From: Waddelow, Lt Col Annette (USAF)
Sent: Wednesday, January 12, 2000 3:02 PM
To: DIRECTORATES; MCOE; MCOW; ES MEPS; WS MEPS
Cc: MIM- Support Services
Subject: I-00-JAN-02(IMC 2 to USMEPCOM Regulation 25-32)

UNCLASSIFIED UNCLASSIFIED UNCLASSIFIED

IMC Message: I-00-JAN-02

IMC Effective Date: 11 February 2000

From: MXO

Subject: IMC 2 to USMEPCOM Regulation 25-32, 28 December 1995, Information Management: Records Management, CORRESPONDENCE PROCEDURES

To: HQ USMEPCOM Directors and Special Staff Officers
All Sector and MEPS Commanders

1. Purpose. This interim message change (IMC) officially instructs the sectors to include the HQ tasker POC as an addressee on the e-mail tasking to the MEPS.

2. New and/or changed material. The new and/or changed material has been annotated by the underscore/strikethrough method. File this IMC transmittal page in front of the publication until it is superseded or rescinded. Remove and insert the pages from USMEPCOM Reg 25-32, 28 December 1995, as follows:

Remove pages	**Insert pages**
4-1 through 4-9	4-1 through 4-9

3. Implementation. This IMC is released for implementation on the effective date shown above.

4. USMEPCOM Electronic Pubs/Forms Library. The IMC transmittal message page (file name 2532ri2m.doc) and the page changes (file name 25-32ri2.doc) will be uploaded to the electronic library within 72 hours after the initial distribution via the Command Message System. To review the files from the electronic library, use the paths below as applicable.

HQ USMEPCOM and sector users. Using Windows Explorer, use the path below:

U:\common\pubs\mepcom\regs

MEPS users. Using Citrix WinFrame Client for DOS, select the drive letter that shows "<\\MEPS1\MIM>" and then use the path below:

SSD\pubs\mepcom\regs

5. Comments/suggested improvements. Users may submit comments and suggested improvements on Department of the Army (DA) Form 2028 (Recommended Changes to Publications and Blank Forms) or by memorandum to the point of contact (POC) in paragraph 6.

6. POC. The POC for the content of this IMC is Lt Col Annette Waddelow DSN 792-3680 ext. 7572 or commercial (847) 688-3680 ext. 7572.

Chapter 4
Command Message System

4-1. General
USMEPCOM uses the Command Message System (CMS) to transmit messages electronically via the electronic-mail (e-mail) system. Throughout this regulation "message" refers to an official CMS message. E-mail correspondence, other than CMS, is informal in nature and not subject to this regulation.

4-2. Individual duties

a. The message writer is responsible for:

(1) Determining the appropriate type of message to be released.

(2) Indicating coordination addresses and sequencing for outgoing messages.

(3) Ensuring Command Distribution Group, "distrib", is provided a copy of all messages.

(4) Maintaining a file copy of the original message.

(5) Obtaining proper coordination and forwarding the message to their director or special staff officer for release.

(6) Coordinating with the Command Requirements Control Officer when information or data is being requested or when a reporting requirement is being established.

(7) Converting an interim message change (IMC) to a permanent change immediately following the 14 working day coordination suspense tasking.

b. HQ USMEPCOM Command Executive Officer is responsible for:

(1) Releasing all USMEPCOM tasking, policy, IMC, and “Messages From MCDR” (Msgs From MCDR) messages.

(2) Assigning a control number that identifies a message as either tasker, policy, IMC, or Msgs From MCDR.

(3) Ensuring the Command Distribution Group identifier "distrib" is included on all released messages.

(4) Maintaining a numerical sequence file of all tasking and policy messages sent.

(5) Ensuring IMC messages are coordinated through MIM-SS before release.

(6) Having IMCs approved for release by MDC/MCS.

(7) Having tasking messages, with less than 30 day suspenses, approved by MDC/MCS.

c. The Command Requirements Control Officer is responsible for:

(1) Ensuring IMC numbers are correct.

(2) Administratively managing IMCs to include verifying IMCs are converted to a permanent change by the proponent.

(3) Distributing IMCs to the USMEPCOM Electronic Publications/Forms Library.

4-3. Message formats

a. All official messages (except for taskers, policy messages, IMCs, and Msgs From MCDR) will be transmitted via message format (**fig. F-1**). Messages must be single-spaced, in appropriate uppercase and lowercase letters and be as concise as possible.

b. HQ USMEPCOM tasker messages to sectors will be prepared using the format at **figure F-2.**

c. Internal taskers will be initiated by MDC/MCS using USMEPCOM Form 25-32-2-R-E (USMEPCOM Command Group Tasker). This form is initiated by the Command Group and is used to generate suspense dates on correspondence. A completed sample is at **figure F-3**.

d. HQ USMEPCOM policy messages will be prepared using the format at **figure F-4**.

e. All IMC messages will be prepared using the format at **figure F-5**. Immediate priority changes to USMEPCOM publications can only occur with MDC/MCS approval. All IMC messages will have the changed page(s) as an attached file. This allows the MEPS to quickly replace the old page with the new one.

f. A listing of headquarters/sectors and MEPS e-mail addresses are at **figures 6 and 7** respectively.

g. Command Group personnel, directors and special staff officers (or acting) at HQ USMEPCOM, and commander-designated sector/MEPS personnel are the only personnel who may release messages. If an e-mail message is released from an e-mail account other than the director or special staff officer, a statement will be included at the end of the e-mail stating the director or special staff officer approved release of the message.

h. A point of contact (POC) is required on all messages, usually as the last line of the final paragraph. Include name, rank or grade, phone, office symbol, e-mail address and fax number. If the message is a tasking message, include how organizations should reply (via e-mail, fax, phone call, etc.)

i. **No classified information can be transmitted or stored on this system.** However, as a matter of routine, personal and other mission sensitive information is often passed via this system. Messages containing this type of information must contain the following statement typed in 3/16-inch print (about 16 pitch) before the beginning of the text: “FOR OFFICIAL USE ONLY.” This Message contains Privacy Act information. Safeguard accordingly. The ‘FOR OFFICIAL USE ONLY” statement will be in uppercase letters as shown.

4-4. Procedures

a. To access the CMS, one must log-on to the Command e-mail network first.

b. Before sending a message via "m" for mail, the system will ask the preparer several questions before he or she gets to the text portion of the message. They include:

(1) FROM: The "From" block will not appear as a message prompt, the CMS will automatically fill in with the sender's e-mail return address when any message is sent.

(2) To. This must be sent to an e-mail address or alias. Always include "distrib" as an addressee.

(3) Subject. All USMEPCOM messages will start with "Msg" followed by a space and then an abbreviated subject line, e.g., "Msg Facilities Update." Since this will appear in the e-mail message index, it is wise to keep it as short as possible. The preparer will be able to give it another name in the message text subject line.

(4) Copies to. At a minimum, include your own user ID.

4-5. Message Text Preparation

All messages submitted for release will be single-spaced, in appropriate uppercase and lowercase letters and will contain the following format requirements and information:

a. Classification line: On the first line of available text, type "UNCLASSIFIED" in upper case letters, space over 10 spaces (do not use the tab key), type "UNCLASSIFIED" again, and finally, space permitting, space over 10 spaces (do not use the tab key) and type "UNCLASSIFIED" once again. This "UNCLASSIFIED" banner, more than anything else, will distinguish a CMS electronic transmission from an ordinary e-mail transmission.

b. From line: Double space down from the classification line and type in "From." There is no need to punctuate. Space over four spaces and insert office symbol.

c. Subject line: Double space down from the "From" line and type "Subj". Again, there is no need for punctuation. Space over four spaces and type in the all-important subject. Be concise. Rarely should a second line ever be used here because it may be referenced in the future. A rule of thumb: the shorter, the better.

d. To line: Double space down from the "Subject" line, indent two spaces, and type "To." This is your chance, if you are coordinating a message between several people or offices, to show the exact sequence you want the message to follow. Type "IN TURN" under the last office symbol to show that you intend for the message to be coordinated. The last office in the IN TURN routing will forward the message back to the originator for final review. **"IN TURN" will not be used on messages being released by the Command Group, such as taskers, all coordination should be done prior to the messages being sent to the Command Group for release.**

e. Reference line: Two spaces down from the "To:" line are the reference lines. Only include references to clarify a point -- they must be cited if you include them in your message. If more than one reference (ref) is used, single space down to Ref B, Ref C, etc. Examples of references include (subject always follows comma, as in the examples shown):

(1) Letter: 8 Dec 97 MCS ltr, FY 98 Budget Update

(2) Message: 8 Dec 97/123657 MCS msg, FY 98 Budget Update.

Date Time Group (DTG). Include DTG, if known. In the example above, "123657" indicates that a message was transmitted at 12:36:57 on 8 Dec 97. Every e-mail and message shows this. Disregard the "-0600 (CST)" that appears after the DTG.

(3) Phone call: 8 Dec 97 COL Doe/Maj Smith telecon, FY 98 Budget Update

f. Text of the message: Double space down and the preparer will come to the text of the message. Number each paragraph, indent two spaces, and start typing. Should a message only have one paragraph, do not number it. State what the message is all about in the first sentence, i.e., put the bottom line at the top. If the writer explains the who, what, where, when, why and how of the situation in concise terms, he or she will have a first rate message to send. Remember, the last line of every message will be the POC line and will include: name, rank or grade, phone, office symbol, e-mail address, and fax number

4-6. Message coordination

a. Writer will ensure full coordination by using one of the following coordination procedures.

(1) Sequential Coordination

(a) First coordinating addressee will forward his comments on to the next addressee.

(b) The final coordination addressee will send the message back to the originator for resolution and final submission.

(2) In-Parallel coordination

(a) Writer forwards message to all addresses at the same time.

(b) All addresses send responses back to the writer for resolution and final submission.

b. Once coordinated, the following decision will be made:

(1) If the message is informational, obtain director or special staff officer approval for release. Either the message will be released from the director's or special staff officer's e-mail account or when released by someone else, a statement will be included at the bottom of the message which states the director or special staff officer approved release of the message.

(2) If the message is a tasking message, obtain director or special staff officer approval to release the message to MXO, see paragraph 4-6.

4-7. Policy messages

a. Policy messages will first be staffed as a policy memorandum to MCDR for signature. Once signed, the proponent will forward the electronic file of the policy memorandum to MXO.

b. MXO will reformat the memorandum into an electronic version and prepare a release message to transmit the electronic version of the policy memorandum.

c. The MXO will assign a control number that identifies a policy message. Calendar year policy messages will be numbered P-YY-MMM-XX where YY is the calendar year of release, MMM is the month of release, and XX is the sequential number of the message. For example, P-98-JAN-01, P-98-JAN-02, P-98-FEB-03, etc.

d. MXO will maintain the original, signed, policy memorandum. MXO will release the policy message, with the electronic version of the policy memorandum as an attached file to HQ organizations, sectors, and MEPS.

e. When a policy memorandum requires a change, the old policy memorandum will be rescinded and a new memornadum staffed for signature by MCDR.

4-8. Interim message changes

a. IMCs are regulation change pages and will be an attached file to an IMC message. The proponent will forward the IMC by e -mail to MIM-SS.

b. MIM-SS will verify regulation and IMC numbers and IMC format , then forward to MXO. If the numbers or format are incorrect, MIM-SS will notify the proponent. The proponent will make corrections and forward a final e-mail to the MIM-SS for review and release to MXO.

c The MXO will, in the IMC release message, indicate the appropriate suspense to the Sectors to provide responses to the proponent within 14 working days. The IMC message will also task HQ USMEPCOM directorates and special staff offices to review and coordinate on the IMC as well. Responses will be sent to the proponent within 14 working days.

d. Sectors must select a minimum of seven MEPS to review each IMC.

e. The proponent will then convert the IMC to a permanent change with consistent numbering and forward it to MIM-SS for signature, dating, and distribution. MIM-SS will track that proponents meet the required timelines to publish a permanent change at the end of the 14 working days. Calendar year IMC messages will be numbered I-YY-MMM-XX where YY is the calendar year of release, MMM is the month of release, and XX is the sequential number of the message. For example, I-98-JAN-01, I-98-JAN-02, I-98-FEB-03, etc.

4-9. Tasker messages

a. The CMS is HQ USMEPCOM's formal vehicle for tasking field elements. All Sectors and MEPS will be held responsible for taskings that have been announced or transcribed via this system.

b. Given the organizational structure of USMEPCOM, there are a number of occasions where HQ personnel will phone/e-mail the MEPS to conduct business instead of a formal tasker being done. The terms "formal tasker" and "field-level support" will be used to distinguish between the two. Thus, there will be no such thing as an informal tasker, either an action is providing field-level support or the action should be formally tasked. Following are guidelines and examples to allow HQ personnel to use common sense in deciding whether an action should be formally tasked or if the action is field-level support to accomplish the mission and a tasking is not necessary.

(1) Formal taskers are actions generally characterized by one or more of the following:

(a) The action merits being tracked by the HQ, Sectors, and MEPS with a distinct suspense date.

(b) The action merits the MEPS commanders specifically knowing the action is being worked by MEPS personnel.

(c) The action requests information from multiple MEPS for the same general category of information, although each MEPS might respond differently.

(d) The action merits the Sectors consolidating inputs from their MEPS and two Sector responses are sent back to the HQ.

(e) The action is requesting information needed for future planning processes of the HQ and thus the 30 day suspense is a reasonable pre-planned target.

(f) Examples:

(1) Actions to meet HQ suspenses tasked by non-USMEPCOM organizations where the exact suspense date changes year-to-year. Mid-year and end-of-fiscal-year budget information to provide to our Army executive agent, Service-specific awards nominations, annual statements of assurance on management controls, etc. Justification: Missing suspenses from outside agencies has the potential to embarrass USMEPCOM and thus merit tasking and tracking to ensure suspenses are met.

(2) The HQ needs information on or tasks actions associated with training courses (nominations of attendees, confirming hotel reservations, providing flight and travel voucher information). Justification: training courses require an investment of USMEPCOM staff and budget resources and must be formally managed to insure efficient use of these resources.

(3) Evaluation After-Action Reports, like the Command Logistics Evaluation and Assistance Program visit reports. Justification: these reports contain actions which merit the attention of the MEPS commander and thus should be tasked and tracked.

(4) USMEPCOM Information Gathering, like physical fitness membership data, QUIC user survey, and ASVAB student label survey. Justification: requesting information from multiple MEPS for planning purposes.

(5) USMEPCOM history inputs, X-ray capability study, radiation protection study. Justification: although some of these are directed to a particular MEPS, they all merit tracking by HQ, Sectors, and MEPS to establish when the information is needed and to track the actions are completed.

(2) Field-level support are actions generally characterized by one or more of the following:

(a) HQ personnel are directly involved in a field-level activity to accomplish the mission.

(b) Generally a one-on-one phone call or e-mail between a HQ staff member and a MEPS staff member takes place.

(c) Typically day-to-day support to assist the field in meeting regulatory guidance.

(d) The actions cannot be accomplished at the HQ or Sector level.

(e) Actions, that are so routine, they don't merit the MEPS commander having specific knowledge of the action being worked.

(f) The actions don't merit the tracking by HQ, Sector, and MEPS personnel.

(g) Examples of field-level support not requiring a tasker:

(1) HQ Public Affairs Office providing protocol guidance to a MEPS for a grand opening or change of command ceremonies or providing media guidance to a MEPS for media inquiries, interview requests, and press releases which affect a single MEPS. Justification: one-on-one support for events happening at a specific MEPS.

(2) HQ Civilian Personnel Office providing day-to-day support on issues involving labor

relations; management employee relations; physician and other MEPS civilian recruitment issues; civilian incentive awards; civilian personnel servicing issues and problems; and the suggestion program. Justification: normally actions associated with a single MEPS on individual employees.

(3) HQ Facilities Directorate working a leasing action or construction projects to include IPR participation. Justification: HQ is directly involved with the field-level activity of obtaining a facility for a MEPS.

(4) HQ Resource Management Directorate working individual MEPS budget reconciliation issues. Justification: HQ is directly involved with field-level support to a MEPS assisting them one-on-one with their budget.

(5) HQ Information Management Directorate responding to MIRS trouble calls; queries concerning forms, files management, electronic library, and publication accounts; and replacement of copier equipment. Justification: one-on-one support to a MEPS which does not merit the MEPS commander having specific knowledge of the action being worked.

(6) HQ Operations Directorate reconciling MIRS student testing data; creating new schools on the data base; scoring tested schools; and mailing products to the schools. Justification: day-to day support where the HQ is directly involved in a field-level activity.

(7) HQ Human Resources Directorate reconciling PIMS data on an individual; processing an individual's clearance; working a serious incident report; and arranging training for a MEPS unit alcohol and drug coordinator. Justification: one-on-one support provided to a MEPS concerning day-to-day work.

(8) HQ Command Group Secretary calling a MEPS to coordinate local travel for an MCDR visit.

c. The one tasking exception is when an exact suspense is included in a regulation, these suspenses do not have to be formally tasked through the CMS. The regulation serves as the tasking authority. If the regulation though does not include an exact suspense, then the action should be formally tasked. For example, if a regulation requires a report be provided by the 15th of each month, this would not have to be formally tasked, but if a regulation required a report once a quarter, this action would require a tasking message in order to provide the MEPS an exact suspense date. If a report is required by regulation by a certain date, the HQ proponent may obtain approval from their director or special staff officer to release an informational e-mail reminding the field the regulatory requirement is coming due. The e-mail, if released by the proponent, will contain a statement saying the director or special staff officer approved release of the message.

d. Tasking messages (excluding Interim Message Changes) will have at least a 30-day suspense for the field to respond, if possible. If the suspense must be less than 30 days due to mission contingencies, the originating office shall be responsible for submitting the message to the Command Executive Officer along with written justification for forwarding to the MDC/MCS for decision. Also, directors and special staff officers may discuss matters with the MDC/MCS and obtain his/her approval for the short suspense and include a statement in the transmittal e-mail to MXO stating approval was received vice the written justification.

e. Tasking messages will be routed to the Sectors for action. Sectors, in turn, will task the appropriate MEPS for input. MEPS will be tasked by their Sector as to whether their response should go back to the Sector or should be sent directly to the HQ ~~point of contact~~ POC. On the e-mail tasking the MEPS, sectors will include the HQ tasker POC as an addressee so the HQ POC knows when a tasking is

released to the MEPS.

f. After approval, the MXO will assign a tasker control number using the format T-YY-MMM-XX where YY is the calendar year of release, MMM is the month of release, and XX is the sequential number of the message. For example, T-98-JAN-01, T-98-JAN-02, T-98-FEB-03, etc.

g. All tasking messages will be properly coordinated and approved for release to MXO by the director or special staff officer. To facilitate coordination, a tasking message proponent is required to e-mail the draft tasker to the address "Tasker Coordination" found in the HQ USMEPCOM public address list. This address contains designated HQ personnel who will review a tasker and provide any comments or concerns to the proponent. The proponent is required to wait two work days for comments. The proponent is not required to contact non-responding organizations. This process does not alleviate a proponent's responsibility to coordinate their tasker with organizations they know are involved in the action. The two work day process is a safety net in case a proponent did not realize the impact of an action on an organization they did not coordinate with. Exceptions to this procedure will be approved by MDC/MCS when the action is so short notice thus making the two work day requirement unfeasible.

h. The e-mail by directorates and special staff offices used to forward a tasking to the Command Group for release will contain the two standard statements listed below. The first statement will include the name of the person authorizing release of the tasker (normally the director or special staff officer) to the Command Group. The second statement will include the office symbols for those offices coordinating on the tasker.

(1) Tasker released by:

(2) Tasker coordinated with:

i. If Sectors or MEPS receive a HQ tasking, not released through the CMS by the MXO, MEPS will notifiy their Sector; Sectors will notify MXO. MXO will contact the appropriate director or special staff officer to determine whether a formal tasker should be released. If so, a tasking message will be released by MXO formalizing the action.

j. If a tasking requires the MEPS to respond directly back to the HQ and the HQ proponent does not receive a response from one or more MEPS, the proponent will contact the applicable Sectors to report which MEPS did not respond. The Sectors are responsible for determining why the MEPS did not respond and to facilitate the eventual response by the MEPS.

k. MEPS with questions reguarding a tasker should first contact their Sector. Sectors can then either contact the HQ point of contact or have their MEPS make contact. Note: MXO administratively releases tasker messages, however, questions and responses should be directed to either the Sectors or the HQ point of contact.

l. Suspensed actions, having enclosures which cannot be sent electronically (computer printouts, non-USMEPCOM generated products, etc.), will still be tasked using these procedures. The tasking message will include a statement saying the enclosures will be sent via mail. For these instances, the proponent needs to take mailing time into account when determining the suspense date.

4-10. Messages from Commander

Subjects requiring special emphasis by the MCDR or MDC/MCS will be released to the field, using a "Msg From MCDR" message, by MXO after release approval by MCDR or MDC/MCS. Calendar year messages from MCDR will be numbered M-YY-MMM-XX where YY is the calendar year of release, MMM is the month of release, and XX is the sequential number of the message. For example, M-98-JAN-01, M-98-JAN-02, M-98-FEB-03, etc.

4-11. Message distribution

Besides the desired addresses you list in the message-prompted "to" box, include the alias "distrib." This ensures that HQ USMEPCOM Command Group, directorates, Special Staff Offices, USMEPCOM Liaison Officer, and sector commanders receive a copy of all USMEPCOM message traffic.

(MIM-SS)

FOR THE COMMANDER

OFFICIAL:

JOEL M. PELIS
Colonel, USA
Deputy Commander/Chief of Staff

/SIGNED/
TERRENCE N. TIERNAN
Director, Information Management

DISTRIBUTION:
A