

**MEMORANDUM OF UNDERSTANDING**  
**Between**  
**USDA - Forest Service**  
**and National Federation of Federal Employees, Forest Service Council**

This Memorandum of Understanding (MOU) is between USDA – Forest Service (Management) and the National Federation of Federal Employees, Forest Service Council (Union) hereafter referred to as the “Parties”. This MOU pertains to the implementation of a standard e-mail signature block and the revised Forest Service Handbook (FSH) 6209.12 Correspondence Handbook. The Parties stipulate the signatories to this MOU have the authority to bind their respective Party and agree to the following:

1. Management has met its bargaining obligation with respect to the attached final Forest Service Handbook (FSH) 6209.12 Correspondence Handbook, the implementation of the standard email signature block for all employees, and use of the Email Signature Generator Tool for standard e-mail signature formatting for all employees.
2. Communication to employees regarding use of the standard email signature block and generator tool will be coordinated through the FSPC IT Committee, as part of the larger effort to implement the new policy.
3. The issue of the use of the standard e-mail signature block for union officials while conducting representational duties is a matter for further negotiations. Management will issue notice to the Union regarding said issue in accordance with Article 11 of the Master Agreement no later than September 30, 2014 and negotiate as appropriate.
4. Until the Parties have an opportunity to complete bargaining regarding union representative as referenced in Item #3, union officials will use the standard e-mail signature block and adhere to the attached policy, except they will be allowed to use their union name and title as shown in the following example:



Jane Smith  
Agency Title  
Union Title, NFFE Local xxx (or NFFE Forest Service Council)  
USDA Forest Service  
p: 555-555-5555  
c: 555-555-5556  
f: 555-555-5557  
jsmith@fs.fed.us

201 Main St.  
Cadillac, MI 44367  
[www.fs.fed.us](http://www.fs.fed.us)



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Initials: JRW (Management) MO (Union)

5. Article 7 of the Master Agreement Between FS and NFFE (Master Agreement) provides for the use of Electronic Communication Systems for Union Officials employed by the Forest Service and nothing in this MOU is intended to change or conflict with those terms.
6. This MOU becomes effective upon the signature of the last Party below and expires upon the termination of the Master Agreement with effective date of October 25, 2010. Either Party may request, consistent with midterm negotiations under Article 11 of the Master Agreement, to re-open or re-negotiate the agreement.
7. A copy of this MOU will be posted to the HRM FS Web Site and distributed to all NFFE Local Presidents and the Forest Service Labor Relations Officials.

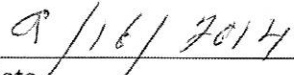
Agreed to:

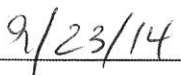
Management:

Union:

  
\_\_\_\_\_  
DOUGLAS NASH

  
\_\_\_\_\_  
MELISSA BAUMANN

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Date

**FSH 6209.12 – CORRESPONDENCE HANDBOOK  
CHAPTER 30 - CORRESPONDENCE FORMAT, STANDARDS, AND REVIEW**

### **33 - FORMATTING OF INTERNAL AND EXTERNAL ELECTRONIC CORRESPONDENCE (EMAIL)**

#### **33.1 - Electronic Correspondence in Place of Paper Correspondence**

The following instructions apply to email correspondence of a more formal nature, particularly emails that take the place of paper correspondence. Such emails may include responses from Agency officials to Members of Congress, high-level government officials, high-level officials of non-governmental organizations, or members of the public, particularly on controversial or high profile issues. The following instructions are not intended to apply to all ordinary, day-to-day, work-related emails.

##### **33.11 - Electronic Correspondence With a Physical Address**

If the sender of the electronic correspondence has provided a return post office or physical address, a paper copy response should be prepared and mailed in the same way any other paper copy correspondence is prepared and sent, rather than responding via email.

##### **33.12 - Electronic Correspondence Without a Physical Address**

If the sender of the electronic correspondence has not provided a physical address for return response, prepare the response as an email message.

1. The response should be sent to the email address provided by the sender, or to the address from which the sender's message originated.
2. The response should be entered in the body of the email, not as an attachment.

##### **33.13 - Address and Salutation for a Formal Email Response**

1. If the sender has not provided a name, the sender's email address should be typed at the top of the response. This will constitute the entirety of the "inside address." Something general like "Greetings:" should be used as the salutation. For example:

doglover62@aol.com

Greetings:

2. When a name is known, but no physical address, the inside address of the correspondence will consist of two lines. Place the sender's full name on the first line,

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followed by the email address on the second line. Use the sender's last name in the salutation. For example:

Ms. Barbara Johnson  
mommaj@gmail.com

Dear Ms. Johnson:

### **33.2 - Signature Formatting for All Agency Email**

The following instructions apply to all emails sent by Forest Service employees.

#### **33.21 - Email Signature Formatting Using the Email Signature Generator Tool in Outlook**

1. A standard email signature must be included with all messages. Use only approved formatting for all email correspondence, as noted in the exhibit.
  - a. An email template (see exhibit 01) will be used for all electronic correspondence.
  - b. The standard font is Arial. The standard font size for name, job title, Forest Service, organizational unit name, and slogan is 9 point. The standard font size for phone numbers, email address, street address, and URL is 8.5 point.
2. The Forest Service shield and the USDA logo are the only graphic elements approved for use in email correspondence signature templates. No other logos (including other logos used within the Forest Service), photographs, graphics, illustrations, or other images may be used.
3. Only the URL for the Forest Service ([www.fs.fed.us](http://www.fs.fed.us)) may be used; no other URLs, including those for units or divisions within the Forest Service, may be used.
4. Only social media icons with embedded links to the agency's Facebook and Twitter pages are allowed.
5. The current slogan employed by the Forest Service ("Caring for the land and serving people") may be used in an email signature template. If this statement is used, it must be used verbatim. No variations on this statement or other slogans or taglines used by the Forest Service broadly or by any specific unit or division within the Forest Service may be used unless appropriately authorized by the Washington Office.

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6. Other than the text shown in the email template (see exhibit 01), no other text (for example, favorite quotations) may be used as part of an email signature.
7. Employees will ensure that the contact information included in their email signature template (such as title, location, and telephone number) is current. Updates will be made by the employee as necessary.
8. Nothing in this policy is intended to conflict or otherwise change provisions provided for in any negotiated labor management agreements.

**33.21 - Exhibit 01**

**Sample Signature Template for Email Correspondence**



**Joe Smith**  
**Forester**

**Forest Service**

Lassen National Forest, Almanor Ranger District

p: 999-999-9999 x321

c: 999-999-9999

f: 999-999-9999

[Jsmith@fs.fed.us](mailto:Jsmith@fs.fed.us)

123 Main Street  
Anywhere, CA 99999

[www.fs.fed.us](http://www.fs.fed.us)



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**33.22 - Email Signature Formatting Using Android, Blackberry, iOS (iPhone), or Similar Smartphone Device Mobile Operating Systems**

1. A standard email signature must be included with all messages. Use only approved elements for all email correspondence, as shown below:

Employee Name, Credentials *[optional; for example, Certified Forester]*

Job Title

*[leave line blank]*

Forest Service

Organizational Unit *[for example, Lassen National Forest, Almanor Ranger District]*

*[leave line blank]*

p: 999-999-9999 x999

c: 999-999-9999

f: 999-999-9999

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Email address  
*[leave line blank]*  
Street address of Duty Station  
City, State Zip

2. In the event that an employee’s mobile operating system allows for inclusion of digital image files in an email signature, the employee should strive to duplicate the design shown in section 33.21, exhibit 01 as closely as possible. In such instances, creation of email signatures should adhere to the rules provided in section 33.21.
3. The current slogan employed by the Forest Service (“Caring for the land and serving people”) may be used in an email signature template. If this statement is used, it must be used verbatim. No variations on this statement or other slogans or taglines used by the Forest Service broadly or by any specific unit or division within the Forest Service may be used unless appropriately authorized by the Washington Office.
4. Other than the text shown in the email template (section 33.21, exhibit 01), no other text (for example, favorite quotations) may be used as part of an email signature.
5. Employees will ensure that the contact information included in their email signature template (such as title, location, and telephone number) is current. Updates will be made by the employee as necessary.
6. Nothing in this policy is intended to conflict or otherwise change provisions provided for in any negotiated labor management agreements.