

STANDARD OPERATING PROCEDURE (SOP)

TITLE: **Email Composition Guidelines (SG-A001.01)**

REVIEW DATE: 31 OCT 2004

PURPOSE: The purpose of this document is to streamline dissemination of information and management of activities through standardization of electronic mail composition format.

SCOPE: This SOP applies to all personnel assigned to the Ga SDF Support Group (SG)

OBJECTIVES: This SOP is designed to:

1. Define use of the To, Cc, and Subject fields of an eMail.
2. Define key words to be used in the Subject field.
3. Define the response required by recipients of an eMail.

RESPONSIBILITY: It is the responsibility of all member of the SG to be familiar and practice use of these guidelines. Review and revision of this SOP is the responsibility of the SG S-3 annually or more frequently as needed.

PROCEDURE:

A. General

1. Where applicable, eMail correspondence should follow guidelines in AR 25-50, *Preparing and Managing Correspondence*.
2. Personnel should check their eMail boxes at least once per day (24 hour period).
3. Personnel should minimize the number of eMail addresses that official correspondence is to be received.
4. Personnel should utilize the proper signature block format in closing.
5. If supported by the sender's eMail system, personnel should use the 'display name' capability to display full names including rank if appropriate, for better clarity. For example, 'supertrooperbill@mindspring.com' address could be displayed as 'SGT Bill Jones, GaSDF (supertrooperbill@mindspring.com)'.
6. Personnel who are not going to be available should notify their chain of command and utilize the "Out of Office" feature of their email application. The message should specify the duration of unavailability and alternate means of contact, as well as, a designated alternate contact during the period of absence.
7. Email features for priority may be used but are supplemental to this SOP.
8. Personnel are advised to use spell- and grammar-checking tools if available.
9. Personnel are to refrain from utilizing 'instant messaging' (IM) acronyms/shortcuts such as LOL (Lots Of Laughter).
10. Response timing is outlined in Section C. Keywords below.
11. Status updates unless specified in the body of an eMail should be no less than weekly until the suspense date has arrived.

B. Use of fields.

1. **TO:** Field. Email address(es) should be placed in this field if the recipient(s) is(are) required to respond or take action as a result of this email or the information directly affects their operations.
2. **CC:** Field. Email address(es) should be placed in this field if the recipient(s) benefit from knowledge of this communication but are NOT required to respond or take action as a result of receipt of this eMail.
3. **SUBJECT:** Field. Sufficient information should be placed in this field to inform the recipient of the desired response. Key words, as defined below should be utilized in the proper sequence to allow ease of identification and processing.

STANDARD OPERATING PROCEDURE (SOP)

- C. Keywords. These keywords are defined for use in the Subject field only. They assist in the processing of the message by organizing content and specifying response. Key words should be utilized in the order shown below.
1. **FYI** – For Your Information. Recipients of this message should process the information. No response is required.
 2. **FYU** – For Your Use. Recipients of this message should process the information and analyze the impact on operations. The recipient should utilize this information in the conduct of operations but no reply response is required.
 3. **ACTION**. Recipients of this message should process the information and take appropriate action. A response is required for this message and should be accomplished by the suspense date (defined in subparagraph 5 below). Upon receipt of this message by a recipient in the 'To:' field, they are required to acknowledge receipt and ability to comply. Completed responses to this keyword shall be required in no less than 7 days. The sender should utilize the 'read receipt' feature of eMail applications. Should no acknowledgement response be received within one day, the sender should contact recipients in the 'To:' field via alternative means.
 4. **URGENT**. Recipients of this message should process the information as quickly as possible and take appropriate action. A response is required for this message and should be accomplished by the suspense date (defined in subparagraph 5 below). Upon receipt of this message by a recipient in the 'To:' field, they are required to acknowledge receipt and ability to comply. Complete responses to this email shall be required in less than 7 days. The sender should utilize the 'read receipt feature of eMail applications. Sender should also follow-up message telephonically as soon as practical after sending the message however no later than 24 hours.
 5. **S**: - Suspense. Use military date-time group to define the completed response date.
 6. **DNF** – Do Not Forward. This email is not to be forwarded to personnel other than those specified in the 'To:' and 'CC:' fields.
 7. **M**: - Mission. If applicable, the mission number and mission name should be placed in the subject line after the codeword.

For example:

Subject: URGENT: Final equipment needed list. S:09OCT2003 1700 M:SG2003-01 Light the Night

Archiving. Until an electronic means of archiving emails is established, a hard copy should be filed in the appropriate correspondence file with the originating eMail on top and all responses attached behind.

Revision History:

Restrictions:

Authorizations:

Author: Samuel Peng, MAJ, GaSDF, S-3, Support Group

CO: Richard Lockert, COL, GaSDF, Commander, Support Group