

How to Recall a Document Before it is Mailed by the Outgoing Correspondence Center (OCC) for the Energy Program

When sending documents to the Outgoing Correspondence Center (OCC) for the Energy Program, you may come across a situation when a document is emailed to print and then you immediately realize that the document is not ready to be mailed and it needs to be recalled. In these instances, a request to recall a document is to be sent by government email to the OCC Printing Team. Following are the instructions for reporting a printing error to the OCC Team:

1. **DOL Email Address:** You are required to use your dol.gov work email address to send your message. Use of a personal or other non-government address is prohibited and will not be opened by the OCC Team.
2. **Sent To:** Open your "Sent Items" folder, select the email that sent the document to the OCC. Delete the documents **that are not being recalled** from the email. You should only send the document(s) you are requesting be recalled. Forward your original email to zzOWCP-DEEOIC-Centralized-Printing-RECALL-ALL@DOL.Gov. This address can be found in the Global Address List (GAL) in Outlook.
3. **Copy:** It is a good business practice to copy yourself on the sent email in case there are some issues with receiving the message by the OCC Team.
4. **Subject Line:** The subject of the email must be **PRINTING RECALL:** followed by **the original subject line of the email sent to print.** (*Example:* PRINTING RECALL: 123456 C1). Using this subject will help the staff quickly identify the nature of the email and case.
5. **Body of Email:** The body of the email is to include the reason the document needs to be recalled.
6. **Update OIS/ECS:** You must request deletion of the incorrect document from OIS and possibly ECS (depending on what was updated in ECS).
7. **Team Action:** The first person from the email group that reads the email should reply all saying they will pull the document from the mail queue.
8. **Team Response:** You will receive a response from a team member indicating whether or not the document was able to be retrieved prior to being mailed. Do not send a corrected copy to be printed UNTIL you receive notification from the team about the document you asked to be recalled.
 - a. **Positive Response:** If the team notifies you that the document has been successfully recalled, you can send the corrected document to be printed when you are ready, and code ECS appropriately. If you cannot delete the code in ECS, email Energy Tech Support and request the deletion.

- b. **Negative Response:** If the team notifies you that the document was not recalled successfully, you are to contact the addressee to give notice that a document they are receiving is inaccurate and you are sending a corrected version. Document the call in ECS.
- c. **No Response:** You are to await notification from the team on the status of the recall efforts. Update ECS appropriately.

NOTE: If you sent the email notification late in the day you may not receive a response until the following day.

- 9. **Coding:** Coding in ECS and the document in OIS must match the correct version that was printed.

Revisions:

1.0 – 5/26/15 – establishes revision. Identifies procedure if canceling print job.

1.1 – 6/30/15 – changed the name of the zz group email address and modified original text to apply to emailing documents rather than sending them directly to the printer. Added step to forward original email to the zz group to assist in retrieving the recalled document.

1.2 – 8/4/15 – Changed all reference from Energy Centralized Printing (ECP) to Outgoing Correspondence Center (OCC) for the Energy Program; updated Step 5.; added Step 6.; updated Step 9.c.

1.3 – 8/31/15 – added language in step 2 regarding forwarding original email and only including the document(s) to be recalled; eliminated original step 7 that said to attach the original document that was emailed because the original email will now be forwarded; added language in step 8 under Note not to send the daily log until receiving a response from the recall team

1.4 – 11/9/15 – modified step 4, Subject Line, to remove the requirement of the naming convention; under step 8 removed reference to the daily print log