



PSCINST 5216
MAR 25 2015

PERSONNEL SERVICE CENTER INSTRUCTION 5216

Subj: COMMAND CORRESPONDENCE PREPARATION AND TRACKING

Ref: (a) Coast Guard Correspondence Manual, COMDTINST M5216.4C
(b) Coast Guard Information and Life Cycle Manual, COMDTINST M5212.12A

1. PURPOSE. This Instruction prescribes processes and provides guidelines for Coast Guard Personnel Service Center (PSC) and PSC Field Units drafting and routing general correspondence to Commander PSC for signature.
2. ACTION. PSC and PSC Field Units must ensure compliance with the provisions of this instruction. The goal is to produce high quality, timely, thorough documents when drafting and routing correspondence. All correspondence must be cordial, responsive, clear, grammatically correct, and logically formatted in accordance with reference (a).
3. DIRECTIVES AFFECTED. None.
4. POLICY. To better aid in the tracking and monitoring progress for correspondence routed for Commander PSC's signature, all Divisions and Field Units shall adhere to the following process:
 - a. Each Division will assign a primary and secondary point of contact (POC) that will be responsible for logging all correspondence in the PSC Correspondence Tracker and routing to the front office for Commander PSC's review and signature. Divisional POCs will enter the correspondence by name and indicate the date it was delivered to the Administrative Assistant in the front office.
 - b. The routing folders shall be used according to the following color coding:
 - (1) Blue – Routine Correspondence
 - (2) Green – Congressionals
 - (3) Yellow – Boards / Panels

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	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z	
A																											
B																											1
C																											
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NON-STANDARD DISTRIBUTION: PSSUs

(4) Red – OER / EER submissions

(5) Orange – Awards

- c. For PSC detached units, correspondence shall be submitted either electronically or mailed to the PSC Administrative Assistant. Upon receipt the details of the correspondence will be entered into the PSC Correspondence Tracker by the Administrative Assistant and then routed following the below procedures. If electronically submitted the Administrative Assistant will place in the correct folder as designated above. If the document is mailed, the originating unit shall follow the above guidance and submit in the appropriate colored folder.
- d. The front office Administrative Assistant will enter the date routed to Deputy Commander PSC for review. After Deputy Commander PSC has reviewed the correspondence it will be forwarded to PSC Commander for signature. After PSC Commander has signed, it will be returned to the Administrative Assistant to copy and file in the Command Correspondence files IAW reference (b), update the correspondence tracker, and route back to the Division POC. Correspondence requiring correction upon PSC Commander review will be returned to the Administrative Assistant to route back to the Division POC. The Administrative Assistant will enter the date returned and reason returned in the Correspondence Tracker.
- e. If the correspondence is returned to the Division POC for correction, include any previous edits in the folder, vertically creased, for reference. Include previous corrections in the left side of the folder and the newest version on the right.
- f. Once the document has been reviewed and signed by Commander PSC, the Administrative Assistance will route back to the Division POC for final disposition. Upon receipt of the documents the Division POC will distribute the correspondence as necessary and enter the date forwarded, the person it was forwarded to, and the tracking number into the PSC Correspondence Tracker.
- g. For PSC detached units, all signed correspondence will be electronically returned to the originator or mailed (if required). If electronically mailed, a “read receipt” will be included to allow the Administrative Assistant to update the correspondence tracker with the date the originator received the “signed” correspondence. If mailed to the originator, the document should be sent via certified mail with a tracking number and logged in the Correspondence Tracker by the Administrative Assistant. Upon receipt of the document, the originator shall notify the Administrative Assistant so that the correspondence tracker can be updated to reflect the most current status.
- h. If no response is received within 30 days on items requiring action, the Division POC should contact the final recipient to inquire as to the status of the correspondence being routed. The date of the follow up will be placed into the Correspondence Tracker in addition to any pertinent information discussed or discovered.

5. PSC DIVISION POINTS OF CONTACT.

- a. PSC-BOPS: Business Operations Staff
- b. PSC-HR&A: Human Resources and Administration Staff
- c. PSC-EPM: Enlisted Personnel Management Division

- d. PSC-OPM: Officer Personnel Management Division
 - e. PSC-PSD: Personnel Services Division
 - f. PSC-RPM: Reserve Personnel Management Division
6. DISCLAIMER. This guidance is not a substitute for applicable legal requirements, nor is it itself a rule. It is intended to provide operational guidance to Coast Guard personnel and is not intended to nor does it impose legally-binding requirements on any party outside the Coast Guard.
7. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS.
- a. The development of this directive and the general policies contained within it have been thoroughly reviewed by the originating office and are categorically excluded under current USCG categorical exclusion (CE) #33 from further environmental analysis, in accordance with Section 2.B.2. and Figure 2-1 of the National Environmental Policy Act Implementing Procedures and Policy for Considering Environmental Impacts, COMDTINST M16475.1 (series).
 - b. This directive will not have any of the following: significant cumulative impacts on the human environment; substantial controversy or substantial change to existing environmental conditions; or inconsistencies with any Federal, State, or local laws or administrative determinations relating to the environment. All future specific actions resulting from the general policies in this Manual must be individually evaluated for compliance with the National Environmental Policy Act (NEPA), Council on Environmental Policy NEPA regulations at 40 CFR Parts 1500-1508, DHS and Coast Guard NEPA policy, and compliance with all other environmental mandates.
8. DISTRIBUTION. No paper distribution will be made of this Instruction. An electronic version will be location on the following website: <http://www.uscg.mil/psc/hra/pscinst.asp>
9. RECORDS MANAGEMENT CONSIDERATIONS: This Instruction was thoroughly reviewed during the directives clearance process and it was determined there are no further records scheduling requirements in accordance with the Federal Records Act, 44 U.S.C. 3101, et esq., NARA requirements, and the Information and Life Cycle Management Manual, COMDTINST M5212.12 (series). This policy does not have any significant or substantial change to existing records management requirements.
10. FORMS/REPORTS. None
11. REQUEST FOR CHANGES. Units and individuals may recommend changes by writing via the chain of command to: Commander, Coast Guard Personnel Service Center; Mail Stop 7200, 4200 Wilson Blvd, Suite 1100; Arlington, VA 20598-7200.



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Commander, Personnel Service Center