



DEPARTMENT OF THE NAVY  
NAVAL EDUCATION AND TRAINING PROFESSIONAL  
DEVELOPMENT AND TECHNOLOGY CENTER  
6490 SAUFLEY FIELD ROAD  
PENSACOLA, FLORIDA 32509-5204

IN REPLY REFER TO  
NETPDTCINST 5216.2C  
Code 011  
MAR 03 2004

NETPDTC INSTRUCTION 5216.2C

Subj: **CORRESPONDENCE PROCEDURES AND PRACTICES**

Ref: (a) SECNAVINST 5216.5  
(b) U. S. Navy Regulations  
(c) SECNAVINST 5210.11

Encl: (1) Planning, Preparation and Handling of Official  
Correspondence  
(2) Sample Correspondence

1. **Purpose.** To standardize preparation of official correspondence and provide policies and correspondence practices for personnel within Naval Education and Training Professional Development and Technology Center (NETPDTC).

2. **Cancellation.** NETPDTCINST 5216.2B

3. **Revision.** Since this is a major revision, marginal notations are not annotated. This instruction should be read in its entirety.

4. **Discussion.** The policies and practices discussed in enclosures (1) and (2) supplement references (a) and (b) and are intended to show local governing procedures.

5. **Responsibility**

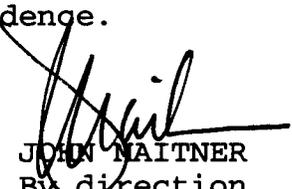
a. Designated personnel are encouraged to sign correspondence "By direction" on routine matters. Policy and "By direction" signature guidance will be followed as indicated in enclosure (1).

b. Department Directors and Special Assistants will review correspondence for content and accuracy.

c. Central Administrative Services will review outgoing correspondence for compliance with existing directives, composition, and processing. No routine correspondence will be delivered to Commanding Officer/Executive Officer for their signature without passing through Central Administrative Services. Central files will be maintained as set forth in reference (c).

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6. **Action.** Department Directors, Special Assistants and personnel preparing or reviewing correspondence should become familiar with the requirements of this instruction. References (a) through (c) and enclosures (1) and (2) will be followed when preparing or handling correspondence.



JOHN MAITNER  
By direction

Distribution: (NETPDTTCINST 5216.1G)  
Lists I, II  
All clerical personnel

Web Access: MAIN INDEX

<https://www.netpdtc.cnet.navy.mil/index.cfm/fuseaction/directive.home/index.cfm>

**PLANNING, PREPARATION AND HANDLING**  
**OF OFFICIAL CORRESPONDENCE**

1. Incoming Correspondence

a. Mail will be given an initial sort in the Administrative Services Office. Those items that don't require opening/screening; i.e., coded mail, newspapers, magazines, personal mail, or mail with an attention line will be distributed directly to the cognizant department/individual. Administrative Services personnel will open the remaining mail. Items requiring command action will be routed using a Correspondence Tracking Sheet (CORTIS). Mail received by division or department personnel that requires action other than routine action, must be returned to the Central Administrative Services Office for proper routing or entering into CORTIS. Mail intended for another division or department should be forwarded to the appropriate code directly or via the Central Administrative Services Mailroom.

b. Mail will be processed providing quick and accurate handling while exercising controls to minimize the possibility of loss or error. Only those personnel assigned to Central Administrative Services are authorized to open, sort or make initial distribution of the mail.

c. Action correspondence, as determined by the CO, XO, or Central Administrative Services, will be routed to the appropriate action code with a tickler system maintained to track due dates.

(1) Controlled action correspondence will be routed in a Yellow Action Folder to the XO and then to the department taking action. To expedite notification of short fused actions, an advanced copy will be provided to the action code.

(2) Congressional correspondence

(a) All Congressional correspondence will be routed in a Green Congressional Action Folder to the CO, with an advance copy to the appropriate Department for action. All Congressional Correspondence received by any NETPDTC personnel (Department/Division/Special Assistants) will be immediately hand-carried to Code 011 (Central Administrative Services) for entry into CORTIS and placement on a controlled route sheet. CORTIS entry will contain all normal information plus the Tasking/Tracking Number from higher echelon (i.e. NETC, SECNAV, etc.) will be placed into the comments line in order to avoid confusion and to provide necessary cross-reference.

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Additionally, Code 011 will enter the Congressional inquiry into the Congressional Inquiry Database. Code 011 will make appropriate copies and place all correspondence in a Green Congressional Action Folder. Upon completion, all Congressional Correspondence will be routed through Code 011 to ensure proper formatting, addressing, and appropriate notations in command logs/databases.

(b) NETPDTC will respond directly to the applicable member of Congress for all routine and non-policy matters. Central Admin Services (011) will immediately fax to the OLA, copies of both incoming and outgoing correspondence with Congressional members. For all specific Navy Policy matters, Central Admin Services (011) will immediately fax a copy of the correspondence to OLA for coordination of response. Central Admin Services will maintain a Congressional Fax log for tracking purposes.

(3) Department secretaries or lead clerical personnel will maintain a log of all action correspondence within their department and annotate when and how action was completed. Liaison will be maintained with Central Administrative Services personnel to ensure completed action items are cleared.

(a) When action is completed by letter, the route sheet (with correspondence attached) will accompany the letter when routed for signature and mailing. Action correspondence for signature by the CO will be routed through the chain of command in a yellow, blue or green command action folder.

(b) To clear action correspondence answered by telephone conversations, indicate the route sheet number, action taken and date. Return the route sheet with correspondence attached to Central Administrative Services.

(c) When directed to take action and action is not required, so indicate on the route sheet and return to Central Administrative Services.

d. Route sheets, with controlled correspondence attached, will be initialed, dated and returned to Central Administrative Services. If retention of correspondence is desired, reproduce copy locally and return original package to Central Administrative Services.

(1) Route sheets received by Department Directors will receive prompt attention and/or action.

(2) As each code designated on the route sheet completes its review, the route sheet with the correspondence (in its

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entirety) will be returned to Central Administrative Services. Accountability for controlled route sheets must be maintained at all times. If direct delivery from code to code is required, or the assigned routing needs to be changed, notify Central Administrative Services (Code O11).

(3) Formal items that pass through the CO/XO office and are placed on either CORTIS or informal tracking will be cleared as "complete" only after CO/XO approval (by means of signature, initial, or comment). All inter-departmental items may be cleared from the log by Central Administrative Services as they deem appropriate. All completed items will be routed via Admin for logging and filing.

e. Compliance is mandatory on action dates of route sheets. Correspondence action dates reflect the date action is due and must be given top priority. When an extension of an action due date is required in which the originator specifies a set deadline date, the originator must be contacted for a possible extension. All extensions must be documented (i.e.; who, date, length of extension) via a routing sheet.

f. Action dates are determined as follows:

(1) Congressional correspondence requires a reply within ten working days from receipt of letter unless otherwise specified. If a final reply cannot be made in this time frame, an interim reply must be sent within 5 working days with relevant information as is available, reason why additional time is required, and the expected date of final reply. In the case where a final reply cannot be made by the date set in the interim response, an additional interim reply will be sent to Congress explaining the delay and intended new date for final reply. The Office of Legislative Affairs (OLA) will be provided a copy of all interim and final responses.

(2) Action correspondence indicating a specified due date: action date will be deadline date indicated.

(3) Action correspondence with no deadline date specified by the originator: action due date of ten working days from date of receipt will be assigned.

(4) Correspondence received which is for information only, will not be placed on a controlled route sheet. Correspondence of this nature should be returned to Central Administrative Services for filing.

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(5) Messages requiring action will be answered as expeditiously as possible, but no later than 24 hours after receipt.

g. All members of this command are responsible for expediting the handling of correspondence. Material routed for information should be reviewed and released as quickly as possible so others on the route sheet may receive it promptly. Correspondence routed for action must be handled promptly so that it can be signed and mailed on or before the assigned due date.

## 2. Outgoing Correspondence

a. All outgoing correspondence that is not in an action (yellow) folder or a congressional inquiry (green) folder is to be placed in a blue NETPDTDC correspondence folder along with the disk containing the correspondence and routed through the chain of command.

b. Central Administrative Services will make any necessary corrections and forward the smooth correspondence with backup material to the CO or XO for signature.

c. Outgoing correspondence signed by the CO or XO signing for the CO, will be dated and mailed by Central Administrative Services (with a signed/dated copy provided to the originator.) Respective Departments/Divisions will furnish properly addressed envelopes for all addressees (action, info, blind copy), otherwise correspondence (once dated and necessary copies obtained) will be returned to originator for proper addressing of all applicable envelopes. "By direction" correspondence will be processed and mailed by the cognizant department. **Forward two copies of the signed correspondence (with 1 copy containing any enclosure(s)) to Central Administrative Services for filing.**

d. Central Administrative Services (011) will be furnished a copy of all correspondence with enclosure(s) that is signed "By direction." If enclosure(s) are too large or consist of CD, pamphlets, etc., the copy will be annotated with "Enclosure(s) maintained at specific department/divisions."

e. Follow-up procedures. When outgoing correspondence requires a reply, the originator is responsible for follow-up and initiating action required to obtain reply.

f. Stationery. Letterhead stationery will be used on all outgoing correspondence. Correspondence of this type must come from the CO and will be addressed to the CO, or counterpart, of the activity concerned. Plain bond paper will be used for second and subsequent pages.

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g. Font. All outgoing correspondence will be completed using New Courier Font and 12 pitch. Only exceptions to this rule will be to allow one or two line runovers to fit onto the previous page. Normally, this exception is utilized on one or two page correspondence.

h. Copies. An official file copy with chop chain panned in the right hand margin will be prepared in all cases. The identification of office, originator and typist will be typed or panned in on the official file copy of all outgoing correspondence in the lower right hand corner. All other copies are to be reproduced after it is signed and dated.

i. Assembling. **All correspondence, signatures for CO/XO, information routed to front office - NO MATTER HOW MINUTE - will be accompanied by NETPDTC Brief Sheets (or if to NETC - a NETC Brief Sheet: see enclosure (1) to NETC Internal Directive (5210.2A). Originator will assemble letters in a blue correspondence folder in the following manner:**

(1) Left side of folder.

- (a) Folded rough draft.
- (b) NETPDTC brief sheet.
- (c) References (tabbed on the left side).

(2) Right side of folder

- (a) Document protector (executive correspondence cover).
- (b) Original letter.
- (c) Enclosure(s) and/or endorsements tabbed on right side.
- (d) Envelope(s).
- (e) Official file copy with copy of enclosure(s) and/or endorsement(s).

(3) Routing. After assembling correspondence, route through the chain of command. Correspondence should not be "walked through" unless of an urgent and of paramount interest to speed up completed staff work. All those sighting the correspondence will initial and date the official file copy.

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3. Signature Authorization

a. Commanding Officer's signature. The CO will sign the following types of correspondence:

(1) All Secret and Top Secret material with the exception of routine requests for review of secret training materials (for this material "By direction" signature authority is permitted).

(2) Command's inability to comply with directive from higher authority.

(3) Congressional correspondence.

(4) Correspondence and reports to superior authority regarding mission, tasks, efficiency or requirements of the command.

(5) Correspondence requesting funds or forwarding estimates or fund requirements to higher authority.

(6) Controversial issues.

(7) Command policy matters.

(8) Any correspondence that commits the activity to a course of action (present or future).

(9) Letters of commendation or appreciation.

b. Personnel authorized to sign "By direction." Personnel assigned to the following billets are authorized to sign routine official correspondence "By direction":

(1) Executive Officer.

(2) Department Directors.

(3) Designated Special Assistants.

(4) Other personnel may be designated by the CO in writing as required in the performance of their duties.

4. Authorization to Sign Orders Affecting Pay and Allowances. Specific authorization to sign correspondence affecting pay and allowances will be made by submission of Signature Card (DD Form 577) to the CO. Approved card will be forwarded to Defense Financial Accounting Office, Pensacola Operating Location (DFAS-PE), NAS Pensacola.

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5. Other Correspondence Practices. Instructions, notices or minutes of meetings will be typed on official letterhead stationery and placed in a blue NETPDTC correspondence folder along with a plain paper chop chain copy of the above. Command instructions and notices (in rough draft form) will be routed through Central Administrative Services (Code 011) for proofreading before it is sent to the CO.

6. Filing Procedures. Filing procedures outlined reference (c) will be used by this command.

7. Training. Newly assigned personnel performing clerical duties will be indoctrinated in the handling of correspondence procedures and practices by Central Administrative Services personnel. Specific clerical training is the responsibility of each respective division or department.

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**SAMPLE FORMATS****LETTER OF APPRECIATION/COMMENDATION FORMAT  
For Military or Civilian Assigned to NETPDTC  
Issued Via our Commanding Officer**

When delivering an incoming Letter of Appreciation or Letter of Commendation, use applicable format as shown below:

**1.** Incoming letter:

Fm: Another Command (i.e. USS SAIPAN)  
To: Anyone on base (i.e. CTICS Sailor)  
Via: NETPDTC Commanding Officer...

**FORMAT SHOULD LOOK LIKE THIS:**

FIRST ENDORSEMENT on CO USS SAIPAN ltr 1650 of 22 Jun 02

From: Commanding Officer, Naval Education and Training  
Professional Development and Technology Center (NETPDTC)  
To: CTICS(SS/NAC/SW) Popeye M. Sailor, USN, 123-45-6789

Subj: LETTER OF APPRECIATION or COMMENDATION

1. Delivered with pleasure. Correspondence such as this demonstrates your professional ability, outstanding performance, and willingness to go the extra mile to get the job done. (or add something personal about the work this person did..)

2. I extend my personal appreciation for your outstanding support and for a job well done.

CO'S SIGNATURE

Copy to:  
Originator  
Service Record (Military)  
OPF (HR) (Civilian) (commendation letter only)

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SAMPLE FORMATS

**LETTER OF APPRECIATION/COMMENDATION FORMAT  
For Military or Civilian Transferred from NETPDTC**

When readdressing an incoming Letter of Appreciation or Letter of Commendation, use applicable format as shown below:

**2.** Incoming letter:

Fm: Another Command (i.e. USS SAIPAN)  
To: Individual no longer on base (i.e. CTICS Sailor)

**FORMAT SHOULD LOOK LIKE THIS:**

FIRST ENDORSEMENT on CO USS SAIPAN ltr 1650 of 22 Jun 02

From: Commanding Officer, Naval Education and Training  
Professional Development and Technology Center (NETPDTC)

To: CTICS(SS/SW) Popeye M. Sailor, USN, 123-45-6789

Via: Commanding Officer, (Insert Present Command Here)

Subj: LETTER OF APPRECIATION or COMMENDATION

1. Readdressed and forwarded with pleasure.

CO'S SIGNATURE

Copy to:  
Originator

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SAMPLE FORMATS**LETTER OF APPRECIATION/COMMENDATION FORMAT  
For Military or Civilian Assigned to NETPDTC  
Issued Directly to Individual**

When delivering an incoming Letter of Appreciation or Letter of Commendation directly to an individual, use applicable format as shown below:

**3.** Incoming letter:

Fm: Another Command (i.e. USS SAIPAN)  
To: Anyone (i.e. CTICS Sailor)  
\*\* NO VIA LINE \*\*

**FORMAT SHOULD LOOK LIKE THIS:**

From: Commanding Officer, Naval Education and Training  
Professional Development and Technology Center (NETPDTC)  
To: CTICS(SS) Popeye M. Sailor, USN, 123-45-6789

Subj: LETTER OF APPRECIATION or COMMENDATION

Encl: (1) Commanding Officer USS SAIPAN ltr 1650 of 22 Jun 02

1. Enclosure (1) is delivered with pleasure. Correspondence such as this demonstrates your professional ability, outstanding performance, and willingness to go the extra mile to get the job done. (or add something personal about the work this person did.)

2. I extend my personal appreciation for your outstanding support and for a job well done.

CO'S SIGNATURE

Copy to:  
Originator  
Service Record (Military)  
OPF (HRO - Civilian) (Commendation letter only)

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**SAMPLE FORMATS**

**LETTER OF APPRECIATION/COMMENDATION FORMAT  
For Military or Civilian Assigned to NETPDTC  
Referencing Personnel within Letter**

When delivering an incoming Letter of Appreciation or Letter of Commendation issued to the Commanding Officer but referencing an individual(s) in body of letter, use applicable format as shown below:

**4.** Incoming letter:

Fm: Another Command (i.e. USS SAIPAN)  
To: NETPDTC Commanding Officer

**FORMAT SHOULD LOOK LIKE THIS:**

From: Commanding Officer, Naval Education and Training  
Professional Development and Technology Center (NETPDTC)  
To: CTICS(NAC) Popeye M. Sailor, USN, 123-45-6789

Subj: LETTER OF APPRECIATION OR COMMENDATION

Encl: (1) Commanding Officer USS SAIPAN ltr 1650 of 22 Jun 02

1. Enclosure (1) is delivered with pleasure. Correspondence such as this demonstrates your professional ability, outstanding performance, and willingness to go the extra mile to get the job done. (or add something personal about the work this person did.)

2. I extend my personal appreciation for your outstanding support and for a job well done.

CO'S SIGNATURE

Copy to:  
Originator  
Service Record (Military)  
OPF (HRO) (Civilian) (Commendation letter only)

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SAMPLE FORMATS

**DELIVERY OF HARDWARE FORMAT  
For Military or Civilian Assigned to NETPDTC  
When Medals, Stars, etc. are Delivered**

When delivering hardware, such as Medals, Stars, etc., issued directly to personal via the Commanding Officer, use applicable format as shown below:

5. Incoming letter:

Fm: Another Command (i.e. USS SAIPAN)  
To: Anyone on base (i.e. CTICS Sailor)  
Via: NETPDTC Commanding Officer...

FORMAT SHOULD LOOK LIKE THIS:

FIRST ENDORSEMENT on CO USS SAIPAN ltr 1650 of 22 Jun 02

From: Commanding Officer, Naval Education and Training  
Professional Development and Technology Center (NETPDTC)  
To: CTICS(SW) Triple M. Threat, USN, 123-45-6789

Subj: NAVAL COMMENDATION MEDAL

1. Delivered with pleasure.

CO'S SIGNATURE

Copy to:  
Originator