Announcement
NRC - National Research Council
NRO - National Reconnaissance Office
NRTS - Network Resources Training Sites
NSCAT - NASA Scatterometer
NSCP - National Space Communications Program
NSF - National Science Foundation
NSROC - NASA Sounding Rocket Operations
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NSRS - NASA Safety Reporting System
NSSC - NASA Shared Services Center
NSTA - National Science Teachers Association
NSTC - National Science and Technology Council
NTA - National Technical Association
NTSB - National Transportation and Safety Board
OAI - Ohio Aerospace Institute
OARE - Orbital Acceleration Research Experiment
ODIN - Outsourcing Desktop Initiative for NASA
OFPP - Office of Federal Procurement Policy
OHSEB - Occupational Health and Safety Executive Board
OIG - Office of Inspector General
OIRA - Office of Information and Regulatory Affairs

OMB - Office of Management and Budget
OMC - Operations Management Council
OMU - Other Minority Universities
ONR - Office of Naval Research
OPM - Office of Personnel Management
OSC - Office of Special Council; Orbital Sciences Corporation
OSDBU - Office of Small and Disadvantaged Business Utilization
OSHA - Occupational, Safety, and Health Administration
OSMA - Office of Safety and Mission Assurance
OSPP - Office of Security and Program Protection
OSTP - Office of Science and Technology Policy
OWBPA - Older Workers Benefit Protection Act of 1990
P&W - Pratt and Whitney
PA - Privacy Act
PACE - Pre-College Awards for Excellence in Mathematics, Science, Engineering, and Technology
PAIP - Professional Administrative Intern Program
PAO - Public Affairs Officer
PAPCPT - Provide Aerospace Products and Capabilities Process Team
PAR - Performance and Accountability Report
PART - Program Assessment Rating Tool
PAVE - Project Announcement Viability Effort
PBC - Performance-Based Contracting; Procurement-Based Contracting
PBS - Public Broadcasting System
PCA - Program Commitment Agreement
PCG - Protein Crystal Growth
PCM - Procurement Contract Management
PDC - Project Design Center
PDI - Professional Development Initiative
PDP - Professional Development Program
PDR - Preliminary Design Review
PEM - Particle Environment Monitor; Pacific Exploratory Mission
PHSF - Payload Hazardous Servicing Facility
PI - Principal Investigator
PIC - Procurement Information Circular
PIN - Procurement Installation Number
PIWG - Propulsion Instrumentation Working Group
PM - Project Manager
PMA - President's Management Agenda
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PMA2 - Pressurized Mating Adapter
PMC - Polyimide Matrix Composites; Program Management Council; President's Management Council
PMDP - Project Management Development Process
PMDR - Procurement Management Data Report
PMRF - Pacific Missile Range Facilities
PMTP - Procurement Management Technology Program
PN - Procurement Notice
PO - Procurement Officer

POC - Point of Contact
POCC - Payload Operating Control Center
POES - Polar Orbiting Environmental Satellite
POP - Place of Performance
PP&E - Property, Plant, and Equipment
PPC - Procurement Placement Code
PPMI - Program/Project Management Initiative
PR - Purchase Request; Procurement Request
PROGM - Program Management
PRS - Performance Requirement's Summary
PSP - Performance Surveillance Plan
PUP - Partner Utilization Plan
PWBS - Project Work Breakdown Structure
PWS - Performance Work Statement
QCL - Quality Correspondence Liaison
R&D - Research and Development
RA - Rehabilitation Act of 1973
RAS - Royal Aeronautical Society
REE - Remote Exploration and Experimentation
RFI - Request for Information
RFO - Request for Offers
RFP - Request for Proposals
RLEP - Robotic Lunar Exploration Program
RLV - Reusable Launch Vehicle
ROSKOSMOS - Russian Federal Space Agency
RSRM - Redesigned Solid Rocket Motor
SAES - Solar Array Electrical Simulator
SAGE - Stratospheric Aerosol and Gas Experiment
SAM - Software Acquisition Management
SAT - Simplified Acquisition Threshold
SB - Small Business
SBA - Small Business Administration
SBD - Small Business Development
SBIR - Small Business Innovation Research
SCA - Shuttle Carrier Aircraft
SCAR - Summary Contract Action Report
SDB - Small and Disadvantaged Business
SDOM - Station Development and Operations Meeting
SEB - Source Evaluation Board
SECME - Southeastern Consortium for Minorities in Engineering
SELARC - Strategic Enterprise George M. Low Award Review Council
SELENE - Selenological and Engineering Explorer
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SEMAA - Science, Engineering, Mathematics, and Aerospace Academy
SEP - Senior Executive Program
SES - Senior Executive Service
SESCDP - Senior Executive Service Candidate Development Program
SEUAS - Structure and Evolution of the Universe Advisory Subcommittee
SEWP - Scientific and Engineering Work Package

SFOC - Space Flight Operations Contract
SIC - Standard Industrial Classification
SII - Scientific Instruments, Inc.
SLC-3E - Space Launch Complex 3 East
SLFC - Supersonic Laminar Flow Control
SLWT - Super Lightweight Tank (Shuttle)
SMA - Safety and Mission Assurance
SMC - Strategic Management Council
SMD - Science Mission Directorate
SN - Space Network
SNOE - Student Nitrous Oxide Experiment
SOHO - Solar Heliospheric Observatory
SOMD - Space Operations Mission Directorate
SOMO - Space Operations Management Office
SOREV - Surface Operations Research/Evaluation Vehicle
SOP - Standard Operating Procedure; System Operations Panel
SOW - Statement of Work
SPI - Single Process Initiative
SR&QA - Safety Reliability and Quality Assurance
SRA - Systems Research Aircraft
SRB - Solicitation Review Board; Solid Rocket Booster
SRBA - Sponsored Research Business Activity
SRTM - Shuttle Radar Topography Mission
SS - Sources Sought
SSA - Source Selection Authority
SSC - Stennis Space Center
SSCB - Space Station Control Board
SSDI - Solid State Devices, Inc.
SSES - Solar System Exploration Subcommittee
SSME - Space Shuttle Main Engine
SSUB - Space Station Utilization Board
STAC - (US-Russian) Science and Technology Advisory Council
STC - Science and Technology Corporation
STI - Scientific and Technical Information
STIS - Space Telescope Imaging Spectrograph
STS - Space Transportation System
STTR - Small Technology Transfer Research
SUSIM - Solar Ultraviolet Spectral Irradiance Monitor
T&M - Time and Materials
TBC - Thermal Barrier Coatings
TCDT - Terminal Countdown Demonstration Test
TCP/IP - Transmission Control Protocol/Internet Protocol
TCU - Tribal Colleges and Universities
TDI - Transistor Devices, Inc.
TDRSS - Tracking and Data Relay Satellite System
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THE - The Human Element
TIN - Taxpayer Identification Number
TM - Task Management; Technical Monitor

TMP - Technology Maturation Program
TO - Technical Officer
TOMS - Total Ozone Mapping Spectrometer
TPM - Topics in Project Management
TRC - Technical Review Committee
TRMM - Tropical Rainfall Measurement Mission
TROR - Treasury Report on Receivables
TRR - Test Readiness Review
TSPM - Topics in Software Program Management
UARS - Upper Atmosphere Research Satellite
UAV - Unmanned Aerial Vehicle/Unmanned Aerospace Vehicle
UCA - Undefinitized Contract Action
UOP - User Operations Panel
URC - University Research Center
URC-TC - University Research Centers? Technical Conference
URL - Uniform Resource Locator
URLabs - Unified Research Laboratories
USA - United Space Alliance
USAR - Undergraduate Student Awards for Research
USBI - United States Boosters, Inc.
USIP - United States Innovation Partnership
USPS - United States Postal System
USRA - Universities Space Research Association
UTC - United Technologies Corporation
VA - (Department of) Veterans Affairs
VAN - Value-Added Network
VCE - Visual Computing Environment
VCL - Vegetation Canopy Lidar
VE - Value Engineering
VECP - Value Engineering Change Proposal
ViTS - Video Teleconferencing System
VLAB - Virtual Laboratory
VLBI - Very Long Baseline Interferometry
VOA - Voice of America
WAAS - Wide Area Augmentation System
WAN - Wide Area Network
WBS - Work Breakdown Schedule
WDC - Workforce Diversity Council
WFF - Wallops Flight Facility
WHIO - White House Initiatives Office
WIPO - World Intellectual Property Organization
WOSB - Woman-Owned Small Business
WSTF - White Sands Test Facility
WWW - World Wide Web
ZAP - Z-Axis Precession
ZBR - Zero-Based Review
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APPENDIX I: NASA STATIONARY SPECIFICATION STANDARDS

The following products represent standardized templates including product specifications for stationary components identified in the NASA Style Guide. These templates are to be used for purposes of reference to the NPR 1450.10D NASA Correspondence Management and Communications Standards and Style and for reproduction of such stated products. These are the prime elements required to create approved NASA communications material as required by the Communications Material Review Process. For more information on the approval process, go to <http://communications.nasa.gov>

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FedTraveler.com

Unit #1: FedTraveler.com Suite of Software

Module #2: FedTraveler.com for Travelers and
Alternate Preparers

Participant Guide

**PAGES 195-436 OF How To Resource Guide are exempt
from release per 5 U.S.C. Section 552(b)(4)**



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SATERN Quick Reference Guide

Viewing your curriculum status

How do I access my Curriculum Status?

- Select **Learning** from the Main Menu on the Home Page.
- Select **Curriculum Status** from the submenu.

How do I view what training has been assigned to me as part of a curriculum?

- Select **Learning** from the Main Menu on the Home Page and **Curriculum Status** from the submenu.

(NOTE: You can also go directly to your Learning Plan by clicking on the > Go To Curriculum Status link on the Home Page.)

- On the Curriculum Details screen, you will see the title for each learning activity that makes up the curriculum. Clicking on the name of the learning activity will provide you with the description, assignment information, and current status.
- You can also click the > next to the learning activity to see the Effective Date, the Assignment Date, and the Retraining Assignments.
- The required by column shows the date by which the learning activity must be completed.
- If you have already completed a learning activity, the date it was completed will show in the Date Completed column.

Viewing Your Learning History

How do I access my Learning History?

- Select **Learning** from the Main Menu on the Home Page.
- Select **Learning History** from the submenu.
- The list of learning activities and curricula will appear with associated completion information.

How do I view the detail for a completed event or activity?

- Select **Learning** from the Main Menu on the Home Page.
- Select **Learning History** from the submenu.
- Click on the **Title** of the activity to see details about the completion.

Running Reports

How do I run a report?

- Select **Reports** from the Main Menu to browse available reports.
- Under Report Name, click on the name of the report you wish to run.
- Use the fields and report filters to format your report.

(It is recommended that your report format be HTML or

PDF if you want to print it and CSV if you are going to export information into another software application.)

- Click **RUN REPORT**

Quick Reference Guide

Help Desk: 1-877-NSSC-123

1-877-677-2123

E-mail: nasa-satern.support@nasa.gov

Login: <https://satern.nasa.gov>

System for Administration, Training, and Educational Resources for NASA

National Aeronautics and Space Administration

NP-2008-03-504-HQ Updated 03/08

Accessing SATERN

How do I log into the site?

- Launch your Internet browser and go to *https://saturn.nasa.gov*.
- Enter your **User Name** and **Pass word**.
- Click **LOGIN**.

What if I forget my user name or password?

- Select **Forgot your User Name or Password?** Which is located on the top right hand portion of the login screen.
- If you know your user name but forgot your password, enter your **User Name** and click **SUBMIT**.
- If you forgot your user name or your account has been locked due to failed login attempts and you need to have your password reset, contact the SATERN Help Desk at **1-877-677-2123**.

How do I change my password?

- Select **PERSONAL** from the Main Menu and **Profile** from the submenu.
- Under Employment & Account Information, scroll down to the Password field and click on the word **Password**.
- Enter your old and new passwords in the designated field and click **APPLY CHANGES**.

Browsing or Searching the Catalog

How do I search the catalog for a learning activity?

- Select **Catalog** from the Main Menu on the Home Page and then select either **Browse Catalog**, **Calendar of Offerings**, **Simple Catalog Search**, or **Advanced Catalog Search** from the submenu.

Browse Catalog (*also available from the Home Page*)

- Select your subject area of interest by clicking on a topic link. The subject areas are listed in alphabetical order.

Calendar of Offerings

- Use this option to see scheduled learning activities in a calendar view.
- To change the view of the calendar, click between the **Month**, **Day**, and **Year** links.

Simple Catalog Search

- Enter a keyword to search the Title and Description fields of the learning activity.
- Check one or more of the learning activity types—
Instructor-led, Online, or Other—to refine the search and click **SEARCH**.

How do I get details about a learning activity in the catalog?

- From the Search Results screen, click on the name of the learning activity under the Title heading.

How do I show interest in a learning activity?

- Search the Catalog to locate the desired learning activity.
- From the Search Results screen, select **Request Schedule** in the Action column next to the title of the desired learning activity.

(NOTE: Request Schedule will only appear if it is an instructor-led course with no scheduled offering.)

- Enter a date in the Need By field.
- Enter relevant comments in the Comments field and click **REQUEST**.
- The requested learning activity will be added to your Learning Plan.

Working with Your Learning Plan

Your Learning Plan is a list of learning activities you have selected or been assigned to complete. It is your learning “TO DO” list.

How do I access my Learning Plan?

- Select **Learning** from the Main Menu on the Home Page.
- (NOTE: You can also go directly to your Learning Plan by clicking on the **Go To Learning Plan** link on the Home Page.)*

How do I add a learning activity to my Learning Plan?

- Search the Catalog to locate the desired learning activity.

- From the Search Results screen, select **Add to Learning Plan** in the Action column. The learning activity will be added to your Learning Plan.

How do I navigate my Learning Plan?

- Click **Expand All** to view details on each learning activity.
- Click the drop down box in the **required** field to view items required to be completed in the next 30, 60, or 90 days.

How do I register for a scheduled offering from my Learning Plan?

- Select **Learning** from the Main Menu. Your Learning Plan will be displayed.
- Review the Status column next to the learning activity you wish to register for. The status should indicate “Must be Registered.”
- In the Action column next to the chosen learning activity, click **Register**.
(NOTE: If Register is not an option, there are no scheduled offerings available for self-registration.)
- Under the Available Scheduled Offerings section, click **Register** in the Action column to the right of the scheduled offering.
- If approval is required, a warning screen will appear; click **YES** to proceed.
- Enter any comments in the Comments field and click **CONFIRM**.
- The registration status should now read “**PENDING**.”
- To view details about your registration, click **Learning Plan**, then click **View Registration** from the Action column.

How do I remove a learning activity from my Learning Plan?

- Select **Learning** from the Main Menu on the Home Page.
- If needed, use the drop down boxes for the Items and Required fields to change the view of your Learning Plan.

Working with Your Learning Plan *(continued)*

- Review the Status column next to the learning activity you wish to remove. The status should read “Must be Registered,” “Available,” or “In Progress.”
- Click the “**X**” in the box in the Remove column.
- Click **OK** at the prompt to confirm removal. *(NOTE: You can only remove learning activities you have added to your Learning Plan. You cannot remove a learning activity that has been assigned to you or one for which you have an active registration request.)*

How do I launch online content from my Learning Plan?

- Select **Learning** from the Main Menu on the Home Page.
- In the Learning Plan, click **Launch content** in the Action column.
- The Online Content Structure screen will appear.
- In the Online Content Structure table, click on the title of the online content object. This will launch the content in a new browser.
- You may need to maximize the window to view the material.
- After completion, click **Return to Content Structure**.
- Click **Learning History** to see your status and print a completion certificate.

Viewing Your Current Registration

How do I access my Current Registration?

- Select **learning** from the Main Menu on the Home Page.
- Select **Current Registrations** from the submenu.

How do I view details for scheduled offerings I have requested or been approved to attend?

- Select **Learning** from the Main Menu on the Home Page.
- Select **Current Registrations** from the submenu.

- Click on the title to view details about the scheduled offerings.