



Preparing and Managing Correspondence

Department of the Army

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This regulation prescribes Department of the Army (DA) policies, procedures, and standard formats for preparing and processing Army correspondence. The objectives of this regulation are to: - Provide clear instructions for preparing correspondence. - Reduce the cost of preparing correspondence. - Standardize the preparation and dissemination of correspondence. - This regulation covers correspondence in the following forms: - Personal or telephone contact. Conduct official business by personal contact, telephone, or Defense Switched Network (DSN) whenever possible and appropriate. Use a memorandum for record (MFR) to document any decisions or agreements reached during voice communications. - Memorandum. Use the memorandum for correspondence within a department or agency, as well as for routine correspondence to Federal Government agencies outside DOD. Do not use the memorandum format when corresponding with the Families of military personnel or private businesses. - Letter. Use the letter for correspondence addressed to the President or Vice President of the United States, members of the White House staff, Members of Congress, Justices of the Supreme Court, heads of departments and agencies, State Governors, mayors, foreign government officials, and the public. You may also use letters to address individuals outside the department or agency when a personal tone is appropriate, such as in letters of commendation or condolence. - Electronic mail. Use email to transfer organizational and individual information. - Army Knowledge Online and Defense Knowledge Online. Use instant messaging as an alternate method to transfer organizational and individual information, facilitating communications with offices in multiple or distant locations. Use an MFR to document any decisions or agreements reached during instant messaging communications.

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