

**Management System: Requirements Management and Document Control**

**Subject Area: Document Control**

## **Procedure: EMCBC Controlled Correspondence and Commitment Tracking System (CCTS)**

**Issue Date and Revision Number:**  
8/29/2014 0

**Lead Subject Matter Expert:**  
Lynette Chafin

**Management System Owner:**  
Ralph Holland

### **1.0 Applicability**

This procedure provides for the control of U.S. Department of Energy (DOE) Environmental Management Consolidated Business Center (EMCBC); and Small Sites utilizing the EMCBC Controlled Correspondence Tracking System (CCTS) official incoming and outgoing correspondence, as well as, Corporate Activity Resource Requests (CARR) that requires tracking and monitoring of status and closeout. The CCTS is used to track and to status all correspondence and external commitments.

### **2.0 Required Procedure**

**INCOMING CORRESPONDENCE:** The EMCBC Mailroom Clerk shall receive and log into CCTS all incoming correspondence received via facsimile, U.S. Postal Service, Federal Express, Airborne, etc.

**INCOMING EMAILS:** Each individual is responsible for logging incoming email into CCTS that are required to track official action and/or response on behalf of the EMCBC.

**NOTE:** CCTS is maintained as a tracking and search tool. According to the Application Project Plan for CCTS (APP-2206-1003 signed 2/23/10), Ward Best, Office of Information Management Resources, is the System Owner, T.J. Jackson, Office of Technical Services and Asset Management, is the Content Owner, and Kim Johnson, Office of the Director is the Content Manager. The record copies of correspondence and/or email created/received by EMCBC staff will be maintained by the applicable EMCBC organization according to their file plan.

<b>Step 1</b>	The EMCBC Staff shall access the CCTS icon from the EMCBC Services home page. Double click on the CCTS Button to open the database.
<b>Step 2</b>	CCTS will open to a main screen, which will have buttons running across the top of the page: Incoming, Outgoing, CARR, List Manager, Search, and Actions.
<b>Step 3</b>	To log incoming correspondence or emails in, click Incoming, then New Incoming. The New Incoming Correspondence Screen will open. The user enters in the appropriate correspondence metadata fields on this screen and clicks the “Submit” button once.
<b>Step 4</b>	A system-generated email is sent to the responsible individual for action or information.
<b>Step 5</b>	The email and any attachments shall be scanned creating a PDF file with resolution of 400 dpi and uploaded into the CCTS for viewing.
<b>Step 6</b>	<p>If an incoming document is Sensitive in nature, such as; invoices, Source Selection information, Official Use Only, or certain Human Resource documents do not scan the document into CCTS. Use the “Sensitive Document Template PDF” found under Related Information on the MSD Website. Attach and upload this template to CCTS and state in the Remarks Section where the correspondence can be retrieved. If there is still a question, see the Office of the Director, Executive Assistant.</p> <p>NOTE: Correspondence that contains Official Use Only (OUO) information shall be properly marked and handled according to DOE M 471.3-1, Admin Change 1, Manual for Identifying and Protecting Official Use Only Information. The record copy of the sensitive correspondence/email created/received by the EMCBC shall be maintained by the applicable organization according to their file plan.</p>
<b>Step 7</b>	<p>The EMCBC Staff shall file the record copy of all incoming correspondence by subject according to the EMCBC Organizational File Plan.</p> <p>Assistance with determination of the appropriate organizational file code identification can be obtained by contacting the EMCBC Records Management Field Officer.</p>
<b>OUTGOING CORRESPONDENCE</b>	
<b>Step 8</b>	The EMCBC Staff (or Author) shall compose and type letters/memorandums in final format (See MSD-OD-410, Requirements Management, SAD-OD-410B - Document Control, SAP-OD-410B-09, Creation, Review, and Distribution of Outgoing Correspondence for details regarding the formatting of outgoing correspondence). Forward correspondence to an Administrative Staff member or designee who shall coordinate the following: Access CCTS, click on Outgoing, then New Outgoing. The New Outgoing Correspondence Screen will open. The user enters in the appropriate correspondence metadata fields highlighted on this screen and clicks the “Submit” button once. A Letter

	Number is generated automatically; and assigned to the outgoing correspondence.
<b>Step 9</b>	The Administrative Staff member will insert the outgoing letter number on the correspondence. After approval and signatures have been obtained, scan the correspondence, and attachments, creating a PDF file with resolution of 400 dpi. Save the WORD version of the correspondence under the K: /Admin/Outgoing Typed Letters/by Fiscal Year/name of Administrative member; and the PDF version of the correspondence under K:/Scanned Documents/Outgoing (FY), name of Administrative member.
<b>Step 10</b>	Once the correspondence metadata information has been input to the desired screen, the Incoming/ Outgoing Screen will appear. Locate the assigned number to your document, click on ATTACH and upload the PDF to the corresponding file number. The Administrative Staff will transmit the correspondence to the addressee via appropriate means (i.e. U.S. Postal Service, email, UPS, etc.). If going to Headquarters, the correspondence will be sent via the EM Mailbox at <a href="mailto:emcc_mailbox@hq.doe.gov">emcc mailbox@hq.doe.gov</a> . If correspondence is being sent to EM-50, use <a href="mailto:EMCHA@em.doe.gov">EMCHA@em.doe.gov</a> . and if correspondence is being sent to the West Valley Demonstration Project, use <a href="mailto:DOESupportStaff@emcbc.doe.gov">DOESupportStaff@emcbc.doe.gov</a>
<b>Step 11</b>	<p>If an outgoing document contains Official Use Only (OUO) information, do not scan the document into CCTS. Use the “Sensitive Document Template PDF” found under Related Information. Attach and upload this template to CCTS and state in the Remarks Section where the correspondence can be retrieved.</p> <p>NOTE: Official Use Only (OUO) information shall be appropriately marked and handled according to DOE M 471.3-1, Admin Change 1, Manual for Identifying and Protecting Official Use Only Information. The record copy of the sensitive correspondence/email created/received by the EMCBC shall be maintained by the applicable organization according to their file plan.</p>
<b>Step 12</b>	<p>The EMCBC Staff shall file the record copy of all outgoing correspondence by subject according to the EMCBC Organizational File Plan.</p> <p>Assistance with determination of the appropriate organizational file code can be obtained by contacting the EMCBC Records Management Field Officer.</p>
<b>CORPORATE ACTIVITY RESOURCE REQUEST (CARR)</b>	
<b>Step 13</b>	<p>The CARR will be initiated when a commitment is received via email to request assistance from the EMCBC. CARRs are tracked and statused by the Executive Assistant in the Office of the Director until the action is closed.</p> <p>NOTE: All record information created/received based on the CARR shall be maintained by the applicable EMCBC organization according to their file plan.</p>
<b>Step 14</b>	CARRs are used to document which EMCBC resources are required to address requests...some examples include: placing contracts for sites, providing specific

	legal advice, providing property support, providing Project Management and Budget support, etc.
<b>Step 15</b>	To initiate a CARR, fill out the form under Related Information and send to <a href="mailto:Kim.Johnson@emcbc.doe.gov">Kim.Johnson@emcbc.doe.gov</a> , or access <a href="http://www.emcbc.doe.gov">www.emcbc.doe.gov</a> , Useful Links. When finished filling out the form, it will electronically be sent to Kim Johnson.

### 3.0 References – Forms/Attachments/Exhibits

#### 3.1 Form

- FM-OD-410B-08-F1, CARR Form

#### 3.2 Attachment

- Sensitive Document Template

### 4.0 Records Generated

Records generated through implementation of this procedure are identified as follows and are maintained by the applicable EMCBC organization in accordance with the EMCBC Organizational File Plan:

<b>Records Category Code</b>	<b>Records Title</b>	<b>Responsible Organization</b>	<b>Quality Record Classification (Lifetime, Non-Permanent, or Not Applicable)</b>
ADM 23-08	Tracking and Control Records – CCTS database	Individual Offices	Not Applicable
*	*	*	*

\*All record correspondence created/received whether in hard copy or electronic, are to be filed by subject according to the organizational file plan.

**EMCBC RECORD OF REVISION****DOCUMENT TITLE: EMCBC Controlled Correspondence and Commitment Tracking System (CCTS)**

If there are changes to the controlled document before the two-year review cycle, the revision number stays the same; one of the following will indicate the change:

**I** Placing a vertical black line in the left margin adjacent to sentence or paragraph that was revised; or

**I** Placing the words GENERAL REVISION at the beginning of the text. This statement is used when entire sections of the document are revised.

If changes and updates occur at the two-year review cycle, the revision number increases by one.

---

<b>Rev. No.</b>	<b>Description of Changes</b>	<b>Revision on Pages</b>	<b>Date</b>
0	Initial Procedure in new format	All	8/29/14