



December 1, 2000

DIRECTOR'S MEMORANDUM NO. 8-01

MEMORANDUM FOR: REGIONAL ADMINISTRATORS AND DIRECTORS  
FOR VETERANS' EMPLOYMENT AND TRAINING

FROM: *Stanley A. Seidel*  
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Director, Operations and Programs

SUBJECT: VETS INCOMING E-MAIL PROCEDURES

**Purpose:** To provide guidance to VETS staff on the process, maintenance and control of constituent e-mail correspondence.

**Background:** The Secretary of Labor has asked agencies to develop guidance to direct and track requests for information from E-mail constituents due to increased volume. E-mail from the public that requests a response will now be referred to as *E-correspondence*.

**Actions Required:** Procedures to be followed by *all* VETS staff with respect to E-correspondence are as follows:

- All *E-correspondence* is to be treated as written correspondence.
- Responses to constituents will be cleared by supervisors prior to *e-reply*.
- If a full, timely response is not possible, an interim response will be made to the constituent with a revised due date.
- Each VETS office will maintain its own central e-correspondence file and will be responsible for reporting and accountability.



**National Office** procedures for processing of e-correspondence will be as follows:

- E-correspondence received and responded to by N.O. staff should be completed in 5 working days and a copy sent to the correspondence unit, attention: Carrie Timus, for tracking and close out.
- E-correspondence relating to issues in the field, another office or agency must be processed through the correspondence unit to assure accountability, tracking, appropriate record keeping and close out.
- All e-correspondence sent to field staff from the National Office should be responded to and a cc copy forwarded (via e-mail, fax or mail) to National Office for close out processing.

**Regional Offices** are responsible for establishing regional and state procedures to assure accountability, tracking and record keeping of e-correspondence received in their region.

**Inquiries:** Any questions or technical assistance related to e-mail processing or procedures should be directed to Ms. Timus, VETS Correspondence Specialist, at (202) 693-4718.