

E-PME  *Enlisted*
PROFESSIONAL MILITARY EDUCATION

E-Mail 3.A.01

Learning Objective(s): SEND an e-mail message.

Why You Need to Know This

Like most organizations, the Coast Guard employs the use of e-mail to facilitate communication both formally and informally between individuals and groups. In the course of your official Coast Guard duties, you will be required to send and receive e-mail on a frequent basis. Therefore, it is important you understand not only how to send and receive e-mail messages, but how to write them as well.

When e-mail is used for conducting Coast Guard business it must meet the same standards required for all other official correspondence. In addition, there are limitations you must be aware of when it comes to sending e-mails dealing with classified information, For Official Use Only (FOUO) and Sensitive But Unclassified (SBU) information. This lesson will address these policies, review proper formatting and etiquette guidelines and provide general tips for composing effective online correspondence.

Topics Covered

This section will cover the following topics:

- Determining and Selecting Recipient(s)
- Replying to E-mail
- Subject Line
- Greetings
- Body and Purpose of E-mail
- Items to Address Before Sending or Replying
- Closing and Signature
- Official Record

At the end of this lesson you will be required to participate in a learning activity. You are encouraged to first review the learning activity and the sign off requirements located in the “**You and Your Supervisor**” section of this lesson. Reviewing this information before you begin the lesson will allow you to take proper notes and focus on key learning points.

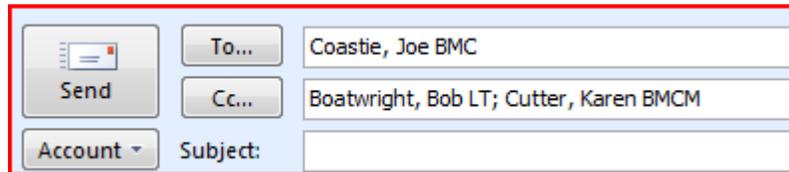
Determining and Selecting Recipient(s)

Before sending an e-mail you should first ask yourself, “for whom this information is intended”? Are you sending this e-mail to an individual or to a group? When drafting an e-mail, the primary recipient of your message should be listed in the “To...” box of the message. Typically, this will be the person or group of people who will act on, or respond to, the contents your message.

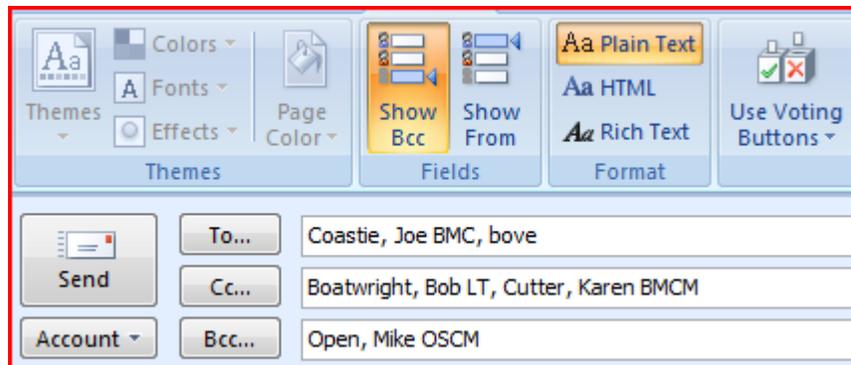
In Outlook 2007 the “To...” box is located three lines above the main text area where you enter your remarks.



You should send someone a **Courtesy or Carbon copy (“Cc”)** when you want to provide them with information that does not require their involvement or response to your e-mail. To send a courtesy copy of your message, enter the desired name or e-mail address into “Cc...” box.

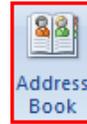


If you would like to send a message that can’t be seen by other e-mail recipients or will not be included in replies to the original e-mail, then you should send a **Blind carbon or courtesy copy (“Bcc...”)**. To send a “Bcc...” from the message window, click on the “Options tab, then in the “Fields” group click on the show Bcc... button.

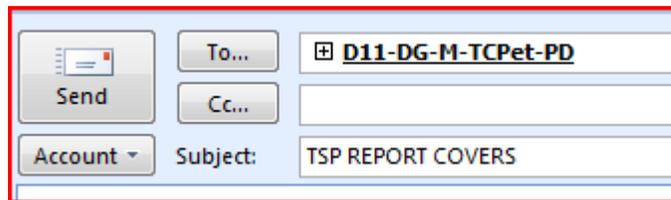


**Replying to E-mail
Determining and
Selecting
Recipient(s)
(Continued)**

You will notice that as you type the recipient's name into the "To", "Cc", or "Bcc..." boxes, Outlook will display matching addresses. In addition, the **Global Address List (GAL)** can be accessed by clicking on the icon shown below. This includes the names and contact information for everyone in the Coast Guard connected to a Microsoft Exchange Server account.



Another, more efficient, way to send your message to a group of people is to use a **distribution list**, also referred to as a "**bang list**". Working out of Outlook's "Contacts" folder, you can add people to a distribution list by selecting them from the address book or by manually entering their e-mail addresses.



Replying to E-mail

Upon receipt of an e-mail you should send a reply back to the sender as soon as possible, especially if you are listed on the “To...” line. The recipient will appreciate the prompt reply because your supervisor or peer may be requesting specific tasking or asking questions that require an immediate response. Additionally, the longer you delay in sending your response, the more likely it is you will forget, while creating a backlog of unanswered messages.

Before you send your reply, make sure you have answered all the questions in the original e-mail or ask for clarification when you have doubt about what the sender is asking for or trying to convey.

When replying to an e-mail you have the following two options:

- Reply to the sender by clicking on the “**Reply**” button



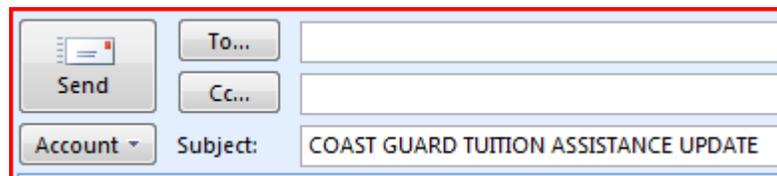
- Reply to the sender and everyone else who also received the original e-mail by clicking on the “**Reply to All**” button.



Subject line

The Subject Line of your e-mail is very important and must be relevant to the content of your message. It should easily tell the recipient what the e-mail is about. Furthermore, the subject line will also be a way for the reader to refer back to your e-mail for future reference.

In Outlook 2007 the “Subject” box is located one line above the main text area where you enter your remarks.



Greeting

You should always begin your e-mail by addressing the recipient properly. For example, be sure to use the proper salutation, rank/title, and greeting. The table below contains a list of the ranks and salutations commonly used within the Coast Guard:

Rank	Salutation
Admiral Vice Admiral Rear Admiral Rear Admiral (Lower half)	Dear Admiral (surname)
Captain	Dear Captain (surname)
Commander Lieutenant Commander	Dear Commander (surname)
Lieutenant Lieutenant Junior Grade	Dear Lieutenant (surname)
Ensign	Dear Ensign (surname)
Warrant Officer	Dear Warrant Officer (surname)
MCPO of the CG Master Chief Petty Officer	Dear Master Chief (surname)
Senior Chief Petty Officer	Dear Senior Chief (surname)
Chief Petty Officer	Dear Chief (surname)
Petty Officer First Class Petty Officer Second Class Petty Officer Third Class	Dear Petty Officer (surname)
Fireman (Apprentice and Recruit)	Dear Fireman (surname)
Seaman (Apprentice and Recruit)	Dear Seaman (surname)
Airman (Apprentice and Recruit)	Dear Airman (surname)
Civilian	Dear Mr. (surname) Dear Mrs. (surname) Dear Ms. (surname) Dear Dr. (surname)

When sending an e-mail to two recipients, **always address the most senior person first**. See example below:

“Dear Senior Chief Phillips and Chief Roquemore,”

When addressing multiple recipients or members of a distribution list, your greeting should be general and always professional in nature: For instance:

- Greetings Deck Department,
- Fellow team mates,
- Sirs and Madams,

Note: *Avoid greetings such as good morning, afternoon, or evening as these may not correspond with when your e-mail is received.*

Body and Purpose of the E-mail

The purpose of e-mail is to get your message across clearly to the people who need the information you are providing. This information constitutes the body of your message. In general, the body should be clear, concise and to the point. **Remember, your e-mail will be of no use if it's not read.**

When composing the body of your e-mail consider the guidelines listed below:

- Target the message to your audience when selecting language, tone, and style (i.e.; position, education, etc....)
- Use short paragraphs with blank lines between them
- Use proper spelling, punctuation and grammar
- Extraneous information or additional documents should be placed in an attachment
- Separate opinion from facts for clear understanding
- If you need a response or a decision made, be sure to clearly ask the question at the beginning of the e-mail.
- Avoid the use of humor, irony, and sarcasm, as this can often be often misinterpreted
- Use only globally recognized abbreviations. Causal abbreviations and slang are not appropriate in official e-mails
- **DON'T USE ALL UPPERCASE!** That's the e-mail equivalent of yelling
- Use exclamation marks sparingly. Overuse dulls their effectiveness

Items to Address Before Sending or Replying

The list below contains tips you should consider before sending an e-mail or replying to another person's e-mail:

- Take time to create a thoughtful response to an e-mail message
- Don't write when you're angry
- Always check with the author prior to forwarding a message
- When referring to another member's involvement, always copy the member
- When sending an e-mail with an attachment, don't forget the attachment
- When in doubt or concerned about the receipt or content of an e-mail, copy your supervisor
- Use spell checker function but also take the time to proofread your message to catch mistakes spell checker may have missed
- Ask a co-worker to also read and edit your message for spelling, punctuation, grammar, and content

Closing and Signature

Your closing should to be in line with the overall tone and demeanor of your message. Within the Coast Guard and other military services, two complimentary closings are customary. The word “**Respectfully**” should be used by a senior when addressing a member of lower rank, while the words “**Very Respectfully**” should be used by a junior when addressing a member of higher rank. The closing Very Respectfully may be abbreviated “**V/R**” in less formal e-mail and communications, but should always be written out in formal correspondence.

The last item to include in your e-mail message will be your **signature**. This will let people know who you are and how to contact you. The use of **taglines**, sayings or quotes which reflect your personal beliefs or opinions, should be omitted when sending official correspondence. If you do include a tagline with your signature, you should make sure it does not contain material which can be perceived as controversial or offensive, or otherwise distract the reader from the e-mail’s intended purpose.

Your signature should include the following information:

- Rank/Title/Name
- Job Title
- Unit/Address
- Phone Number(s)
- E-mail address

See example below:

DCC Phillips, J. Jeffrey
 EPME Subject Matter Specialist
 U.S. Coast Guard TRACEN Petaluma
 599 Tomales Road, Petaluma, CA 94952
 W: (707) 765-7374 C: (707) 867-5309
D11-PF-TCP-EPME@uscg.mil

To create an automatic signature line follow the steps listed below:

Step	Action
1	Open Outlook's Tools/Options menu
2	Select the Mail Format tab then the Signatures button near the bottom of the dialog
3	Create one or more signatures, including a blank signature.
4	Select each account in your profile and assign a signature to it
5	Click Ok to return to the Mail Format tab

Official Record

As mentioned earlier in this lesson, there are limitations regarding what type of information may be transmitted via e-mail. **Remember, every e-mail you send leaves an official record.** As with all other actions you perform on a Coast Guard Standard Work Station, always assume someone is watching.

Classified Information: Classified information and record messages may only be transmitted via systems accredited for processing classified information, operating at the appropriate security classification level. Inadvertent transmission of classified information shall be reported in accordance with COMDTINST 5510.21 "Information Security Program". You should contact your unit's Information Systems Security Officer or Systems Administrator if you are not sure of your network or e-mail system's security level.

For Official Use Only (FOUO) and Sensitive But Unclassified (SBU) Information: Unclassified record messages, correspondence, and information may have markings requiring additional handling or transmission safeguards (e.g. FOUO, SBU). The For Official Use Only (FOUO) caveat is applied to information that, for various reasons, may be withheld and protected from public release. E-mail messages containing personnel sensitive, privacy act data, source sensitive and proprietary information, shall be plainly marked as FOUO or sensitive to ensure proper handling. It is unauthorized to transfer FOUO and SBU information over the INTERNET or to post such designated information on INTERNET web sites. The Coast Guard Data Network Plus (CGDN+), Coast Guard Data Network (CGDN), and the INTRANET are authorized for transmission of and posting of FOUO and SBU designated information. These are considered private Coast Guard owned networks and provide protection from outside access.

In addition to the information stated above, you should also follow established guidelines and exercise good judgment in transmitting sensitive information such as:

- Government information that would be of value to an adversary, such as information relating to operations, plans, system acquisition, logistic support, personnel, etc
- Pre-award contractual information, budget information, or authorization data
- Non-government information such as trade secrets the Government agreed to keep confidential

Learning Activity



To successfully complete this requirement you must send an E-mail to your supervisor. This e-mail may be on any topic but must conform to guidelines outlined in this lesson.

For You and Your Supervisor

In order to meet the sign-off requirement for this lesson **YOU** must:

1. Select a topic and organize your thoughts before drafting your e-mail.
2. Enter the name of your supervisor (second class petty officer or above) into the “To...” line.
3. Fill in the “Subject” line.
4. Include proper greeting/salutation.
5. Ensure the body of your e-mail is clear, concise and well organized.
6. Include proper closing.
7. Include signature and contact information.
8. Before sending, review for spelling, punctuation and grammar.
9. Send e-mail.

Before signing off on this requirement your **SUPERVISOR** must:

1. Review member’s e-mail to ensure it meets all of the requirements listed above.
 2. Provide the member with corrective feedback and answer any questions they may have related to this topic.
 3. Sign-off the check-off sheet on the Record of Enlisted Professional Military Education (E-PME) Performance Requirements.
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References

The references used to develop this lesson can be found at CG Directives (CG-612), www.uscg.mil/directives:

- Coast Guard Correspondence Manual COMDTINST M5616.4(series)
 - Coast Guard Paperwork Management Manual COMDTINST M5212.12(series)
 - Freedom of Information and Privacy Acts Manual, COMDTINST M5260.3(series)
 - Management of Electronic Mail COMDTINST 5270.1(series)
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