PN-ABF-552
ISN 62073

INDEX

The Key Documents organized upon the Phase out of the Task Force for Humanitarian Assistance (TFHA) are contained in four Volumes. Volume 4 contains the office position descriptions and office procedures. The contents of the first three volumes are as follows.

VOLUME I	VOLUME II	VOLUME III
charter & Delegations	Family Assistance	Elections
statutes bipartisan Accord	cash For Food	Program Support
Peace Agreements	Verification Comm.	Reports
TFHA Policies	Human Rights	
Legal Opinions	Medical Program	
Accountability		
Phase Out		

00136

PA-AEF-552

VOL.

4

FORWARD

THIS OPERATIONS AND PROCEDURES MANUAL WAS PREPARED FOR THE TASK FORCE ON HUMANITARIAN ASSISTANCE IN CENTRAL AMERICA (TFHA).

THE MANUAL IS INTENDED TO SUPPLEMENT EXISTING A.I.D. OFFICE PROCEDURES THAT ARE UNIQUE TO THE TASK FORCE AND TO SERVE AS A READY REFERENCE OF THE VARIOUS PROCEDURES PERFORMED BY THE TASK FORCE.

ITEMS CONTAINED IN THE MANUAL ARE SUBJECT TO CHANGE. FROM TIME TO TIME THE EXECUTIVE OFFICER SHALL INITIATE AND DISTRIBUTE UPDATED INFORMATION, OR HE/SHE MAY CONTACT M/SER/IRM FOR ASSISTANCE.

THE INVALUABLE CONTRIBUTIONS OF THE MEMBERS OF THE TFHA MADE THIS MANUAL POSSIBLE.

PREPARED BY: Roberta A. Moore
Office of Information Resources
Management (M/SER/IRM/WS)

TASK FORCE ON HUMANITARIAN ASSISTANCE IN CENTRAL AMERICA (TFHA)

OPERATIONS AND PROCEDURES MANUAL

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
I.	ORGANIZATION	
	Public Law 100-276	I. 1
	Sapoa Agreement (Translation)	I. 6
	Task Force Charter	I.10
	-Interagency Committee Charter	I.13
	Delegation of Authority	I.17
	-Redelegations of Authority	I.18
	--TFHA 1 (TFHA/Washington Deputy Director)	
	--TFHA 2 (Washington Chief of Financial Functions)	
	--TFHA 3 (Washington Office of Procurement)	
	--TFHA 3-1 (Washington Office of Procurement)	
	--TFHA 3-2 (Washington Office of Procurement)	
	--TFHA 3-3 (Washington Office of Procurement)	
	--TFHA 4 (TFHA/Honduras Director)	
	--TFHA 5 (TFHA/Honduras Procurement Officer)	
	--TFHA 6 (Acting Director)	
	Program Summary	I.27
	TFHA/Washington Organization Chart	I.28
	TFHA/Honduras Organization Chart	I.29
	A.I.D. Notices	
	-Establishment of TFHA (04/15/88)	I.30
	-Extension of the TFHA (04/15/88)	I.31
	-Extension of the TFHA (08/25/88)	I.33
	-Extension of the TFHA (11/23/88)	I.35
II.	TELEPHONE	
	System 85 Telephone Network	II 1
	-Call Transfer	
	-Conference Calls - 3 Parties	
	-Call Coverage Options	
	TFHA Washington Core Staff Directory	II. 3
	TFHA Field Offices Core Staff Directory	II. 4
	Frequently Called Numbers	II. 6

4

TASK FORCE ON HUMANITARIAN ASSISTANCE IN CENTRAL AMERICA (TFHA)

OPERATIONS AND PROCEDURES MANUAL

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
III.	PERSONNEL	
	Policy	III. 1
	Staff Assignments	III. 2
	Support	
	-Automation	III. 3
	-Communications and Records	III. 4
	-Congressional Relations	III. 5
	-Controller	III. 6
	-Executive Officer	III. 7
	-Legal	III. 9
	-Private & Voluntary Organization Liaison (PVO)	III.10
	-Procurement and Contracting	III.11
	-Public Affairs/Public Relations Liaison	III.12
	-Quartermaster/Yatama Project Officer	III.13
	-Secretarial	III.14
	-System Administrator	III.15
IV.	PROCEDURES	
	Accounting	IV. 1
	Automation	
	-Description	IV. 2
	-OIS System Library Assignments	IV. 3
	-Computer Buzz Words	IV. 4
	-WANG Basic Instructions	IV. 8
	-WANG Advanced Instructions	IV.16
	--Document Marking	
	--Document Merge	
	--Preparing Primary and Secondary Documents	
	--Merging Primary and Secondary Documents	
	--Editing and Printing the Output Document	
	--Double Underscore	
	--Dual Column Printing	
	--Duplicating Diskettes	
	--Password Protection	
	--Printing Documents	
	--Recovering Documents	
	--System Recovery	
	--Diskette Recovery	
	--How to Clear Documents "In Use"	
	--Super Global Replace	
	--Selecting Characters or Words for Replacement	

5

TASK FORCE ON HUMANITARIAN ASSISTANCE IN CENTRAL AMERICA (TFHA)

OPERATIONS AND PROCEDURES MANUAL

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
IV.	PROCEDURES (Continued)	
	Automation (Cont'd)	
	-Archiving Documents (Off the OIS 140 System).....	IV.26
	--Preparing an Archive Diskette	
	--Document Filing	
	--Retrieving Documents	
	-Document Filing (From PC To OIS 140 System).....	IV.30
	-Floppy Diskette Care.....	IV.31
	--Storage	
	--Handling	
	--Summary	
	-Glossary Feature.....	IV.34
	--Cable Glossary	
	-LCS 15 Laser Printer.....	IV.36
	-LOTUS 1-2-3 File to Wang WP to OIS Conversion.....	IV.40
	-PC Word Processing to OIS Conversion.....	IV.42
	-Software Copyrights.....	IV.
	-Spelling Verifier.....	IV.45
	-TEMPEST-Approved Microcomputer.....	IV.46
	-Trouble Shooting.....	IV.49
	Correspondence Control	
	-Mail Delivery Services.....	IV.53
	-Mail Management.....	IV.54
	--Mailing Address Codes (Zip + Four)	
	--Metered Mail	
	--Agency Envelopes	
	-Zip Plus 4 AID/W Mail Stops.....	IV.55
	-Zip Plus 4 USAID Listing.....	IV.61
	-Incoming Mail.....	IV.65
	--Letters & Memos	
	--Cables	
	--NIACT Cables	
	--Copies	
	-Outgoing Mail.....	IV.68
	--Copies	
	--Letters & Memos	
	--Cables	
	--NIACT Cables	
	-Reading File.....	IV.72
	-Handling of Classified Mail.....	IV.73
	-Protecting Official Agency Records.....	IV.74
	-Official File System.....	IV.75
	Overtime.....	IV.78

TASK FORCE ON HUMANITARIAN ASSISTANCE IN CENTRAL AMERICA (TFHA)

OPERATIONS AND PROCEDURES MANUAL

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
IV.	PROCEDURES (Continued)	
	Procurement	IV.79
	--Authorization Authority	
	--Project Implementation Order/Purchase Order	
	--Solicitation & Open Competition	
	--Procurement Files	
	Time & Attendance (T&A)	IV.81
	--TFHA/Washington	
	--TFHA/Honduras	
	Travel	
	-Request for Travel	IV.82
	-Reservations	IV.83
	-Travel Authorization (TA)	IV.85
	--A.I.D. Form 5-8	
	-Visas	IV.87
	--One Day Service	
	--Three Day Service	
	-Advance of Funds	IV.88
	--Form-1038	
	-Voucher	IV.90
	--Checklist for Completion of Travel Voucher	
	-Taxi Voucher	IV.94
	--Form SF-1164	
V.	EQUIPMENT	
	Panafax	V. 1
	Photocopy	V. 2

SAPOA AGREEMENT
(TRANSLATION)

DEPARTMENT OF STATE
DIVISION OF LANGUAGE SERVICES

LS NO. 125639
LM/RHC
Spanish

0 241936Z MAR 88
FM AMEMBASSY MANAGUA
TO SECSTATE WASHDC IMMEDIATE 1926

UNCLAS MANAGUA 02078

SUBJ: TEXT OF GON-RESISTANCE PRELIMINARY CEASE-FIRE AGREEMENT

The Constitutional Government of the Republic of Nicaragua and the Nicaraguan Resistance, meeting at Sapoa, Nicaragua, on March 21, 22, and 23, 1988, with the aim of contributing to national reconciliation within the framework of the Esquipulas II Agreements and in the presence of the witnesses, His Eminence Cardinal Miguel Obando y Bravo, President of the Episcopal Conference of Nicaragua, and His Excellency Ambassador Joao Clemente Baena Soares, Secretary General of the Organization of American States (OAS), have arrived at the following agreement:

1. Offensive military operations shall cease throughout the national territory for a period of 60 days beginning on April 1, 1988. During this period a process of comprehensive negotiation shall be conducted for the definitive cease-fire, the actual execution of which shall occur jointly with the other commitments contemplated in Esquipulas II, in order to end the war.

Both parties agree to meet at the highest level in Managua next April 6 in order to continue the negotiations for the definitive cease-fire.

2. During the first 15 days, the resistance forces shall situate themselves in zones whose location, size, and modus operandi shall be mutually agreed upon through special commissions in a meeting at Sapoa to begin on Monday, March 28.

SAPOA AGREEMENT (Cont'd)
(TRANSLATION)

3. The Government of Nicaragua shall decree a general amnesty for persons prosecuted for and convicted of violations of the Law for Maintenance of Order and Public Security, and for members of the former regime's army prosecuted for and convicted of crimes committed prior to July 19, 1979. In the case of the first group, the amnesty shall be a gradual one. In view of the religious feelings of the Nicaraguan people on the occasion of Holy Week, the release of the first 100 prisoners shall begin on Palm Sunday. Subsequently, when the entrance of the Nicaraguan Resistance Forces into the mutually agreed zones is verified, 50 percent of the prisoners shall be released. The remaining 50 percent shall be set free on a date following the signing of the definitive cease-fire to be agreed upon at the April 6 meeting at Managua.

In the case of the prisoners covered by the last part of the first paragraph of this section, their release shall begin upon signature of the definitive cease-fire, subject to a report of the OAS Inter-American Human Rights Commission.

The OAS Secretary General shall be guarantor and depositary of the implementation of this amnesty.

4. For the purpose of guaranteeing food and basic supplies for the irregular forces, steps shall be taken to obtain exclusively humanitarian aid and only such aid shall be accepted, in accordance with section 5 of the Esquipulas II Agreements. That aid shall be channeled through neutral organizations.

5. The Government of Nicaragua shall guarantee unrestricted freedom of expression, as provided for in the Esquipulas II Agreement.

6. Once the Nicaraguan Resistance Forces are gathered in the mutually agreed zones, they shall send to the national dialogue as many delegates as there are political organizations within the Resistance up to a maximum of eight. The national dialogue shall address, among other topics, the issue of military service.

SAPOA AGREEMENT (Cont'd)
(TRANSLATION)

7. A guarantee is hereby given that all persons who have left the country for political or any other reasons, may return to Nicaragua and become part of the political, economic, and social processes with no type of conditions other than those established in the laws of the Republic. They shall not be tried, sanctioned, or prosecuted for any political-military activities in which they might have been involved.

8. The Government of Nicaragua confirms that persons who have been reincorporated into peaceful life may participate under equal conditions and guarantees in elections for the Central American Parliament, and in municipal elections, on the dates established for them, as well as in national general elections on the dates established in the constitution.

9. For purposes of verifying compliance with this agreement, a verification commission shall be created composed of His Eminence Cardinal Miguel Obando y Bravo, President of the Episcopal Conference of Nicaragua, and His Excellency Ambassador Joao Clemente Baena Soares, Secretary General of the OAS.

Technical assistance and the necessary services for this Commission that would permit and expedite compliance with and follow-up and verification of this Agreement shall be requested from and entrusted to the OAS Secretary General.

Both Parties agree to extend until April 1, 1988, the cessation of offensive military operations that they agreed to on March 21, 1988.

In witness whereof, we, the undersigned, hereby sign this Agreement in four copies, all equally authentic, at Sapoa, Rivas, Nicaragua on March 23, 1988.

For the Government of Nicaragua: General Humberto Ortega Saavedra, Minister of Defense
Hans Jurgen Wischnewski, Adviser: Paul Richler, Adviser

SAPOA AGREEMENT (Cont'd)
(TRANSLATION)

For the Nicaraguan Resistance: Dr. Adolfo Calero Portocarrero, Director: Alfredo Cesar Aguirre, Director: Dr. Aristides Sanchez Herdocia, Director

Cease-fire Commission for the Nicaraguan Resistance: Jaime Morales Carazo, Chief Negotiator: Roberto Urroz Castillo, Dr.Fernando Aguero Rocha, Walter Calderon Lopez, Commandante Tono. Diogenes Hernandez Membreno, Commandante Fernando, Arturo Salazar Barberena, Commandante Omar. Osorno Coleman. Commandante Blas, Adm. Ramon Emilio Jimenez, Adviser

Witnesses: Cardinal Miguel Obando y Bravo, Ambassador Joao Clemente Baena Soares.

PROGRAM SUMMARY
TASK FORCE ON HUMANITARIAN ASSISTANCE IN CENTRAL AMERICA

The U.S. Agency for International Development (USAID) has been mandated by law to administer a $47.9 million, six-month program of humanitarian assistance to the Nicaraguan Resistance and other victims of the civil strife there. USAID Administrator Alan Woods has established an Interagency Task Force on Humanitarian Assistance in Central America, reporting directly to him, to implement this program.

The program was enacted pursuant to U.S. policy to advance peace and democracy in Central America, and to preserve and protest security interests in the region.

Principal provisions of the program, overwhelmingly passed by Congress and signed into law by President Reagan on April 1, include:

- $17.7 million for food, clothing, shelter, medical services and supplies for the Nicaraguan Resistance.

- $17.7 million to provide medical care and other relief for children who are victims of the Nicaraguan civil strife. Funds are to pay for prosthetic devices and rehabilitation, medicines and immunizations, assist burn victims and orphans, and otherwise provide assistance for children who have been physically injured or displaced by the strife.

- $10 million to support the Verification Commission established by the Sapoa Agreement.

- $2.5 million to USAID for operational expenses incurred in carrying out this program.

- Authorization of up to $1.5 million for communications equipment for the Nicaraguan Resistance, and earmarking of $2.2 million for the Indian resistance group known as Yatama.

The legislation mandates that USAID "direct, manage and provide for the delivery of assistance and support" to the resistance through neutral entities.

The legislation provides that assistance to children affected by the civil strife be channeled only through nonpolitical private voluntary organizations or international relief groups. At least half the aid shall be through organizations presently operating inside Nicaragua.

(April 8, 1988)

TFHA/WASHINGTON ORGANIZATION CHART

TFHA/HONDURAS ORGANIZATION CHART

A.I.D. General Notice
A/AID
April 15, 1988
Issue Date: 04/19/88

SUBJECT: Establishment of the Task Force on Humanitarian Assistance in Central America

The Agency for International Development (A.I.D.) has been mandated by law to administer a $47.9 million, six-month program of humanitarian assistance to the Nicaraguan Democratic Resistance and other victims of the civil strife there. The program was enacted pursuant to U.S. policy to advance peace and democracy in Central America, and to preserve and protect security interests in the region.

On April 1, 1988, the Administrator appointed Mr. Ted Morse Director of the newly established Task Force on Humanitarian Assistance in Central America. As the central point within the Agency for management and coordination of all Agency activities to administer the program, the Task Force will direct, manage, and implement the following activities:

-- The delivery of assistance and support to the Nicaraguan democratic resistance through neutral organizations, including food, clothing, shelter, medical services, medical supplies, and payment for such items or services;

-- Ensuring other government agencies cooperation in the orderly, effective direction, management, and delivery by the Agency of assistance for the Nicaraguan democratic resistance; and

-- Arranging reimbursable details of personnel from other Government Agencies to accomplish cooperation in the orderly, effective direction, management, and delivery by the Agency of assistance for the Nicaraguan democratic resistance.

Mr. John Lovaas has been appointed Deputy for Operations, and Mr. Robert Meighan has been appointed Deputy for Support. Mr. Phil Buechler will serve as Field Operations Officer. The Task Force is presently located in Rooms 5887, 5889, 5891, and 5895, New State, and can be reached on 647-0353, 647-4933, or 647-1206.

15

A.I.D. General Notice
A/AID
April 15, 1988
Issue Date: 04/19/88

SUBJECT: Extension of the Task Force on Humanitarian Assistance in Central America (TFHA)

The purpose of this notice is to solicit highly qualified volunteers to staff the Task Force until March 31, 1989.

On April 1, 1988, our Agency was mandated by law to administer a high priority $50 million program to provide humanitarian assistance to the Nicaraguan Resistance, medical care and relief to child victims of the Nicaraguan civil strife, and support to the commission established to verify compliance with the Sapoa (peace) Agreement. The program was enacted pursuant to U.S. policy to advance peace and democracy in Central America, and to preserve and protect U.S. security interests in the region. The Task Force on Humanitarian Assistance (TFHA) was established by the Administrator of A.I.D. on that same day.

The Task Force operates with a wide range of special authorities to implement the program and reports directly to me. Task Force personnel work closely with other Departments and Agencies of the USG both to formulate policy and carry out operations. The Task Force is also in frequent contract with the Congress regarding implementation of the applicable legislation. TFHA has established offices in Washington and in Honduras, and also has a presence in Costa Rica. The statutory authority for the humanitarian assistance component of the present program is scheduled to end on September 30, 1988. Legislation has passed the Senate and is pending conference with the House for a follow-on program to last until March 31, 1989. While it is not certain that this legislation or another version will be signed into law, it now appears likely that legislation extending the program will pass in one form or another.

16

TFHA has been operating both in Washington and in Honduras with employees detailed or on TDY from other units within A.I.D. Some of those employees will be returning to their original positions on or before September 30, 1988. Several replacements will be required by this time, most of them in Honduras. The Agency will make every effort to provide either temporary or permanent coverage for Missions or offices making employees available to TFHA. New employees will be added to the TFHA on a detail or TDY basis. A Task Force assignment provides employees an unusually rich opportunity to demonstrate operational and managerial skills and political sensitivities under challenging conditions. It has my highest priority for assignment of personnel.

Officers and staff, FS and GS, with program, project development, project management, procurement, financial management, administrative management and secretarial skills are encouraged to apply. Spanish proficiency will be an important qualification for those in the Honduras Office. The Task Force is located in Suites 3214 and 3311, New State. Individuals who have an interest in this demanding and rewarding assignment should contact the Task Force. Overseas A.I.D. officers should direct cable to TFHA (info PFM/PM/FSP) or call directly to the TFHA Executive Officer, Mr. Edward Rhatigan. Both overseas and AID/W applicants can reach Mr. Rhatigan on (202) 647-0453.

I. ORGANIZATION

A.I.D. General Notice
A/AID
August 25, 1988
Issue Date: 08-29-88

SUBJECT: Extension of the Task Force on Humanitarian Assistance in Central America (TFHA)

The purpose of this notice is to solicit highly qualified volunteers to staff the Task Force until March 31, 1989.

On April 1, 1988, our Agency was mandated by law to administer a high priority $50 million program to provide humanitarian assistance to the Nicaraguan Resistance, medical care and relief to child victims of the Nicaraguan civil strife, and support to the commission established to verify compliance with the Sapoa (peace) Agreement. The program was enacted pursuant to U.S. policy to advance peace and democracy in Central America, and to preserve and protect U.S. security interests in the region. The Task Force on Humanitarian Assistance (TFHA) was established by the Administrator of A.I.D. on that same day.

The Task Force operates with a wide range of special authorities to implement the program and reports directly to me. Task Force personnel work closely with other Departments and Agencies of the USG both to formulate policy and carry out operations. The Task Force is also in frequent contact with the Congress regarding implementation of the applicable legislation. TFHA has established offices in Washington and in Honduras, and also has a presence in Costa Rica. The statutory authority for the humanitarian assistance component of the present program is scheduled to end on September 30, 1988. Legislation has passed the Senate and is pending conference with the House for a follow-on program to last until March 31, 1989. While it is not certain that this legislation or another version will be signed into law, it now appears likely that legislation extending the program will pass in one form or another.

TFHA has been operating both in Washington and in Honduras with employees detailed or on TDY from other units within A.I.D. Some of those employees will be returning to their original positions on or before September 30, 1988. Several replacements will be required by this time, most of them in Honduras. The Agency will make every effort to provide either temporary or permanent coverage for Missions or offices making employees available to TFHA. New employees will be

18

added to the TFHA on a detail or TDY basis. A Task Force assignment provides employees an unusually rich opportunity to demonstrate operational and managerial skills and political sensitivities under challenging conditions. It has my highest priority for assignment of personnel.

Officers and staff, FS and GS, with program, project development, project management, procurement, financial management, administrative management and secretarial skills are encouraged to apply. Spanish proficiency will be an important qualification for those in the Honduras office. The Task Force is located in Suites 3214 and 3311, New State. Individuals who have an interest in this demanding and rewarding assignment should contact the Task Force. Overseas A.I.D. officers should direct cable to TFHA (info PFM/PM/FSP) or call directly to the TFHA Executive Officer, Mr. Edward Rhatigan. Both overseas and AID/W applicants can reach Mr. Rhatigan on (202) 647-0453.

A.I.D. General Notice
A/AID
November 23, 1988
Issue Date: 11-25-88

SUBJECT: Extension of the Task Force on Humanitarian Assistance in Central America (TFHA)

The Task Force on Humanitarian Assistance in Central America was extended by Congress through March 31, 1989. The Task Force is organizationally part of the Administrator's Office. It implements the program of humanitarian assistance to the Nicaraguan Resistance, care for children who are victims of civil strife in the region and the Verification Commission.

Director of the Task Force on Humanitarian Assistance in Central America is Mr. Ted D. Morse. Task Force Deputies are Mr. John Lovaas, Deputy for Operations, and Mr. Robert Meighan, Deputy for Support. Mr. William Schoux heads the Task Force team located in Honduras. The Task Force is located in Rooms 3214 and 3311, New State, and can be reached on 647-0457 and 647-0459. The following is a staffing list for core members of the A.I.D. Washington Task Force:

NAME	TITLE	ROOM #	Phone Number
MORSE, Ted	Director	3214	647-0457
McBEE, Vickie	Secretary to the Dir.	3214	647-0457
MEIGHAN, Robert	Deputy for Support and General Counsel	3214	647-0463
TARPEH-DOE, Linda	Controller	3214	647-0467
GREENE, Margaret	Communications Control	3214	647-0458
CAMPBELL, Nina	Clerk Typist	3214	647-0455
RHATIGAN, Ed	Executive Officer	3214	647-0453
KIRK, Diane	Administrative Assist.	3214	647-0452
NORIEGA, Roger	External Affairs Officer	3214	647-0466
LEWIS, Monique	Clerk Typist	3214	647-0468
LOVAAS, John	Deputy for Operations	3311	647-0459
CHOW, Colomba	Secretary	3311	647-0464
BARKER, Terry	Senior Project Officer	3311	647-0460
SOULES, Don	Program Officer	3311	647-0454
COLEMAN, Regina	PVO Liaison Officer	3311	647-0462
ISRALOW, Sharon	Project Officer	3311	647-0437
HALL, Billie	Secretary	3311	647-0465

DISTRIBUTION:
AID List H, Position 5
AID List B-1, Position 10

SYSTEM 85 TELEPHONE NETWORK

Various features of the AT&T System 85 telephones are sometimes overlooked and may, when used, assist in day to day communication. A description of various features available follows:

Call Transfer

You may transfer a call from one telephone station to another station within the network.

-- This feature is activated by depressing the transfer button. A dial tone will be heard.

-- Dial the number to which the call will be transferred, and then either: (a) press transfer and hang up after one ring--the call is automatically transferred; or (b) wait until someone answers, announce the caller, and then press transfer.

Conference Calls - 3 Parties

To establish a three party conference call:

-- Call the first party and wait for an answer.

-- Depress the switch hook (on single line sets) or the conference button on larger sets once and wait for dial tone.

-- Dial the second party.

-- Depress the switch hook or conference button.

-- All three parties are now in conference.

SYSTEM 85 TELEPHONE NETWORK (Cont'd)

Call Coverage Options

This feature gives the ability to transfer calls to another station automatically. This may be accomplished in two ways:

-- Call Coverage busy or no answer: This feature automatically routes calls to a preselected station when the called station is busy or no one answers after three rings. A telephone service order must be issued by the TFHA Executive Officer to identify the station to which calls will be forwarded. Form OF-263 must be used to initiate or modify service.

-- Call Coverage Variable: This feature is controlled by the user and will route incoming calls to a selected telephone number and is accomplished as follows:

- To activate this feature press * then 2.
- A dial tone will be heard.
- Dial the number to which the calls will be automatically transferred.
- A beep-beep (confirmation tone) will be heard.
- To cancel the feature press # then 2.

Questions may be directed to the Directorate for Program and Management Services, Office of Management Operations, Resources Management Division (M/SER/MO/RM/BMC) ON 875-1304.

TFHA WASHINGTON CORE STAFF DIRECTORY

The Task Force on Humanitarian Assistance in Central America (TFHA) is physically located in Rooms 3214 and 3311, New State. The main phone number for the Task Force is 647-0457.

The following is a staffing list for AID/W core staff of the Task Force:

NAME	TITLE	ROOM #	OFFICE PHONE	HOME PHONE
CHOW, Colomba	Secretary	3311	647-0464	[redacted]
COGGS, Alma	Clerk Typist	3214	647-0458	
COLEMAN, Regina	PVO Liaison	3214	647-0463	[redacted]
HALL, Billie	Communications Control	3214	647-0458	[redacted]
ISRALOW, Sharon	Project Officer - Quartermaster/Yatama	3311	647-0437	[redacted]
McBEE, Vickie	Secretary to the Director	3214	647-0457	[redacted]
MEIGHAN, Robert	Deputy Dir./Legal Adv.	3311	647-0459	[redacted]
MORSE, Ted	Director	3214	647-0457	[redacted]
NORIEGA, Roger	External Affairs/ Training Officer - Human Rights	3214	647-0466	[redacted]
RHATIGAN, Ed	Executive Officer	3214	647-0453	[redacted]
SOULES, Don	Project Officer - Verification Commission	3311	647-0437	[redacted]
TARPEH-DOE, Linda	Controller	3214	647-0467	[redacted]
THOMPSON, Kathy	System Administrator	3214	647-0453	
WILLIS, Nicole	Summer Intern	3214	647-0458	

AS OF: JULY 6, 1989

TFHA FIELD OFFICES CORE STAFF DIRECTORY

The Task Force on Humanitarian Assistance in Central America has field sites in Honduras (TFHA/H) and in Costa Rica (TFHA/CR). Main phone numbers for the Task Force staff are: Honduras: 9-011-504-323120
Costa Rica: 9-011-506-204545
Nicaragua: 9-011-505-2662291.

NAME	TITLE	OFFICE PHONE	HOME PHONE
VENEZIA, Ronald	Director	2301/71/75, #7	[redacted]
ACOSTA, Rolando	Project Officer in the Mosquitia	2322	
BAKER, Ed	Field Ops. Officer	2301/71/75	
BAUM, Raymond	Field Operations - Costa Rica	9-011-506-331155	
BENDANA, Teresa	Voucher Examiner	2367	
BERLIOZ, Juan Martin	Clerk Messenger	2366/67/68	
BORING, Sandra	Procurement Asst.	2323/22/21	
BRADLEY, Sam	Secretary	2366/67/68, #4	
CASSMAN, June	Secretarial Support	2301/71/75, #10	
CORDOVA, Rosario	Voucher Examiner	2367	
CZAIA, Clarence	Deputy Controller	2366/67/68	
ENGLISH, Bruce	Helicopter Pilot		
ENOS, Don	Deputy Director	2301//71/75	
GONZALEZ, Rene	Helicopter Pilot		
HAYNES, Stephen	Project Manager	2301/71/75, #13	[redacted]
HERALD, Robert	Air Ops. Specialist	2322	
LAMBRANO, Luisa	Accounting Officer	2367	
LARIOS, Marta	Project Assistant	2301/71/75, #18	
LOPEZ, Miriam	Voucher Examiner	2323	
MILLER, F. Bret	Executive Officer	2366/67/68, #6	
MOLINA, Juan Carlos	Admin. Assistant	2301	
OCHOA, Evelyn	Accountant	2367	

-24

TFHA FIELD OFFICES CORE STAFF DIRECTORY (Cont'd)

NAME	TITLE	OFFICE PHONE	HOME PHONE
PIZARRO, Leonel	Procurement Spec	2323/21	[redacted]
QUIROS, Cathy	Accounting Officer	2301	
ROMWALL, N. Keith	Controller	2366/767/68, #1	
SHELDON, Lynn	Project Officer	2301/71/75, #12	
SMITH, Steve	Program Officer	2301/71/75, #16	
STRUM, Wanda	Secretarial Support	2301/71/75, #9	
THOMPSON, Roger	Helicopter Pilot		
TREJO, Elmer	Voucher Examiner	2367	
TROCHEZ, Mari Isabel	Secretary	2366/67/68	
VALVA, Francis	Project Officer	2301/71/75	
ZACCARO, David J.	Purchasing Agent	2321	
ZAMORA, Francisco	Project Officer	2301/71/75, #15	
CUERPO MEDICO			
DIVESA			
BODEGA #1		2370	
BODEGA #2			
PRICE WATERHOUSE			
SUMINISTROS			
PANAFAX # (HONDURAS)		9-011-504-320027	
PANAFAX # (COSTA RICA)		9-011-506-203434	

AS OF: JANUARY 6, 1989

-25

FREQUENTLY CALLED NUMBERS

NAME	OFFICE	OFFICE PHONE	HOME PHONE
ADAMS, Dave	AID/PPC/PB	(202)647-9176	
ADINGTON, David	WHITE HOUSE	(202)456-2230	
ARCOS, Chris	State/ARA/NCO	(202)647-7024	
ASK MR. FOSTER	AID Travel	(202)835-0995	
BALTIMORE, Elizabeth	SER/MO/CPM	(202)647-9394	
BARR, Alfred	State (Verification Committee Grant)		
BARROW, Jan	M/PM/CSP	(202)663-1400	
BAUMAN, Andrea	FVA/PVC/PD	(703)875-4909	[redacted]
BLANK, Tom	XA	(202)647-4200	
BRACEY, Ollie	M/SER/MO/TTM	(202)647-8302	
BRADFORD, Peter	SER/OP/TRANS	(703)875-1301	
CABLE ROOM (A.I.D.)	SER/MO/CPM/T	(202)647-8384	
CABLE ROOM (State)	Room 5440, N.S.	(202)647-1641	
CASHIER'S OFFICE	Room 1245, N.S.		
COLLAMER, Hal	AID/PFM	(202)663-2274	[redacted]
CONAWAY, Vern	DOD/ISA	(703)697-9302	
COZZENS, Peter	ARA/CEN Desk	(202)647-4980	
D'ANGELO, George	SD/ISA	(202)647-9675	
DAVIDSON, Garber	GC/LAC	(202)647-9182	[redacted]
DIXON, Brian	ARA/CEN Desk	(202)647-4980	
DURNIL, Jim	AID/A	(202)647-7845	
EISENHOWER, John	OMB	(202)395-3920	
ENOS, Don	LAC/CEN	(202)647-9540	
GATTI, Bruce	FSP	(202)663-1492	
GODDARD, Ron	ARA/CA/DD	(202)647-4010	

-26

FREQUENTLY CALLED NUMBERS (Cont'd)

NAME	OFFICE	OFFICE PHONE	HOME PHONE
HARLEY, George	JCS/JY (LRC)	(703)697-0744	
HARVEY, Michael	AID/OFDA	(202)647-5759	
HAYS, Ellen	OMB	(202)395-3920	
HEYMAN, Barry	OFDA/LAC	(202)647-7544	
HILL, George	PPC/PB	(202)647-6668	
HINES, Dick	USOAS	(202)647-9483	
HOOD, Eloise	LEG	(202)647-8440	
HOPE, John	AID/Econ/Nic.	505-2-662291	[redacted]
JOHNSON, Judith	OP/OS/LAC	(703)875-1090	
KALHAMMER, Fred	AID/IG/Honduras	504-32-9987	
KLEMENT, Julie	LAC	(202)647-5136	[redacted]
KLOSKY, Peter	PFM/ASD	(202)663-2253	
LAZERSON, Gordon	IG/SEC	(703)875-4050	
LEWIS, Jim	State/ARA/NCO	(202)647-4253	[redacted]
LIND, Betty	PM/FSP	(202)663-1488	
LINER, David	AID/LEG	(202)647-8190	
LIPSON, Jerry	XA	(202)647-4200	
LOPEZ, Elsie	LAC/CEN	(202)647-5221	
MAXWELL, Ellen	OMB	(202)395-3920	
McKAY, Tom	FVA/DAA/PVC	(703)235-9823	[redacted]
MONCADA, Frank	M/SER/OP	(703)875-1040	
MOORE, Roberta (Bobbie)	M/SER/IRM/WS	(703)875-1796	[redacted]
MURPHY, Darren	DS/ST/IIS	(202)653-9869	
NICHOLSON, Ron	LAC/CEN	(202)647-9549	
OPERATIONS CENTER (State)	Room 7516, N.S.	(202)647-1512	
ROMAGNOLI, Jules	DS/ST/ISS	(202)653-9859	

21

FREQUENTLY CALLED NUMBERS (Cont'd)

NAME	OFFICE	OFFICE PHONE	HOME PHONE
PAINTER, Jim	AID/PPC/PB	(202)647-9110	
PANAFAX	ANE/PD, Room 3320	(202)647-1761	
PANAFAX	PRE/PPR, Room 3208	(202)647-7474	
PERKINS, Robert	AID/IG/LC	(703)875-4310	
PRYCE, Bill	USOAS		[redacted]
SANDROLINI, Christopher	ARA/CEN Desk	(202)647-4980	
TELEFAX	ANE/PD, Room 3320	(202)647-4958	
TELEFAX	PRE/PPR, Room 3208	(202)647-1805	
TILLMAN, Jackie	NSC		[redacted]
VARDAS, C.	AID/Procurement	(703)875-1023	
WALKER, Carita	SER/MO/TTM/S	(202)647-8334	
WARNER, Jack	OP/COMS	(703)875-1058	[redacted]
WILDER, Gladys	A.I.D. Travel	(202)647-8281	
WITAJEWSKY, Bob	ARA/CEN Desk	(202)647-2205	
WOLTHUIS, Bob	DOD/HA		[redacted]

AS OF: JANUARY 6, 1989

28

POLICY

The Director of the Task Force on Humanitarian Assistance in Central America (TFHA) realizes that, in all cases, individuals assigned to the Task Force have in effect, dedicated a portion of their career to a very noble effort. He is well aware that many employees have sacrificed other assignments and training opportunities to work on the Task Force. This has been fully discussed with the A.I.D. Administrator, and the Director of A.I.D. Personnel.

It is the intent that while on the Task Force, normal personnel actions will be carried out. Of extreme importance is each employee's Evaluation Report (ER) requirements. It is planned that each full-time Task Force employee will receive a complete Evaluation Report for the time he or she spends on the Task Force. Since, in almost all instances the details to the Task Force exceed 90 days, a full report will be prepared. If, for some reason, an employee spends less than 90 days on the Task Force, a Memorandum of Performance will be prepared to cover the period of time spent with the Task Force.

Each employee should immediately begin to give careful consideration to the development of work requirements that will be included in the ER and upon which he/she will be rated. The appropriate forms will soon be distributed to carry out this task.

It should be noted that Betty Lind, M/PM/FSP (663-1488), has been the principal adviser to the Task Force on Foreign Service Personnel. Jan Barrow, M/PM/CSP (663-1400), has been the Task Force's adviser on Civil Service Personnel.

STAFF ASSIGNMENTS

The following persons are designated as Project Officers for specific components of the Humanitarian Assistance Program managed by this Task Force:

ACTIVITY	PROJECT OFFICER
A. HUMANITARIAN ASSISTANCE	
1. Food.	TERRY BARKER
2. Communications Equipment (Phase II - batteries).	SHARON ISRALOW
3. Cash (for combatants) in lieu of food rations.	TERRY BARKER
4. Family Assistance Payments.	LINDA TARPEH-DOE
5. Clothing (Quartermaster).	SHARON ISRALOW
6. Yatama Assistance.	SHARON ISRALOW
7. Transportation of Goods and Services.	SHARON ISRALOW
8. Medical Supplies & Services.	DON SOULES
9. Program Support (Food, Clothing, Shelter).	DON SOULES
10. Shelter.	DON SOULES
11. Human Rights Training.	ROGER NORIEGA
12. Distribution System Training.	TERRY BARKER
B. CHILDRENS' SURVIVAL ASSISTANCE PROGRAM	REGINA COLEMAN
C. VERIFICATION COMMISSION	DON SOULES
D. OPERATING EXPENSES	LINDA TARPEH-DOE

Project Officer responsibilities include planning for the implementation of the activity, budgeting, managing those actions carried out on this end and monitoring implementation in Honduras or Costa Rica, and verbal and written reporting on the status of execution. Another important dimension of the Project Officer's role is close coordination with other TFHA staff whose responsibilities are related to his/her own.

SUPPORT
Automation

The Office of Information Resources Management (M/SER/IRM) is responsible for providing automation equipment and support services to the Agency. The Task Force has been provided with automation equipment to meet their day-to-day automation needs by M/SER/IRM/WS. The IRM Client Analyst for TFHA/Washington automation support items, including all requests to cable equipment to the OIS (Office Information System) is Ms. Roberta Moore (phone 875-1796). The IRM contact for automation concerns for TFHA/Honduras is Mr. Dan Riley, (phone 875-1770).

For urgent and immediate automation problems (broken printer, workstation, etc.), the TFHA's System Administrator, Ms. Kathy Thompson will assist Task Force Staff in resolving urgent and immediate automation problems.

Questions or concerns relating to specific computer hardware or software problems may be directed to the Technical Support Division of IRM (IRM/TS). The staff in the Technical Support Division are available for either over-the-phone assistance, or to provide on-site advice or assistance at IRM/TS offices on the 10th floor of SA-14. The following is a list of IRM/TS technicians, and their areas of expertise:

Mainframe	Bob Lewis 875-1632
Wang OIS/VS Problems	Jesse Cloud 875-1385
Microcomputer Questions (e.g. Laptops, LOTUS, Freelance, DOS, Wang Word Processing)	Louise DiMuccio 875-1482
Microcomputer Questions (e.g. Timeline, Pagemaker)	Joan Kimmel-Franz 875-1230
Microcomputer Questions (e.g. LOTUS, Word Perfect, Freelance)	Amy Schmidt 875-1341

SUPPORT
Communications and Records

Communications & Records Secretary (Billie Hall)

The C&R has responsibility for receipt, logging, copying and distributing and filing of ALL classified and non-classified incoming and outgoing mail and cables. Filing will be done on a daily basis. The retrieval of correspondence requests such as receipt of immediate cables in the A.I.D. Mail Room and the delivery of same will also be the C&R's responsibility. Additionally, the C&R has the final responsibility (e.g. quality control) for assuring that all outgoing correspondence and cables are properly formatted, aligned, and spelled.

The C&R will maintain an automated log of all incoming correspondence, will assign correspondence action items to Task Force personnel, and will maintain a hardcopy printout of the log for reference by Task Force members. When action items are referred to TFHA staff, the C&R will indicate an intended filing subject matter in the top right hand corner of the incoming document. A Reading File of all Task Force correspondence will be assembled and maintained by the C&R.

The C&R will also maintain an inventory of office materials and supplies (other than automation), and requisition office materials and supplies for all TFHA staff members. In the absence of a Systems Administrator, Ms. Hall will serve as the Assistant Information System Security Officer (AISSO), and is responsible for automation related supplies and equipment repair, and for the TEMPEST automation equipment.

Primary secretarial support to the PVO Project Officer, and other Task Force members will be provided by the C&R on an as needed basis. When typing priority conflicts arise, the C&R will advise the Director's Executive Assistant. In the absence of the Executive Assistant, the C&R will serve in that capacity, and as the Time and Attendance Clerk.

SUPPORT
Congressional Relations

Mr. David Liner, AID/LEG, has been assigned to the Task Force as Congressional Liaison Adviser. Mr. Liner can be reached on 647-8190. All calls and correspondence received from the House of Representatives or the Senate should be directed to Mr. Liner's Office for action. High priority attention should be given to Congressional calls and correspondence.

While general guidance is to refer incoming Congressional calls to Mr. Liner, if you feel that you can readily respond to basic information requests, do so and report your conversation to both the Director, Ted Morse, and David Liner. A Memo of Conversation should be prepared covering the topics discussed over the phone.

-33

SUPPORT
Controller

Ms. Linda Tarpeh-Doe, M/FM, has been assigned as the Controller for all Task Force matters in TFHA/Washington. Mr. Keith Romwall is the Controller for TFHA/Honduras. The Controller will direct and administer a comprehensive accounting system designed to provide effective financial control over all U.S. dollar and local currency funds, and maintain allowance records, project records, liquidation records, ledger accounts, and miscellaneous supporting data with respect to each allowance and Budget Plan Code.

The official Accounting Station was transferred from TFHA/W to TFHA/H in October 1988. Official accounting reports to AID/Washington Office of Financial Management are now prepared by TFHA/H.

SUPPORT
Administrative

EXECUTIVE OFFICER (Barnett Chessin)

The Executive Officer (EXO) for TFHA/W is responsible for the administrative and logistical support component of the A.I.D./Washington Task Force. The EXO also provides administrative backstop assistance for TFHA field officers in Honduras and Costa Rica.
(Note: Mr. Richard Thatcher serves as EXO/TFHA/H in Tegucigalpa)

Equipment and Supplies

The EXO is responsible for the provision of all office equipment, furnishings and supplies (including ADP equipment and supplies). He is to be notified immediately, if it has been determined that furnishings and/or equipment are damaged or missing from TFHA offices.
In accordance with TFHA administrative procedures, the above mentioned responsibility (specific control) has been redelegated as noted in subsequent pages in this section.

Work Environment

The EXO is responsible for continuing improvement in the work environment, and for ensuring that all personnel are treated fairly in accordance with A.I.D. regulations. Suggestions and recommendations for the improvement of conditions should be forwarded to the EXO for review and possible actions.

Personnel Actions

The EXO is responsible for ensuring that all necessary personnel actions pertaining to personnel while assigned to the Task Force are carried out in a timely and appropriate manner. Specifically, the EXO is responsible for assisting Task Force personnel in rejoining the A.I.D. "mainstream", as individual assignments with the TFHA come to an end.

The following is the established office procedure for TFHA/W administrative staff. In addition to procedures and responsibilities outlined below, each individual may develop procedures as necessary to ensure the smooth flow of work.

EXECUTIVE ASSISTANT TO THE DIRECTOR (Vickie McBee)

Ms. McBee serves as Executive Assistant to the Director, TFHA. As TFHA Office Manager, Ms. McBee is responsible for the following activities: (1) the provision of administrative/secretarial support to the Task Force Director; (2) the orientation/training of new secretarial personnel; and (3) preparation of Time and Attendence Cards for TFHA/W staff and some employees in TFHA/H. In addition to the above noted responsibilities, the Director's Executive Assistant works closely with the Executive Officer in the handling of administrative and personnel management activities in the office.

SECRETARY TO THE DEPUTY DIRECTOR/LEGAL ADVISOR (Columba Chow)

Ms. Chow provides secretarial support primarily to the Deputy Director, and other Task Force staff as necessary. This support includes typing, filing, document retrieval, panafaxing and xeroxing. The D/DIR Secretary manages the internal working files located in Room 3311, but uses the official files in Room 3214 as the primary point of official TFHA document filing and retrieval. She is also responsible for coordinating and processing taxi vouchers for TFHA staff, and for the processing of general travel vouchers for personnel assigned to Room 3311.

In the absence of the Systems Administrator, Ms. Chow will serve as Alternate in order to ensure that sufficient ADP supplies are on hand for TFHA use, arrange for equipment repair, and operate and maintain the TEMPEST automation equipment.

ADMINISTRATIVE OPERATIONS ASSISTANT (Billie Hall)

The Administrative Operations Assistant has the responsibility for receipt, logging, copying, distribution and filing of all classified and non-classified incoming and outgoing cables and other correspondence. Filing will be done on a daily basis. The Administrative Operations Assistant is also responsible for ensuring that immediate cable traffic is promptly delivered to or obtained from the the A.I.D. Mail Room; and for ensuring that outgoing cable traffic is properly formatted, aligned and spelled before it is allowed out of the office.

The Administrative Operations Assistant maintains a log of all incoming cables/correspondence; and assigns actions to personnel in accordance with Task Force practice; and - as necessary - maintains a hardcopy printout of the log for TFHA reference. When action items are refered to TFHA staff, the Administrative Operations Assistant will indicate the intended file location (subject heading) in the top right hand corner. She is also required to assemble and maintain a Reading File of all office correspondence.

As necessary, the Administrative Operations Assistant provides secretarial support and processes travel vouchers for officers in Room 3214.

In addition, the Administrative Operations Assistant shall be responsible for ensuring that all non-ADP office equipment is operational, and will arrange for repair assistance when it is not.

CLERK TYPIST (Alma Coggs)

The primary responsibility of the Clerk Typist is to provide secretarial support for the Public Affairs Liaison Officer and the Executive Officer. She performs general clerical duties (e.g. typing office memos, cables and letters; filing and retrieving documents; panafaxing and copying documents) as directed by the Director's Secretary.

In addition to the above duties, the Clerk Typist will maintain an inventory of all office non-ADP equipment and supplies, and is responsible for ordering sufficient supplies in a timely manner to assure availability as required.

Dist: All Task Force Personnel

SUPPORT
Secretarial

The following is the established office procedure for secretarial staff. In addition to the outlined procedure, each office and secretary may develop procedures as necessary to ensure the smooth flow of work.

Secretary to the Director (Ms. Vickie McBee)

Ms. Vickie McBee will provide secretarial support to the Director of the Task Force (Ted Morse). The Director's Secretary will resolve typing priority conflicts by utilizing available secretarial staff. The Director's Secretary will also serve as time and attendance (T&A) clerk, and will assist the Executive Officer with personnel related matters.

Clerk Typist (Ms. Alma Coggs)

Ms. Alma Coggs' primary responsibility is to provide secretarial support to the Public Affairs Liaison, and the Procurement Representatives. The Clerk Typist will also perform clerical duties (e.g. typing memos, cables, letters, filing and retrieving documents, and panafaxing and xeroxing documents) as assigned by the Director's Secretary, or other TFHA Staff to ease office conflicts. Additionally, Ms. Coggs' will maintain an inventory of office materials and supplies, and will requisition office materials and supplies for all TFHA staff members. Repair of equipment other than automation related supplies and equipment will be arranged for by the Clerk Typist.

Secretary to the Deputy Director/Legal Advisor (Ms. Colomba Chow)

Ms. Colomba Chow will provide secretarial support to the Deputy Director and to other Task Force staff as required. This support includes typing, filing and retrieving documents, panafaxing of documents, and Xeroxing. The Deputy Director's Secretary will manage the internal working files located in Room 3311, but will use the official files as the primary point of retrieval and filing of official TFHA documents. The Secretary to the Deputy is also responsible for coordinating the processing of Taxi Vouchers for Task Force staff. In the absence of the Systems Administrator, Ms. Chow is responsible for requisitioning automation related supplies, arranging for automation equipment repair, and operating and maintaining the TEMPEST automation equipment.

Travel Secretary (Ms. Kathy Thompson)

Ms. Kathy Thompson's primary responsibility is to serve as the Task Force System Administrator (see "System Administrator" procedures). Additional responsibilities include assisting the Executive Officer with the processing of general travel arrangements, including Travel Authorizations, Visa processing, Travel Amendments, Travel Advances, Travel Reservations, and Travel Vouchers for Task Force staff. Ms. Thompson may be called upon to perform secretarial duties for the Controller, or to relieve office typing priorities.

SUPPORT
System Administrator

The System Administrator, Ms. Kathy Thompson, is responsible for all system maintenance and document archival of the Task Force's Office Information System (OIS). Required service and repair of all office automation and equipment repairs should be reported to the System Administrator, who will initiate the service call. Additionally, the System Administrator is responsible for requisitioning, storing, and issuing computer equipment and supplies for use by Task Force Staff; maintaining an up-to-date inventory of equipment and supplies; assessing the nature of equipment failure and determining the need for vendor intervention.

All duties relating to the International Communications System (ICS), as well as assistance to TFHA staff in insuring that all hardware and software for telecommunications is in proper working order is the responsibility of the System Administrator. Documents to be transmitted via the ICS will be screened by the System Administrator to assure that (1) the document needs to be transmitted; (2) the document is in proper format; and (3) the document is not classified and that the appropriate clearances have been attached. Should the need arise, the System Administrator will convert documents from PC to OIS format, and on the DEST Optical Character Reader (OCR).

The System Administrator will also serve as the Information System Security Officer (ISSO) of the TEMPEST automation system that is used to produce classified materials, and operated in a manner that is consistent with the provisions of the AID/Washington Procedures for Processing Classified Material on TEMPEST Equipment. This includes providing new system operators with a security orientation; maintaining control over the removable hard disk and printer ribbon and assuring that they are stored in an appropriate security container; maintaining the authorized operator list; etc. Ms. Colomba Chow will serve as the Assistant Information System Security Officer (AISSO) to provide back up coverage during the ISSO's absence.

As required, the System Administrator will plan and present group or individualized training sessions for TFHA automation system users to introduce new, as well as troubleshooting, techniques, and to provide instruction on the system's operations, document conversion, and loading new software on the Office Information System.

SUPPORT
Communications and Records

Communications & Records Secretary (Billie Hall)

The C&R has responsibility for receipt, logging, copying and distributing and filing of ALL classified and non-classified incoming and outgoing mail and cables. Filing will be done on a daily basis. The retrieval of correspondence requests such as receipt of immediate cables in the A.I.D. Mail Room and the delivery of same will also be the C&R's responsibility. Additionally, the C&R has the final responsibility (e.g. quality control) for assuring that all outgoing cables are properly formatted, aligned, and spelled.

The C&R will maintain an automated log of all incoming correspondence, will assign correspondence action items to Task Force personnel, and will maintain a hardcopy printout of the log for reference by Task Force members. When action items are referred to TGFA staff, the C&R will indicate an intended filing subject matter in the top right hand corner. A Reading File of all Task Force correspondence will be assembled and maintained by the C&R.

Primary secretarial support to the Executive Officer, and other Task Force members will be provided by the C&R on an as needed basis. When typing priority conflicts arise, the C&R will advise the Director's Secretary. In the absence of the Secretary to the Director, the C&R will serve as Secretary to the Director.

SUPPORT
System Administrator

The System Administrator, Ms. Kathy Thompson, is responsible for all system maintenance and document archival of the Task Force's Office Information System (OIS). Additional responsibilities include assisting the Executive Officer with the processing of general travel arrangements, including Travel Authorizations, Visa processing, Travel Amendments, Travel Advances, Travel Reservations, and Travel Vouchers for Task Force staff. Ms. Thompson may be called upon to perform secretarial duties for the Controller, or to relieve office typing priorities.

Required service and repair of all office automation and equipment repairs should be reported to the System Administrator, who will initiate the service call. Additionally, the System Administrator is responsible for requisitioning, storing, and issuing computer equipment and supplies for use by Task Force Staff; maintaining an up-to-date inventory of equipment and supplies; assessing the nature of equipment failure and determining the need for vendor intervention.

All duties relating to the International Communications System (ICS), as well as assistance to TFHA staff in insuring that all hardware and software for telecommunications is in proper working order is the responsibility of the System Administrator. Documents to be transmitted via the ICS will be screened by the System Administrator to assure that (1) the document needs to be transmitted; (2) the document is in proper format; and (3) the document is not classified and that the appropriate clearances have been attached. Should the need arise, the System Administrator will convert documents from PC to OIS format, and on the DEST Optical Character Reader (OCR).

The System Administrator will also serve as the Information System Security Officer (ISSO) of the TEMPEST automation system that is used to produce classified materials, and operated in a manner that is consistent with the provisions of the AID/Washington Procedures for Processing Classified Material on TEMPEST Equipment. This includes providing new system operators with a security orientation; maintaining control over the removable hard disk and printer ribbon and assuring that they are stored in an appropriate security container; maintaining the authorized operator list; etc. Ms. Colomba Chow will serve as the Assistant Information System Security Officer (AISSO) to provide back up coverage during the ISSO's absence.

As required, the System Administrator will plan and present group or individualized training sessions for TFHA automation system users to introduce new, as well as troubleshooting, techniques, and to provide instruction on the system's operations, document conversion, and loading new software on the Office Information System.

SUPPORT
System Administrator

The System Administrator (To Be Assigned) is responsible for all system maintenance and document archival of the Task Force's Office Information System (OIS). Required service and repair of all office automation and equipment repairs should be reported to the System Administrator, who will initiate the service call. Additionally, the System Administrator is responsible for requisitioning, storing, and issuing computer equipment and supplies for use by Task Force Staff; maintaining an up-to-date inventory of equipment and supplies; assessing the nature of equipment failure and determining the need for vendor intervention.

All duties relating to the International Communications System (ICS), as well as assistance to TFHA staff in insuring that all hardware and software for telecommunications is in proper working order is the responsibility of the System Administrator. Documents to be transmitted via the ICS will be screened by the System Administrator to assure that (1) the document needs to be transmitted; (2) the document is in proper format; and (3) the document is not classified and that the appropriate clearances have been attached. Should the need arise, the System Administrator will convert documents from PC to OIS format, and on the DEST Optical Character Reader (OCR).

The System Administrator will also serve as the Information System Security Officer (ISSO) of the TEMPEST automation system that is used to produce classified materials, and operated in a manner that is consistent with the provisions of the AID/Washington Procedures for Processing Classified Material on TEMPEST Equipment. This includes providing new system operators with a security orientation; maintaining control over the removable hard disk and printer ribbon and assuring that they are stored in an appropriate security container, maintaining the authorized operator list; etc.

As required, the System Administrator will plan and present group or individualized training sessions for TFHA automation system users to introduce new, as well as troubleshooting, techniques, and to provide instruction on the system's operations, document conversion, and loading new software on the Office Information System.

42

SUPPORT
Executive Officer

The Executive Officer (EXO) for TFHA/Washington is Mr. Barnett Chessin. The EXO is responsible for the administrative and logistical support component of the AID/Washington Task Force. Mr. Bret Miller is the EXO in TFHA/Honduras.

It should be noted that M/SER/MO/RM is the Agency's contact point for all administrative support items except automation equipment, which is the responsibility of M/SER/IRM.

Equipment and Supplies

The EXO is responsible for guaranteeing that all offices assigned to the Task Force have the necessary support items to carry out their daily work chores. The EXO is also responsible for every piece of equipment, including automation equipment, that is located in Rooms 3214 and 3311. The EXO should be notified immediately if it has been determined that any items are damaged or missing from individual offices.

All office materials and supplies needed by the Task Force, along with all office equipment maintenance and repair, are the EXO's responsibility.

Work Environment

The EXO is responsible for the continuing improvement of the work environment and if individuals on the Task Force have a need for additional office support items, the EXO should be contacted. Suggestions and recommendations for the improvement of the offices will also be received by the EXO.

The EXO has responsibility for identifying the combinations to the office safes and cypher locks to enter the offices. The EXO will advise of any changes to the current systems.

SUPPORT
Executive Officer (Cont'd)

Travel Arrangements

The EXO is the primary point of contact for all staff travel arrangements, including Travel Authorizations, Visa processing, Travel Amendments, Travel Vouchers, Travel Advances, and Taxi Vouchers.

44

SYSTEM ADMINISTRATOR (Kathy Thompson)

The System Administrator is responsible for ADP system and equipment maintenance and TFHA document archival. Additionally, the Systems Administrator is responsible for requisitioning, storing, and issuing computer equipment and supplies; maintaining an up to date inventory of equipment and supplies; and assessing the nature of equipment failure and determining the need for vendor intervention.

All duties relating to the International Communications System (ICS), as well as assistance to TFHA staff in insuring that all hardware and software for telecommunications is in proper working order shall be the responsibility of the Systems Administrator. Documents to be transmitted via the ICS will be screened by her to assure that (1) the document is formatted properly; and (2) the document is not classified, and that proper clearances have been attached.

She also serves as the information system security officer (ISSO) of the TEMPEST automation system, used to produce classified documents in the Task Force. As such, she ensures that said equipment is operated in a manner consistent with A.I.D. procedures in this regard. This includes security orientation for new operators, maintaining control over the hard disk and printer ribbon, assuring storage in appropriate secure storage containers, and maintenance of the authorized operator list.

To the extent that such assistance is deemed necessary, the System Administrator also provides individual or group training/instruction sessions to keep other staff informed in regard to any system changes and/or software upgrades.

Ms. Thompson is responsible for assisting the Executive Officer with the processing of general travel arrangements, including: preparation of travel authorizations (TAs); processing visas; preparation of TA amendments and travel advances; arranging travel reservations; and preparing/processing travel vouchers after travel is completed.

Ms. Thompson may be called on to assist with secretarial duties for the TFHA Controller, and otherwise provide secretarial assistance for other officers in Room 3311 should it be necessary in order to meet office priorities.

SUPPORT
Legal

Mr. Robert Meighan has been designated Deputy Director and Legal Advisor for the Task Force. Mr. Meighan should be consulted on any matters that require a legal opinion, including legal opinions on statutory requirements that govern the Legislation pertaining to the Task Force operations.

Mr. Meighan will clear all Agreements that will be entered into between the United States Government and other cooperating countries, as well as all Project Implementation Order (PIO) procurements or authorizing memorandum for Purchase Orders (PO). He will also serve as the Task Force liaison with A.I.D.'s and other Agencies' Offices of General Counsel as appropriate.

SUPPORT
Private and Voluntary Organization (PVO) Liaison

Ms. Regina Coleman has been designated as PVO Liaison for the Task Force. The PVO Liaison establishes rules, and negotiates policies and criteria for Private Voluntary Organizations (PVOs), and International Relief Organizations (IRO) participation in the Children's Survival Assistance Programs (CSAP) that are associated with the Task Force. The PVO Liaison will also communicate with the participating PVO/IROs and relevant A.I.D. Bureaus to insure their understanding of the policies and criteria relative to CSAP.

The PVO Liaison will respond to ad hoc inquiries in writing or through personal meetings with top A.I.D management, Congress, and senior State officials. Responses prepared by other staff to inquiries from other agencies, the media, PVOs, and the general public, are to be reviewed by the PVO Liaison.

SUPPORT
Procurement and Contracting

Mr. Frances J. Moncada of the Office of Procurement will direct TFHA/Washington procurement of all necessary supplies in support of Task Force operations including quartermaster items, medical equipment and supplies, and other miscellaneous commodities as required. Additionally, he is responsible for directing TFHA/Washington contracting and grant activities for the range of services in support of Task Force operations that include medical care for children, neutral air delivery services, and other ancillary services as required.

Mr. Leo Pizarro has been detailed to TFHA/Honduras to direct locally procured food, livestock, and miscellaneous items.

SUPPORT
Public Affairs/Public Relations Liaison

Mr. Roger Noriega has been assigned to the Task Force to handle all press releases and inquiries, as well as other public relations matters pertaining to the Task Force. Accordingly, any inquiries from the news media should be referred to the P.R. Liaison on 647-0466. All press inquiries should go through the Public Affairs/Public Relations Liaison, or Tom Blank or Jerry Lipson in External Affairs (XA) on 647-4200. It is important to remember that the program is under close scrutiny by the press and that responses to press inquiries are extremely important.

On occasion, the State Department or White House Press Offices calls the Public Relations Liaison for urgent press guidance. In such cases, if he is not immediately available, it is important to ask what information is required and get the message to the Liaison immediately.

SUPPORT
Quartermaster/Yatama - Project Officer

Ms. Sharon Isralow is the Project Officer for the Yatama Indian Resistance Organization and for Quartermaster supplies coordination. The Project Officers' responsibilities include planning and implementing Resistance activities and budgets, along with the management of these actions carried out in TFHA/Washington. Additionally, the Project Officer will monitor the implementation of Resistance activities, budgets, and inventories in TFHA/Honduras.

The Project officer will discern the needs of the Resistance Forces such as clothing, medical supplies, and other economic assistance. The Project Officer will maintain close coordination with other TFHA staff whose responsibilities are related to this function. Additionally, the Project Officer will prepare status reports on the various TFHA activities, and help prepare material for briefing books.

SUPPORT
Secretarial

The following is the established office procedure for secretarial staff. In addition to the outlined procedure, each officer and secretary may develop procedures as necessary to ensure the smooth flow of work.

Executive Assistant to the Director (Ms. Vickie McBee)

Ms. Vickie McBee will provide secretarial support to the Director of the Task Force (Ted Morse). The Director's Secretary will resolve typing priority conflicts by utilizing available secretarial staff. The Director's Secretary will also maintain a leave schedule of all anticipated staff absences, serve as time and attendance (T&A) clerk, and assist the Executive Officer with personnel related matters.

Clerk Typist (Ms. Alma Coggs)

Ms. Alma Coggs' primary responsibility is to provide secretarial support to the Public Affairs Liaison, the Executive Officer, and the Procurement Representatives. To ease office conflicts, the Clerk Typist will also perform clerical duties (e.g. typing memos, cables, letters, and panafaxing and xeroxing documents) as assigned by the Director's Secretary, or other TFHA staff.

Secretary to the Deputy Director/Legal Advisor (Ms. Colomba Chow)

Ms. Colomba Chow will provide secretarial support to the Deputy Director and to other Task Force staff as required. This support includes typing, filing and retrieving documents, panafaxing of documents, and xeroxing. The Deputy Director's Secretary will manage the internal working files located in Room 3311, but will use the official files as the primary point of retrieval and filing of official TFHA documents. The Secretary to the Deputy is also responsible for coordinating the processing of Travel Vouchers and Taxi Vouchers for Task Force staff.

51

SUPPORT
System Administrator

The System Administrator, Ms. Kathy Thompson, is responsible for all system maintenance and document archival of the Task Force's Office Information System (OIS). Additional responsibilities include assisting the Executive Officer with the processing of general travel arrangements, including Travel Authorizations, Visa processing, Travel Amendments, Travel Advances, and Travel Reservations. Ms. Thompson may be called upon to perform secretarial duties for the Controller, or to relieve office typing priorities.

Required service and repair of all office automation and equipment repairs should be reported to the System Administrator, who will initiate the service call. Additionally, the System Administrator will requisition, store, and issue computer equipment and supplies for use by Task Force Staff; maintain an up-to-date inventory of equipment and supplies; assess the nature of equipment failure and determine the need for vendor intervention.

All duties relating to the International Communications System (ICS), as well as assistance to TFHA staff in insuring that all hardware and software for telecommunications is in proper working order will be carried out by the System Administrator. Documents to be transmitted via the ICS will be screened to assure that (1) the document needs to be transmitted; (2) the document is in proper format; and (3) the document is not classified and that the appropriate clearances have been attached. Should the need arise, the System Administrator will convert documents from PC to OIS format, and on the DEST Optical Character Reader (OCR).

The System Administrator will also serve as the Information System Security Officer (ISSO) of the TEMPEST automation system that is used to produce classified materials, and operated in a manner that is consistent with the provisions of the AID/Washington Procedures for Processing Classified Material on TEMPEST Equipment. This includes providing new system operators with a security orientation; maintaining control over the removable hard disk and printer ribbon and assuring that they are stored in an appropriate security container; maintaining the authorized operator list; etc. Ms. Billie Hall will serve as the Assistant Information System Security Officer (AISSO) to provide back up coverage during the ISSO's absence.

As required, the System Administrator will plan and present group or individualized training sessions for TFHA automation system users to introduce new, as well as troubleshooting, techniques, and to provide instruction on the system's operations, document conversion, and loading new software on the Office Information System.

ACCOUNTING

The Task Force on Humanitarian Assistance in Central America, Honduras (TFHA/H), is the official accounting station for the Task Force. Implementation of the authority for TFHA as delegated under P.L. 100-276 and Title 9 of the Department of Defense Appropriations Act of 1989, is currently maintained at the duty station in AID/Washington and Tegucigalpa, Honduras. Ms. Linda Tarpeh-Doe is the Controller for TFHA/W, and Mr. Keith Romwall is the Controller for TFHA/Honduras. Mr. Doug Robbins, Mission Controller, is the official in charge of the Honduras Accounting Station.

The following procedures outline the relationship and reporting between these stations.

Periodically, the TFHA Controller will request increase or provide specific authority for funding obligations under the following budget allowances:

Humanitarian Assistance	VRRA 8829549HG84 VRRA 8929549HG84
Transportation	VRRA 8829594KG84 VRRA 8929594KG84
Operating Expenses	COEA 8829594U000 COEA 8929594U000
Children's Survival Assistance Program	VRRX 8829594KG13 VRRX 8929594KG13
Verification Commission	VRRX 8829594KG52

Any other specific limitations or authorizations will be included in this Honduras issued cable.

-53

AUTOMATION
Description

The TFHA/Washington has been provided with automation equipment to meet their day-to-day automation needs by the Office of Information Resources Management (M/SER/IRM). Automation equipment for use by all Task Force members is located in Rooms 3214 and 3311.

The equipment consists of four OIS-4230 workstations, one LCS-15 OIS Word Processing Laser printer, one DW-OS60 printer, one 6581W printer with tractor feeder, and six Wang personal computers (four Model 280s and two Model 380s) with printers. Two of the six Wang PCs are equipped with color monitors. Additionally, the Task Force has a TEMPEST-approved microcomputer and printer. Each personal computer has IWP, LOTUS 1-2-3, and dBASE III Plus software installed. The OIS workstations and printers are cabled to PRE Bureau's OIS-140 system; the TEMPEST equipment is a stand alone unit. The DW-OS60 daisy printer (printer #26) is located in Room 3214; the LCS-15 laser printer (printer #27) is located in Room 3311. A 6581W printer (printer #23) with tractor feeder, is located in Room 3214A and should be reserved for printing of cables. A high speed Model 5573 Band printer for use by the TFHA Controller is located in Room 3214A.

TFHA/Honduras automation equipment is located in TFHA Embassy and Annex offices. Equipment consists of five OIS-4230 workstations, one DW-OS60 printer, one Model 5573 Band printer, six Wang personal computers (one Model 380; five Model 280s), with matrix printers, two NEC laptop computers with internal modem and one matrix printer. Each PC has IWP, LOTUS 1-2-3, and dBASE III Plus software installed.

AUTOMATION
OIS System Library Assignments

The following Office Information System (OIS) document creation Libraries have been assigned to the Task Force and its members:

LIBRARY "A" - FRONT OFFICE (Suite 3214 Staff)
LIBRARY "B" - FIELD OPERATIONS (Suite 3311 Staff)
LIBRARY "C" - CONTROLLER
LIBRARY "D" - THE EXTERNAL AFFAIRS OFFICER

Please use these Libraries as assigned for ease in locating documents. If you have need for your own Library one can be assigned for your exclusive use by contacting the Task Force System Administrator Ms. Kathy Thompson, or in the System Administrator's absence, Ms. Roberta Moore, M/SER/IRM, Phone: 875-1796.

55

AUTOMATION
Computer Buzz Words

APPLICATIONS SOFTWARE: Programs that are written to meet the special needs of computer users, such as payroll or accounts receivable programs created for business usage.

ARTIFICIAL INTELLIGENCE: The imitation of intelligent human behavior using nonhuman means such as computers.

ASCII: American Standard Code for Information Interchange. The internationally accepted numeric code used to convert letters, numbers and other symbols into numeric values that the computer can understand. For example, when a is typed on the keyboard it is converted to the binary number 00100001.

BASIC: Beginner's All-purpose Symbolic Instruction Code. The most popular high-level programming language used by microcomputer novices.

BINARY NUMBER: A numeric system that uses only two digits, 0 and 1, to express all numeric values.

BIT: The smallest unit of information that the computer recognizes; a bit is represented by the presence or absence of an electronic pulse, 0 or 1.

BUG: A problem that causes a program or computer to perform incorrectly or not at all.

BYTE: A byte is to a bit as a word is to a letter. Usually, one byte is eight bits long or one character.

CHIP: A thin silicon wafer on which electronic components are deposited in the form of integrated circuits. Technologically, the key to the microelectronic revolution in computers.

CPU: Central Processing Unit. The control "brain" of the computer where all parts of the computer system are linked together and where the calculations and manipulation of data take place.

CRT: Cathode Ray Tube. A video device resembling a television tube but having greater resolution. The CRT displays text as you enter it at the keyboard and as you recall it from storage.

AUTOMATION
Computer Buzz Words (Cont'd)

CURSOR: A lightened square or line on the screen which indicates your position on screen.

DAISY WHEEL PRINTER: The print characters on this letter-quality printer are positioned on a rotating plastic disk with radial arms or petals.

DATA BASE: A collection of interrelated data that is organized for ease of update and retrieval. For example, a personnel data base would include information such as employee names and Social Security numbers.

DIRECTORY: The part of a disk that contains the names of files on the disk and the number of the sector containing each file's first record.

DIRECTORY PATH: A name of a directory or a series of directories, separated by slashes and optionally preceded by a drive designation that tells the computer how to access a file in a multilevel structure.

DISK: A flat magnetic disk on which programs and data may be stored and retrieved quickly. Disks offer the speed advantage of random access (as opposed to tapes which permit sequential access only).

DOCUMENTATION: The printed material accompanying a program that describes what the program does and how to use it.

DOT-MATRIX PRINTER: A printer that forms characters as patterns of dots.

END-USERS: People who produce and use the information generated by computers; knowledge-workers or information processors.

FILE: A collection of related records, e.g., an inventory file.

FLOPPY DISKS OR DISKETTES: Small magnetic storage devices about the size of a 45 rpm record. Their name comes from the fact that they are flexible. They are permanently encased in a cover to protect their surfaces.

AUTOMATION
Computer Buzz Words (Cont'd)

HARDWARE: The actual pieces of equipment such as terminals, printers, mainframe computers, etc., as opposed to the software.

K: In computerese, an abbreviation for 1,024 bytes of memory; thus a computer with 64 K has 65,536 bytes of memory.

MEMORY: The section of the computer where instructions and data are stored, usually on silicon chips within the body of the computer. Some of the memory chips contain information which is permanently held there and which can only be "read" and not erased when the computer is turned off ("non-volatile" or "read-only memory"). Other chips represent the working memory of the computer where information can be stored temporarily when a program is running and which is lost when the computer is switched off ("volatile" or "random access memory"). The computer's capacity at any one time for handling information is limited. Consequently, there is a need to have "back-up" memory outside the computer; this is achieved by storing information on magnetic disks or tape.

MODEM: A telephone hookup device that converts computer signals so that they can be sent over telephone lines. This allows microcomputers to communicate with larger systems, such as time-sharing networks.

MOUSE: A device designed to manipulate the 'CURSOR' and issue commands without having to use a keyboard.

MS-DOS: The disk operating system designed and sold by MicroSoft Corporation. MS-DOS is used by IBM PCs and IBM-PC-look-alike microcomputers.

OPERATING SYSTEM (O/S): The traffic cop of the computer. A series of programs - generally provided by the computer manufacturer as part of the computer system - that controls the physical operation of the computer, such as printing and accepting input from the keyboard. UNIX and MS-DOS are two kinds of operating systems.

RAM: Random Access Memory. Memory into which information can be put (written) or from which it can be accessed (read). This is the working memory of the computer into which applications programs can be loaded from outside and then run.

AUTOMATION
Computer Buzz Words (Cont'd)

ROM: Read Only Memory. A memory circuit in which the information stored is "built into" the chip when it is made and which cannot be altered by the user.

SOFTWARE: A general term for computer programs.

UNIX: An up-and-coming operating system for microcomputers which was developed by Bell Laboratories.

WINCHESTER DRIVE: A disk drive that can be installed in the electronics unit of the Wang Professional Computer providing 10 MB of storage.

WORD PROCESSING: A procedure that enables a user to create text, edit it and otherwise manipulate it electronically.

AUTOMATION
WANG Basic Instructions

Function Keys

KEY	SYMBOL	DESCRIPTION
RETURN:		Returns the 'CURSOR' to the left margin.
TAB:		Indents only the first sentence of a paragraph.
INDENT:		Enables you to have entire paragraphs of information indented to any 'TAB' setting in the format line.
PAGE:		Separates text into pages.
CENTER:		Automatically centers text on the page.
DEC TAB:		Automatically aligns columns of numbers on the decimal (or last character if there is no decimal), using 'TABS' set in the format line.
FORMAT:		Alters the physical structure of the document.
MERGE:		The symbol for a variable in a pattern document (To be used when doing form letters, etc.)
NOTE:		Anything typed between two of these symbols will appear on the screen, but not in the printed document (unless you select "WITH NOTES" in the Print Menu). The 'NOTE' can also be used to mark a place in a document by typing 'COMMAND' and 'NOTE'. You may then continue on with a document. To return to that marked spot you type 'GO TO PAGE' and 'NOTE'. You can only have one 'NOTE' marked in your document. This marked spot is lost if the document is paginated, repaginated or if you cancel out of a document.
STOP:		A 'STOP' code causes the printer to stop where indicated in the document. Usually this is used to allow you to remove the original of a document, while leaving the carbons in the printer to print the drafting information and clearances. NOTE: If you are sending your document to the LCS-15 Laser Printer, the 'STOP' code serves a different function. It will print a different or secondary Font.

AUTOMATION
WANG Basic Instructions (Cont'd)

Action Keys

KEY	DESCRIPTION
SEARCH:	Allows you to let the machine look for a particular string of characters in a document. It will automatically take you to the first instance of the character string; if that is not the one you want you may 'EXECUTE' and this will take you to the next instance, etc.
SHIFT & SEARCH:	When you hold down the 'SHIFT' and press 'SEARCH' the machine is instructed to go to the top of the first page (from anywhere in the document) and to search for a particular string of characters.
REPLACE:	Allows you to replace one string of characters with another string of characters. Position your 'CURSOR' where the string of characters is that you would like replacement to begin and then press 'REPLACE'. The system will prompt "Replace What?" and you then "highlight" (by using the 'CURSOR' keys) the string of characters you would like replaced and 'EXECUTE'. You will next receive the prompt "Replace It With?". Type what you want the word replaced by and 'EXECUTE'. The system will then prompt "Rearranging" and revert to normal when finished.
SHIFT & REPLACE:	Allows you to replace one string of characters throughout an entire document. The system will follow the same replace sequence as above except that after it has prompted "Rearranging", it will prompt "Find Next One?" If you wish to <u>selectively</u> (you decide on each instance) replace this string of characters you can press 'SEARCH' until it reaches the next set you would like replaced and then press 'REPLACE'. You will continue to be prompted "Find Next One", and can continue as long as you like, or 'CANCEL' the operation. If you are sure that you want a particular string replaced <u>throughout</u> the document you may just press 'SHIFT' and 'REPLACE' again. NOTE: Care should be used in selecting this function since it is easy to make mistakes. (See also SUPERGLOBAL REPLACE in the WANG Advanced Functions section of this Manual.)

AUTOMATION
WANG Basic Instructions (Cont'd)

KEY	DESCRIPTION
COPY:	Allows you to copy as much or as little of a document to anywhere else in the same document. Position your 'CURSOR' where the text you would like copied begins. Then press 'COPY' and the system will prompt you "Copy What?". "Highlight" the amount of text needed and 'EXECUTE'. The system will prompt "To Where?". Move the 'CURSOR' (as you normally do within a document) to the point you would like the text copied to and press 'EXECUTE'.
SHIFT & COPY (SUPERCOPY):	Allows you to copy as much or as little of the text as you want from another document and put it into your own document. This function leaves your original document completely intact. Position your 'CURSOR' where you would like the text (from the other document) to appear. Hold down the 'SHIFT' key and press 'COPY'. The system will prompt "Document: ___". Type in the document ID Number of the document you wish to copy FROM. Once you have done that, the system will immediately take you into that document at position one of page one. The system will prompt "From Where?". Position the 'CURSOR' directly under the first character you wish to have copied and press the 'EXECUTE' key. The system will then prompt "Copy What?". "Highlight" the amount of text you want copied and press the 'EXECUTE' key again. The system will prompt "Rearranging", and you will revert to your document when the copy process has been completed. If you want the 'FORMAT' copied as well as the text, you must position your 'CURSOR' at the first character under the "Format Line". Then hold down the 'SHIFT' and press 'COPY'. Type the ID of the document you wish to copy FROM, and when the system prompts "From Where?" press 'EXECUTE'. The system will prompt "Copy What?", and you should then press the 'FORMAT' key. The system will BEEP and flash "Format Copied" in the upper right hand corner of the screen. (You can only see the "Format Copied" if you are watching for it--it happens very quickly.) "Highlight" the amount of text you want copied and press the 'EXECUTE' key to finish.

AUTOMATION
WANG Basic Instructions (Cont'd)

KEY	DESCRIPTION
MOVE & SUPERMOVE:	These work on the same principal as "COPY" and "SUPERCOPY". The major difference is that they actually remove the text from one place/document, and put it in another.
COMMAND:	This is used in combination with other keys to perform special formating functions.
SORT:	Allows you to sort columns of information in ascending (A-Z, 1-9) or descending order (Z-A, 9-1). An "ASCENDING SORT" is achieved by pressing 'COMMAND' & 'MERGE' and when the system prompts "Sort?", press 'EXECUTE'. A "DESCENDING SORT" is done by pressing the 'COMMAND' key and then holding down the 'SHIFT' and 'MERGE' keys. The system will again prompt "Sort?" and you 'EXECUTE'. You must remember to have all columns separated by 'TABS', 'INDENTS' or 'DEC TABS' and ending on 'RETURNS'; and you must isolate the area to be sorted (even from the headings), either by placing it on a separate page, or by moving it to the "WORK PAGE" to be sorted. 'SORT' functions do not go through page breaks or format lines.
↑ Shift (F14) — **SUPER ( ) &** — F14 ↓ **SUB-SCRIPT ( ):**	These keys are used to raise or lower the text (usually for a footnote) by one-quarter of a line. If you raise the text you must remember to lower the text again when finished. If you fail to do this before sending the document to print, the print request will cancel automatically and issue the message "Illegal Script."
↑ Shift (F14) underline — **BOLD FACE:**	Accomplished by typing a 'SUPERSCRIPT'( ) and then using the 'BACKSPACE' to backup and UNDERLINE it (_). When using this you must have a symbol at each end of the text to be printed bold; the first turns on the function; the second turns off the function. This function does not carry over page breaks.
↓ underline ← **DOUBLE UNDERLINE:**	Accomplished by typing a 'SUBSCRIPT'( ) and then 'BACKSPACING' to underline the text (characters) you wish double under- lined (i.e. $2,170 will appear on the screen). This function cancels when the text is no longer underlined or a return is met.

AUTOMATION
WANG Basic Instructions (Cont'd)

KEY	DESCRIPTION
GO TO PAGE:	Used in combination with other keys to move more quickly within a document, or to move to special function pages. 'GO TO PAGE' and 'EXECUTE' moves you to position one on page one. 'GO TO PAGE' and the 'UP' ("North") 'CURSOR' arrow moves you to the top of the page you are currently on; 'GO TO PAGE' and the 'DOWN' ("South") 'CURSOR' arrow moves you to the bottom of the page you are currently on; 'GO TO PAGE' and the 'RIGHT' ("East") 'CURSOR' arrow moves you to the last position to the right of the line you are currently on; 'GO TO PAGE' and the 'LEFT' ("West") 'CURSOR' arrow moves you to the first position to the left of the line you are currently on; 'GO TO PAGE' and 'NEXT SCREEN' moves you to the top of the next page; 'GO TO PAGE' and 'PREVIOUS SCREEN' moves you to the top of the previous page; 'GO TO PAGE' and '3' and the 'DOWN' ("South") 'CURSOR' arrow moves you to the bottom of page 3. You can use this function in just about any combination.
HEADER PAGE:	Automatic page numbering at the top of each page is generated if a header page is created. To enter the Header Page, press 'GO TO PAGE' and type "H". For automatic page numbers press 'INSERT' and 'CENTER' and type "- # -" (dashes are optional), enter <u>three</u> 'RETURNS' and 'EXECUTE'. The system is already set to start the page numbering only on Page 2. You may type anything you want to appear at the top of each page of the document on this page. To return to your document, press 'GO TO PAGE' and "1" and 'EXECUTE'.
FOOTER PAGE:	Automatic page numbering at the bottom of each page is generated if a footer page is created. To enter the Footer Page, press 'GO TO PAGE' and type "F". For automatic page numbers press 'INSERT', enter <u>one</u> 'RETURN', 'CENTER' and type "- # -" (dashes are optional), and 'EXECUTE'. The system is already set to start the page numbering only on Page 2. You may type anything you want to appear at the bottom of each page of the document on this page. To return to your document, press 'GO TO PAGE' and "1" and 'EXECUTE'.
WORK PAGE:	Used as a storage page for text you are not sure you want deleted permanently from you document. To enter the Work Page, enter 'GO TO PAGE' and type "W". Page "W" is excellent for sorting charts not contained in the body of a Memo.

AUTOMATION
WANG Basic Instructions (Cont'd)

KEY	DESCRIPTION
PRIMARY FORMAT LINE:	To change the position of 'TABS' or to lengthen the right margin of a document, position your 'CURSOR' at the top of the page and enter the Format Line by pressing 'SHIFT' and 'FORMAT'. Space through the existing 'TABS' (by using the 'SPACEBAR'); set different 'TABS' (by positioning the 'CURSOR' in the desired place and pressing the 'TAB' key); stretch the right margin by holding down the 'SPACEBAR' until it reaches the desired width and press 'RETURN'. When the Format Line is set the way you want you must 'EXECUTE'. NOTE: The maximum length for the right margin is 132 in 10 Pitch type and 158 in 12 Pitch type. To use 15 Pitch you must have a Print Wheel, and you must use Dual Column Print to stretch the margin to 210 (the WANG screens will not go past 158--this is usually more trouble than it is worth.)
ADDITIONAL FORMAT LINE:	Used when you have a chart within a document that requires different 'TAB' settings. You should first type the text needing the primary Format, and when you reach the point of the text needing a different Format, press the 'FORMAT' key and alter the Format line as explained above. You may also add a Format line in text that has already been typed by positioning the 'CURSOR' where you want the new Format and pressing 'FORMAT', and altering as explained as above.
PAGINATION:	To paginate (or repaginate), place the 'CURSOR' at position one of page one and press 'COMMAND' and the 'PAGE' keys. The system will prompt "Page Length: ". Fill in the length of the page you wish (the standard length is "50" lines per page, and 'EXECUTE'. The system will then move you to line fifty and prompt "Insert Page Break?". This gives you the option of 'EXECUTING' (if that position is fine), or using the 'CURSOR' key to change the position and then 'EXECUTE'. This will be continued until the entire document has been paginated.

AUTOMATION
WANG Basic Instructions (Cont'd)

KEY	DESCRIPTION
COLUMN DELETE:	Deletes any column of characters (alpha or numeric), including 'SPACES', 'TABS', etc., but will not delete 'RETURNS'. To use this function, position the 'CURSOR' in the top left position of the column you wish deleted, press 'COMMAND' and 'DELETE'. Use the 'CURSOR' to "highlight" what you want deleted, and 'EXECUTE'. NOTE: The Column Delete will not go past Format lines or page breaks.
COLUMN MOVE:	To rearrange the columns in an existing chart, position the 'CURSOR' in the top left position of the column you wish moved, press 'COMMAND' and 'MOVE'. Use the 'CURSOR' to "highlight" what you want moved and 'EXECUTE'. The system will prompt "To Where?". Move the 'CURSOR' to the left or right (the system will not allow you to move up or down), and position it just past he column you wish this column to follow. NOTE: The Column Move will not go past Format lines or page breaks.
HYPHENATION:	Position the 'CURSOR' at the top of page one and press the 'COMMAND' key and then the '-' (hyphen) key. The system will prompt "Zone Length: ". Standard Zone Lengths are 4 or 5.) After you have filled in the number, 'EXECUTE' and the system will take you to the first word to be hyphenated. The system will "highlight" the portion of the word that will fit on the previous line and allow you to move the 'CURSOR' left or right to position it where you want the hyphen placed. Once you have done this, 'EXECUTE' and the system will place the hyphen and move to the next word to be hyphenated. If you do not want to hyphenate the word, press the 'SEARCH' key. The system will continue to search and prompt throughout the document.
REQUIRED PAGE BREAK:	Permits a page to end where indicated, no matter how short the page may be. Place the 'CURSOR' at the position where the page is to end and press the 'CENTER' and 'PAGE' keys.

AUTOMATION
WANG Basic Instructions (Cont'd)

KEY	DESCRIPTION
REQUIRED SPACE:	The indicator tells the system that you always want two particular words to stay together on a line (e.g., first and last names, days/months/years, titles, etc.). This is done by pressing 'COMMAND' and 'SPACE'. A backward slash will appear on the screen, which will not appear in print unless you are using the Cable Print Wheel, in which case it represents the "YY" symbols at the bottom of a Cable.
AUTOSCORE (Automatic Under-lining):	Used when you want the system to underline as you type. Press 'COMMAND', and hold down the 'SHIFT' key while pressing the 'UNDERLINE' key. When you want to leave the Autoscore mode, place the 'SHIFT LOCK' on hold and press down the 'UNDERLINE' key until the underscore has been removed from the desired amount of text.

AUTOMATION
WANG Advanced Functions

Document Marking

The Document Marking function permits operators to invisibly mark a specific location in a document so that they may easily and quickly return to that point for a subsequent editing operation. Only one point at a time can be marked in a document. Each subsequent marking supersedes the previous marking. The mark is permanently lost when the operator returns to the Main Menu.

To mark a location, press the 'COMMAND' and 'NOTE' keys. To return to the marked location, press 'GO TO PAGE' and 'NOTE' keys.

Document Merge

Document Merge utilizes a primary and secondary document to produce a final output document of up to 120 pages in length. The primary document contains permanent information, and the secondary document contains variable information.

Preparing Primary and Secondary Documents

Prepare the primary document by entering one 'MERGE' symbol for each variable entry. Enter punctuation marks, spaces, and returns that precede or follow the variable information into the primary document. Enter all the formating instructions and necessary page breaks for the final output document.

Prepare the secondary document by entering a 'MERGE' after each variable entry. Each variable entry contains only the punctuation marks, spaces and returns that are needed within the entry. There should be no punctuation or spacing between a variable entry and a MERGE symbol, since these characters should be contained in the primary document. Between sets of variables, enter a 'DON'T MERGE' symbol by holding down 'SHIFT' and pressing 'MERGE'.

The last line should not end with a 'SPACE' or a 'RETURN' and should not have a 'DON'T MERGE'.

AUTOMATION
WANG Advanced Functions (Cont'd)

Merging the Primary and Secondary Documents

From the Advanced Functions Menu select "Document Merge" and press 'EXECUTE'. Enter the Document IDs for the primary and secondary documents. Press 'BACKSPACE' to erase any incorrectly typed character. Press 'RETURN' to move from the "Primary" to the "Secondary" field.

If only one set of variables will be merged, use the 'SPACEBAR' to select "First Set of Merge Variables." If all the variables will be merged, select "Total Merge of Documents".

Press 'RETURN' to move to the next field and enter the ID of the document to be created, or enter "nextA" to use the next available document ID in the specified library.

When all the information has been entered, press 'EXECUTE' to begin "Document Merge". The document IDs entered are validated for availability and proper format.

While the system is merging the two documents, the screen displays the message "(In progress)". When the documents have been successfully merged, the system displays the message "Completed."

NOTE: If the operator presses 'CANCEL' before the function is completed, the message "Merge terminated by operator" is displayed. The output document contains the merged information that was completed when 'CANCEL' was pressed. When 120 pages have been created, the message "Output document _____ has reached maximum size/Merge terminated" is displayed. If this message appears, edit the primary and/or secondary documents to shorten the length of the output document.

Editing and Printing the Output Document

The output document contains the merged text from the primary and secondary documents. The merge function completes the "Document Summary" of the output document, and the document itself is edited, stored, and printed in the same manner as any other word processing document.

AUTOMATION
WANG Advanced Functions (Cont'd)

Double Underscore

Text to be double underscored is preceded by an underscored subscript (_) and the text is underscored. (Note: Word processing Systems must use a print wheel that has the double underscore character on it.)

Dual Column Printing

The Dual Column Print feature allows the operator to print such documents as mailing lists, address files, or telephone lists in two columns.

To print a document in two columns using one document, type one column of text on each page. The format line is the width of one column.

To print in two columns, select "Dual Column Print" from the Special Print Functions Menu, enter one or two document ID's and complete the Print Document Menu.

To determine the left margin for the right-hand column, use the following formula:

```
    Left margin for left-hand column
+   Line length of the left-hand column
+   Desired space between columns
=   Left margin for the right-hand column
```

To create a stand-alone page within a dual column document when using one document, press 'SHIFT' and 'MERGE', and then 'RETURN' at the top of the stand-alone page.

To create a stand-alone page within a dual column document when using two documents, press 'MERGE' and 'RETURN' at the bottom of the right-hand column page that precedes the stand-alone page. Then, end the stand-alone page by pressing 'MERGE' and 'RETURN'.

Header and Footer pages need two format lines. To center the Header or Footer, the first format line should have a line length equal to the total of both columns, including the spaces between the columns. 'INSERT' the text and press 'EXECUTE'. Create a second format line. Don't be concerned with revising it. (See HEADERS/FOOTERS in the Wang Basic Instructions section of this Manual.)

AUTOMATION
WANG Advanced Functions (Cont'd)

To achieve alternating Headers and Footers, simply create two format lines with a right margin equal to the line width of each column. (Not total of both columns.)

Duplicating Diskettes

Select "Utilities" from the Word Processing Menu. Select "Duplicate Disk", mount the diskette you wish to duplicate (the original diskette) in the diskette drive and close the door.

Press 'EXECUTE' to begin copying the text from the original diskette into the system memory. When the system finishes reading the original diskette into memory, remove it and mount the new diskette. Press 'EXECUTE' to begin the duplication. The system displays the message "Writing Copy Diskette". When the duplication is complete, press 'EXECUTE' to make another copy or 'CANCEL' to stop or to duplicate a different diskette.

Password Protection

Any Word Processing Document (including Glossaries) can be password protected. Password protecting prevents unauthorized access to or reproduction of sensitive material (classified material should not be produced on equipment other than the TEMPEST machine). It also prevents the intentional or inadvertent modification and/or deletion of important information.

A password may be up to 6 characters in length and may be comprised of any combination of upper and/or lower case keyboard characters.

To password protect documents individually press the 'COMMAND' and '&' (ampersand) keys. The prompt "Enter Password" will appear. Type the password and 'EXECUTE'.

To remove a password, press 'COMMAND' and '&' (ampersand) keys. The prompt "Enter Password" will appear. 'EXECUTE' without typing any new characters.

AUTOMATION
WANG Advanced Functions (Cont'd)

Password Protection (Cont'd)

To password protect documents en masse press the 'COMMAND' and '*' (asterisk) keys on the Word Processing Menu. Type the password and 'EXECUTE'. To take the workstation out of the secure mode follow the same procedure but 'EXECUTE' without typing any new characters.

NOTE: This does not remove the password from any document created while the Workstation was in the secure mode. This can only be accomplished in each individual document.

To edit Password Protected documents, select "Edit Old Document" and press 'EXECUTE'. The system responds with "Password Protected". Press 'COMMAND' and '*' (asterisk), enter the password of the document, and 'EXECUTE'.

If the password entered is not correct, the system responds with "Password Accepted", however it does not allow you to access your document. Enter the correct password and press 'EXECUTE'.

Within the document, remove the password from the workstation immediately by pressing 'COMMAND' and '*' (asterisk). This prevents any additional documents created on the workstation from becoming password protected with YOUR password.

Printing Documents

To print a document select "Print Document" from the Word Processing Menu, 'EXECUTE', and enter the document ID. Press 'EXECUTE' and change the Print Document Menu as desired and press 'EXECUTE'.

To move to a different field on the Print Menu press 'RETURN' to move the cursor forward and 'BACKSPACE' to move the 'CURSOR' backward. To change an entry field strike over the existing setting with the desired number. To change a selection field press the 'SPACEBAR' to move the acceptance block forward.

Recovering Documents

The Recover Document utility recovers a damaged document from the system or from an archive diskette. This utility requires a 48K or larger workstation.

AUTOMATION
WANG Advanced Functions (Cont'd)

System Recovery

Select "Utilities" from the Word Processing Menu and press 'EXECUTE'. Select "Recover Document" form the Utilities Menu and press 'EXECUTE'. The acceptance block should be positioned at "Recover document from: System." Press 'EXECUTE'.

The acceptance block is now positioned at Document File. Press 'EXECUTE' to select this option. Enter the ID number of the document to be recovered and press 'EXECUTE'. The message "Recovering" is displayed at the top of the screen.

When the recovery is complete, the prompt "First Recovery Successful/Press 'EXECUTE' To Perform Additional Recovery" is displayed.

When the "Document File" option is selected, the first recovery performed is Quick Recovery. During "Quick Recovery", the system searches the document for damage. If damage is minimal, the system will recover the document. To insure that recovery is complete, press 'EXECUTE' to perform a "Full Recovery".

During Full Recovery, the system finds any text belonging to this document and places it on the Work Page. The utility might also find text that does not belong to this document and place that text on the Work Page. After recovery, the Work Page should be edited and text related to the document moved to the correct page. To run Full Recovery, after the prompt "First Recovery Successful", press 'EXECUTE'. The prompt "Recovering" is displayed at the top of the screen. When the recovery is complete, press 'CANCEL' until the Word Processing Menu is displayed.

Diskette Recovery

Select "Utilities" from the Word Processing Menu and press 'EXECUTE'. Select "Recover Document" from the Utilities Menu and press 'EXECUTE'. The acceptance block should be positioned at "Recover Document From: Archive Disk." Press 'EXECUTE'.

Two sets of choices are displayed. The first choice is between the Central Drive and the Local Archiver. The Central Drive is the floppy disk drive located on the front of the system master. The Local Archiver is a workstation with local archiving capability separate from the system master. Select the appropriate choice and press 'RETURN'.

AUTOMATION
WANG Advanced Functions (Cont'd)

Diskette Recovery (Cont'd)

Select "Single Document Retrieval" or "Multiple Document Retrieval" and press 'EXECUTE'. Put the Archive Disk in the Drive and press 'EXECUTE' to mount the diskette.

If "Single Document" was selected, enter the ID of the document to be retrieved and press 'EXECUTE'. If "Multiple Document" was selected, the prompt "The Following Documents Have Been Found on the Disk, Press 'EXECUTE' to Search for Additional Documents" is displayed, along with a list of the IDs of the documents found on the diskette.

When the desired document selections for retrieval have been made, press 'EXECUTE'. As the system attempts to retrieve each document it displays a series of messages. The first message displayed is "Retrieving Document____", followed by Recovering Document____", The final message "Document____ successfully retrieved," is displayed only after the last document has been recovered.

If all the documents to be retrieved are in the list, press 'CANCEL'. If all the documents are not on the list, press 'EXECUTE'. The system rebuilds the Volume Table of Contents (VTOC). When the final version of the VTOC has been created, a list of all the document IDs on the diskette is displayed. Some of the IDs are displayed twice, indicating that those documents have been archived more than once. Selecting any ID listed more than once causes the most recent version of the document to be retrieved.

If the message "Disk is Physically Damaged, Copy Disk and Try Again" is displayed, perform the Duplicate Disk utility, then try the Recover Document utility again.

When the documents are recovered, the diskette can be dismounted. Press 'CANCEL' twice to return to the Word Processing Menu.

How to Clear Documents "In Use"

If you receive this prompt, the first thing to check is whether your document is currently printing (or has been sent to print). To check this, use the 'SPACEBAR' to move to the "Document Index" (from the Word Processing Menu) and pressing 'EXECUTE'. You then 'SPACEBAR' to "Printers" and press 'EXECUTE,' to receive a listing of all documents printing on your volume. If your document is listed there you must cancel it.

AUTOMATION
WANG Advanced Functions (Cont'd)

How to Clear Documents "In Use" (Cont'd)

To cancel a document, 'SPACEBAR' to "Special Print Functions" (on the Word Processing Menu) and press 'EXECUTE.' The first menu pick is "Cancel a Print Request," select and 'EXECUTE'. The system will then ask you to "Enter Document ID_____". Type in the document number and 'EXECUTE'. When the "Device Number" prompt is received, enter the printer number, and 'EXECUTE.' Once you have done this the system will display your document name in the lower left corner of the screen for confirmation and prompt you to 'EXECUTE' (if it is the correct document) or 'CANCEL' (if it is the wrong document). If you 'EXECUTE' the system will cancel the document and put you back at the "Cancel Print Request" Menu. 'CANCEL' until you get back to the main Word Processing Menu.

If your document was not in the print queue, you should go directly to "Utilities" and then 'EXECUTE.' "Clear In Use" is the second pick on the Menu. Use the 'SPACEBAR' to move to it and 'EXECUTE.' The system will then ask "Please Enter Document ID_____." Type in the ID and press 'EXECUTE.' The following are responses from the system:

> "WARNING: This document may be a secondary document queued to print or may be queued to telecommunications. 'EXECUTE' to Accept; 'CANCEL' to Decline." (At this point 'EXECUTE,' after the system has cleared your document. You may 'CANCEL' back to the main Word Processing Menu.)
>
> "Document is Queued to Print"
>
> "Document is not in Use"

If you are sure your document is not queued to print and not in use, but you still can't get into your document notify your System Administrator, Kathy Thompson, or call Bobbie Moore on 875-1796.

Super Global Replace

Super Global Replace performs repetitive search and replace operations to change a word, several words, or a string of characters within a document (up to 120 pages) in a fraction of time of the other 'REPLACE' functions mentioned in the WANG Basic Instructions of this Manual. The document to be searched is in the input document. It remains unchanged while the system creates an output document that contains all the replacement words specified by the operator. NOTE: Care should be used with the selection of this function since it is easy to make mistakes.

AUTOMATION
WANG Advanced Functions (Cont'd)

Super Global Replace (Cont'd)

EXAMPLE: Have the system replace aid with A.I.D. in the following sentence. "The consultant called to see if aid could make sure he would be paid on time." If you are not careful you will wind up with "The consultant called to see if A.I.D. could make sure he would be pA.I.D. on time." The advantage of this function is that it creates a new document with the Super Global change in it, and leaves your original document intact. The disadvantage is that you must 'CANCEL' out of your document and use "Advanced Functions". This takes a little time and you cannot watch the system replace anything (thus removing your option to hit 'CANCEL' if you spot a mistake).

To prepare the Input Document:

1. Select "Super Global Replace" from "Advanced Functions" and press 'EXECUTE'.

2. Enter IDs for input and output document. Press 'RETURN'.

   NOTE: The 'RETURN' key to moves 'CURSOR' forward to the next field or the 'TAB' key to move the 'CURSOR' to a previous field.

3. If the page range on which Super Global Replace will be used is not the entire document, enter the specific page numbers to be searched and replaced. Press 'RETURN'.

4. Use the 'SPACEBAR' to select the desired "Search For" field. This field allows the user to search for either words of characters in the input document. Press 'RETURN'.

5. Select the desired "Replace On" field. "Any Match" causes Super Global Replace to search for any occurrence of a character, word, or phrases in the input document, regardless of capitalization. "Exact Match" causes Super Global Replace to search only for the exact capitalization form of the character, word, or phrase specified to be replaced. Press 'RETURN'.

6. Select the desired "Produced Occurrence List" field. If "YES" is selected, the Occurrence List will appear on the last page of the output document. Press 'EXECUTE'.

AUTOMATION
WANG Advanced Functions (Cont'd)

Selecting Characters or Words for Replacement

1. Select "Any" or "Exact". To change the match condition for an individual line entry, press the 'SPACEBAR'. After selection has been made, press 'RETURN' to move 'CURSOR' to the next field.

2. Enter the characters or words to be replaced in the "Replace what" field. Press 'RETURN'.

3. Enter the characters or words to be inserted in the "Replace it with" field. Press 'RETURN'.

4. Continue entering characters or words to be searched and their replacement until all entries are made. Eight screens, each containing 10 lines, allow for a total of 80 different replacement operations. The maximum number of replacement characters is 30.

5. After all entries are made, press 'EXECUTE' to begin the search and replace operation or press 'CANCEL' to delete the field entries.

6. The screen displays the message "In progress", followed by "Completed". After the entire document has been processed, press 'EXECUTE' to rerun the function or press 'CANCEL' twice to return to the Main Menu.

   NOTE: To produce screen graphics, press 'GL' followed by the desire graphic key.

97

AUTOMATION
Archiving Documents (Off the OIS 140 System)

Archive diskettes hold about 150-175 pages of standard text. Filing to an Archive diskette releases space on your system (or Volume) and speeds up response time. It also protects your documents from systems crashes.

Filing to an Archive diskette and Archiving off the System are the same thing.

Copy to Archive Diskette leaves the original of the document on the system disk and places a copy on the Archive disk.

File to Archive Diskette removes the original document from the systems disk and places it on the Archive diskette.

When you Retrieve a Document from an Archive Diskette, a backup copy is left on the Archive Diskette (just as a precaution). Therefore, always file documents back to the same diskette to avoid duplicate copies of documents on different disks.

Delete from Systems Disk completely removes the document from the systems disk and the documents are not, repeat, not retrievable.

Delete from Archive Disk completely removes the document from the Archive disk and the document is not retrievable.

You must format your diskette before you can file documents to it. You do this by Preparing an Archive Diskette as directed below.

Preparing an Archive Diskette

Before information can be entered onto an Archive disk by the system, the disk must be prepared as follows:

1. Get a new diskette. On the 8 inch diskettes, cover the write protect hole with the sticky tab. On the 5 1/4 inch diskettes leave the sticky tab off.

78

AUTOMATION
Archiving Documents (Off the OIS 140 System) (Cont'd)

2. Place the Diskette in the Archive Drive.

3. (From the Main Word Processing Menu) Change the "Creating Library" to your Library, then 'SPACEBAR' to "Document Filing" and 'EXECUTE'.

   NOTE: The PC Mini Archive Work Stations are slower from this point on. Please be patient with them; pressing keys extra times could damage your diskette.

4. (In the Document Filing Menu) go to "Prepare a New Archive Diskette" and 'EXECUTE'.

5. The system will prompt "Mount Archive Disk" and you 'EXECUTE'.

6. The system will then prompt "To Begin, Key 'X'!" and you will type an uppercase "X".

7. The system will then assign you an ID number for the disk (e.g., Archive Disk: 0020A) and prompt "EXECUTE or CANCEL". You should take note of this number (to be placed on the label), and 'EXECUTE'.

8. The system will prompt "In Progress" and take about 2 minutes to finish. When it finishes the screen will jump and you will still be in the Document Filing Menu.

   While waiting for the formating to finish, you should prepare the label as follows:

   Office Symbols: Prepares Name: Date _____
   Prepared on OIS 140 System _____
   Archive Disk # (fill in the ID given by the system)

9. After the formating is finished, you may 'CANCEL' to go back to the Main Menu, of file your documents to your diskette. Be sure and put the Label on the Disk itself, being careful to avoid exposed areas.

-71

AUTOMATION
Archiving Documents (Off the OIS 140 System) (Cont'd)

Document Filing

1. Place the Diskette in the Archive Drive.

2. (From the Main Menu) 'SPACEBAR' to "Document Filing" and 'EXECUTE'.

3. (In the Document Filing Menu) Go to "File to Archive Diskette", then press a 'RETURN' and 'SPACEBAR' to "Multiple" and 'EXECUTE'. This will give you a listing of all the documents of a particular library; if it is not the library you want press the 'GO TO PAGE' key and when the system prompts "To Where?" type 0000*. (The "*" equals whatever library you want).

4. To indicate the documents to be filed you 'SPACEBAR' to the document and press the 'INSERT' key. This will place an acceptance block at the document number. You can select up to 50 documents at a time, from any number of libraries.

5. Once you have selected all the documents to be filed you 'EXECUTE'.

6. The system will prompt "Mount Archive Disk" and you 'EXECUTE'.

7. The system will then display the number of the diskette in the Archive and prompt you with "Execute or Cancel"--you should 'EXECUTE'.

8. The system will then display the name of the first document to be filed and prompt you with "Execute or Cancel"--you should 'EXECUTE'.

9. The system will then give you a message that it is "In Progress" and show you a list of all document numbers as they are filed. Once all the documents have been filed the system will prompt "Please Cancel" and you should 'CANCEL'.

10. At this point your documents are on the Archive diskette and you may 'CANCEL' to go back to the Main Menu.

AUTOMATION
Archiving Documents (Off the OIS 140 System) (Cont'd)

Retrieving Documents

When you Retrieve a Document from an Archive Diskette, a backup copy is left on the Archive diskette (just as a precaution), therefore, always file documents back to the same diskette to avoid duplicate copies of documents.

1. Place the diskette in the Archive drive.

2. (From the Main Menu) 'SPACEBAR' to "Document Filing" and 'EXECUTE'.

3. (In the Document Filing Menu) 'SPACEBAR' to "Retrieve From Archive Diskette", then press 'RETURN' and 'SPACEBAR' to "Multiple" and 'EXECUTE' (this will give you a listing of all the documents on the Archive disk).

4. To indicate the documents to be retrieved you 'SPACEBAR' to the document and press the 'INSERT' key, this will place an acceptance block by the document number and prompt "Chosen" at the bottom of the screen.

5. Once you have selected all the documents to be retrieved you 'EXECUTE'.

6. The system will prompt "Mount Archive Disk" and you 'EXECUTE'.

7. The system will then display the number of the diskette in the archive and prompt you with "Execute or Cancel". You should 'EXECUTE'.

8. The system will then display the name of the first document to be retrieved and prompt you with "Execute or Cancel". You should 'EXECUTE'.

10. At this point your documents are on the systems disk and you may 'CANCEL' and go back to the Main Menu.

AUTOMATION
Document Filing (From PC To OIS 140 System)

To file a document created on the Wang PC to the Wang Office Information System (OIS), proceed as follows:

1. Select "Applications" from the PC Main Menu.

2. Choose "Integrated Word Processing" from the Applications Menu.

3. Select "Utilities".

4. Select "Attach to System" from the Integrated Word Processing Utilities Menu.

5. When the attachment is successful, go into "Document Filing".

6. Select "Copy Document".

7. Use the 'SPACEBAR' and 'RETURN' key to "highlight" the options you want from the "Copy From" and "Copy To" sections of the Copy Document Screen, then 'EXECUTE'.

8. Fill in the blanks with the appropriate "Document" and "Path" designators. DO NOT delete the original document.

9. 'EXECUTE' to begin the copy process.

10. When your document has been successfully copied:

    A. 'CANCEL' twice to return to the PC Word Processing Menu.

    B. Select "Utilities".

    C. Select "Detach From System" and 'EXECUTE'. NOTE: If the DETACH step is not completed when OIS archiving is attempted, the following message will appear: ***LCO Hardware in Use by Others - Emulation Use Not Possible***.

AUTOMATION
Floppy Diskette Care

The value of a floppy diskette is very little until you have spent time and money to put a lot of information on it. Then it becomes very valuable, especially at retrieval time.

A floppy diskette with valuable data recorded on it deserves the best care. Here are some tips that will help you provide that care for your floppy diskette.

Storage

Do not expose diskettes to sunlight or heat. Extremes of heat and cold can affect diskettes. The safe temperature range is 50°F-125°F. Problems can occur if diskettes are left on a window sill or transported in the trunk of a car on a hot day.

Floppy diskettes should be at the same temperature and humidity as the machine for which they are intended. If they have been exposed to temperatures outside of the system's range, allow them to acclimate outside of the carrying case or shipping container for five minutes before use.

Improper storage can cause permanent damage. Floppy diskettes can be stored flat - not more than ten to a pile - or stored vertically. If stored vertically, the diskettes must be supported so that they will not slump, bend, or develop a permanent disfiguration that would cause problems for the Wang system.

Store floppy diskettes in their disk jackets or envelopes. When removing a diskette from a jacket, lift it by the top edge and carefully insert it into the Wang archive drive. Return the diskette to its envelope directly after use, and then replace the diskette and envelope in the proper storage facility.

Floppy diskettes should not be tossed in a desk drawer or left lying around on a desk. Dirt, dust, and environmental contamination are likely to create problems for both the diskette and the Wang system that may result in errors, whether system errors, operator errors, or contamination of the reading head.

97

AUTOMATION
Floppy Diskette Care (Cont'd)

Handling

A stack of floppy diskettes is not like a stack of paper. Never place a paperweight, telephone, or other heavy object on a floppy diskette.

Paper clips are for paper. Never clip a hard copy or anything else to a floppy diskette.

Sharp pencils are also for paper; dull ones too. Use only a felt-tip pen when writing on a diskette label. Ballpoint or pencil pressure may emboss the inner media. If user labels are used, they should be of the removable type and be placed to the right of the trademark label. When applying labels, make sure that the adhesive doesn't touch the exposed inner diskette.

Don't touch the exposed areas on the floppy diskette. The natural oils on hands or added ones (hand lotions, etc.) are contaminates and can cause problems for diskettes.

Floppy diskettes are magnetic media and are affected adversely by magnetic materials that can scramble or erase the data recorded on them. For instance, you might have a file case or cabinet that uses a magnetic lock, a paper clip holder that is magnetized with clips around the top, or a magnetic clipboard for typing. These are all commonly found in an office environment and create drop-out and erasure problems for floppy diskettes.

Magnetic fields are found in power-generating equipment, motors, alternators, transformers, and power lines. They are also commonplace at airports in security detection systems, conveyor motors, electric luggage carts, and aircraft power systems.

Most metals are ferromagnetic and can set-up magnetic force fields that will cause erasure or drop-out on diskettes. When selecting a floppy diskette storage container, choose one that is not made of metal.

AUTOMATION
Floppy Diskette Care (Cont'd)

Summary

Damaged floppy diskettes should not be inserted into a drive. Floppy diskettes which are physically damaged (torn, creased, warped) or contaminated may cause the system's read/write head to lift from the diskette, resulting in operation errors, system errors, or head contamination.

Placing heavy objects on diskettes can damage them.

To remove a floppy diskette from its envelope, grasp the jacket by its upper edge and pull.

Return the floppy diskette to its protective envelope whenever it is removed from the disk drive.

Never write on a floppy diskette or an identification label affixed to it with a pencil or writing instrument with a sharp point. Write on ID labels with a soft-tip or felt-tip pen.

Do not touch or clean the diskette surface.

Keep the floppy diskettes away from magnetic fields and from ferromagnetic materials which might be magnetized. Any floppy diskette exposed to magnetic field may lose information.

AUTOMATION
Glossary Feature

The Glossary is a feature which allows frequently used keystroke sequences to be permanently stored for future use. Any kind of keystroke sequences, including functional keystrokes used to produce text, generate format lines, perform editing and formating operations, complete menus, or perform sort and math operations can be stored for recall.

To recall things stored in the Glossary, press the key labelled 'GL' and one other key--namely the character key (known as the "Label") under which the information was stored. The number of items (Glossaries or Routines) that can be stored is limited only by the space available on the System Disk. Even though there are only 87 different characters on the keyboard, you can store more than 87 characters by using more than one "Glossary Document" (often referred to as simply "Glossary"). You can have as many Glossary Documents as necessary and each can have up to 87 different routines.

The OIS 140 knows what Glossary Document to recall items from by your instructions--you attach the particular Glossary document you want items recalled from. There are three ways in which Glossary documents can be attached:

1. Automatically. The System Manager can instruct the system to automatically attach a specified Glossary Document. A Glossary Document attached in this manner is referred to as the "Default Glossary". The System Manager can specify a different Default Glossary for each Workstation connected to an OIS. On WP systems only one Default Glossary can be specified.

2. By the Operator selecting "Glossary Functions" ("Other Functions" on WP on systems) from the Main Word Processing Menu, then selecting "Attach Glossary" from the Glossary/Other Functions Menu and typing in the ID of the desired Glossary Document. NOTE: Glossary Document IDs consist of 4 digits followed by a <u>space</u> rather than the usual Alpha character.

3. By the Operator <u>while in a document</u> by pressing the 'COMMAND' and 'GL' keys and typing in the ID of the Glossary Document to be attached. Since the prompt area always displays the number of the currently attached Glossary Document, this is also the best way to determine which Glossary Document is currently attached. <u>You may also use this method to "Detach" a Glossary by typing in 0000 space (00000 on WP only systems)</u>.

96

AUTOMATION
Glossary Feature (Cont'd)

Cable Glossary

A Cable Glossary is installed on the Task Force Office Information System (OIS). This Glossary is designed to simplify preparation of the cable form. To prepare a cable using the Glossary, proceed as follows:

1. From the Main Menu, Select "Create a Document".

2. Press the 'COMMAND', key and then the 'GL' key (located to the left of the return key). You will receive a prompt "Which Entry?". If you intend to print your document on Printer No. 23, enter "0011" and "space". If you intend to print your document on Printer No. 27, enter "0012" and "space".

3. When the prompt is received "Attachment Successful", the Glossary is available for use on the terminal. However, this does not attach itself to the document.

4. Once the Glossary is attached to your terminal, call up the Cable Glossary entry by pressing the 'GL' key and "M" or 'GL' "m".

5. Another Menu will appear. Choose, as appropriate, from the Menu.

5. For regular cable format, choose "1". Press 'EXECUTE'. The Glossary will automatically change the format line and the heading of the document. From this point on the system will type the standard portions of the cable, and will stop and wait for you to fill in any variables. After having typed the variable you must press the 'EXECUTE' key for the Glossary to resume. Do not use a 'RETURN' while in the Glossary mode.

7. Type the body of the cable.

8. Type 'GL' "3" for pagination.

9. Type 'GL' "4" to print.

10. Send Cables to Printer No. 23 or Printer No. 27.

11. If the cable is classified Limited Official Use, you must change the classification line in the glossary. To make the change press 'GO TO' and "H". You are now in the Glossary "Header", and you can make the change.

AUTOMATION
LCS-15 Laser Printer

The Laser prints 15 pages per minute on bond or letterhead paper for normal print fonts; slightly slower when you mix or use complicated fonts. The Task Force currently has only a regular 8 1/2 by 11 paper tray, but a legal tray may be ordered if there is a need. Following is a brief explanation of what you need to know to use the printer effectively:

1. The character set controls the print type of the document and also how the printing is placed on the page (portrait or landscape orientation).

2. The Laser has 9 different print styles (see below). You choose the print style(s) by changing the character set on the Print Menu. You may also print two different styles by designating two character sets (there is space in the Print Menu for two character sets) and placing stop codes in front of, and behind the text to be printed differently.

LCS-15 LASER PRINT FONTS:

Font Name	Type	Orientation	Character Set
Narrator	10 Pitch	Portrait	1
OCR-A	10 Pitch	Portrait	2
Prestige Pica	10 Pitch	Portrait	3
Courier	12 Pitch	Portrait	4
Prestige Elite	12 Pitch	Portrait	6
Courier (Bold)	12 Pitch	Portrait	7
Prestige Elite	12 Pitch	Landscape	5
Times-Roman (PS)	12 Point	Portrait	8
Zapf Dingbats(PS)	12 Point	Portrait	9

AUTOMATION
LCS-15 Laser Printer (Cont'd)

3. The Laser prints in either Portrait (8 1/2 by 11) or Landscape (11 by 8 1/2) types. You cannot print Portrait and Landscape on the same page.

4. Bold print functions normally on this printer; as do the super- and subscript and the underline functions of the system.

5. The Laser only accepts line spacings of 1, 2 and 3. If you send "W" it will automatically change that to double spacing.

6. The printer starts printing on line 2 of the document, you will probably want to add in returns on the top of page 1 and on the header page to have the text start printing on line 6.

7. This Laser has both PITCH and POINT fonts. The difference are as follows:

   PITCH fonts designate the same amount of space for each character, whether the character is an "i" or a "w". Therefore, it is easy to align charts, etc.

   Most POINT fonts are proportionally spaced and designate different amounts of space for each character according to the width of the letter. This type resembles a type-set printout. However, it become difficult to align charts (see examples A and B below).

AUTOMATION
LCS-15 Laser Printer (Cont'd)

(A) Pitch font - columns aligned.

Other Often Used Glossaries

TFHA Cable Glossary	0059.
All Keys Glossary	0079.
SuperMath	8100.
PIO/T Forms	8020.
Performance Appraisal (GS only)	8004.

(B) Point font - no change to document, just change in character set. Note that although columns appear to be aligned on the screen, they are no longer aligned when printed.

Other Often Used Glossaries

TFHA Cable Glossary	0059.
All Keys Glossary (Special Characters)	0079.
SuperMath	8100.
PIO/T Forms	8020.
Performance Appraisal (GS only)	8004.

AUTOMATION
LCS-15 Laser Printer (Cont'd)

Special Printing Capabilities:

-- 12 Pitch Landscape: To utilize those print font you must change your "Character Set" to "5".

-- Special Symbols: The Laser printer has the capability to print graphic symbols within the text. This is done using the "Zapf Dingbats" font and the capability for printing a second font within a document. All you have to do is:

Type your document, when you approach the area that you wish to incorporate a symbol into - Press the 'STOP' key.

Type the Dingbats characters you want (NOTE: they will not appear on the screen, only on the print out). When you are finished press the 'STOP' again to revert to normal type.

See the following are Dingbats characters. However, please note that Dingbats will only work with POINT fonts, not PITCH fonts.

ABCDEFGHIJKLMNOPQRSTUVWXYZ = ✡✢✣✤✥✦✧★☆✪☆✯★★★☆✱✲✳✴✵✶✷✸✹

abcdefghijklmnopqrstuvxwyz = ❁❍❋❏❑❖❓❔❕❗❘●○■□❑❑❑▲▼◆❖❯❚

1234567890-= = ➲➳➙✓✓✗✗✗✗✚✐✍✝

!@#$%¢&*()_ = ✂✃✄✅✆✇✈✉✊✋

:";',./,.? = ✌✍✎✏✐✑✒✓✔

AUTOMATION
LOTUS 1-2-3 File to WANG WP to OIS Conversion

STEP 1: Convert a Lotus file to a text print file

/Print
File
Enter file name with TXT extension
Range
Enter range
Go
Quit

STEP 2: Convert Text to Document

Select Applications
Select Convert Text to Document

Input Text File:
Drive _____
Path/ _____
File ID _____ EXT _____

Output File:
Drive _____
Path/ _____
File ID _____ (This will automatically give it a DOC extension.)

Then follow the steps to copy a document to the OIS.

If the CPU of your OIS has a 5 1/4 diskette drive follow the set of instructions for part #2 instead.

STEP 1: Attach to the OIS

Enter PC Word Processing
Select Utilities
Select Attach to System

AUTOMATION
LOTUS 1-2-3 File to WANG WP to OIS Conversion (Cont'd)

STEP 2: Once you are hooked up to the OIS copy your document from the PC to the OIS

Select Document Filing
Select Copy Document
Copy From: Select Disk Drive C
Copy To: Select OIS Library
At the next screen

Copy From: Enter document name _____
Enter document path _____
Enter subdirectory _____

Copy To: OIS Library
Enter document ID _____
(Enter your library letter)

STEP 3: Detach from system

Cancel back to the Integrated Word Processing Menu

Select Utilities
Select Detach From System

AUTOMATION
PC Word Processing to OIS Conversion

The Task Force System Administrator, Ms. Kathy Thompson, has the capability to transfer to or from several software packages and to convert TEXT TO DOCUMENT, or DOCUMENT TO TEXT. Special arrangements can also be made to convert from 3 1/2" floppy disk to 5 1/4" floppy disk or to OIS. This can be done on the Latin America Bureau's Wang Laptop PC if it is available. The System Administrator will convert disks should the need arise. In the event the System Administrator is unavailable, the following are instructions for moving documents from PC Word Processing (Version 2.50) to the OIS system:

First your WANG PC must be connected to the OIS system. (If "OIS Terminal Emulation" is one of the menu picks on the "Applications Menu" your PC should be connected.)

Enter into PC Word Processing. If you are in "OIS Terminal Emulation", hold down the 'SHIFT' AND 'CONTROL' AND 'CANCEL' to leave OIS Word Processing. Then 'SPACEBAR' to "Terminate Emulation" and 'EXECUTE'. You will return to the "Applications Menu" and can move to "PC Word Processing" and press 'EXECUTE'. (PC Word Processing may appear as Advanced Word Processing, Integrated Word Processing or PC Word Processing. As long as the Version is 2.5B these instructions will work with it.)

Once in the main "PC Word Processing Menu" you must:

1. Attach to the OIS system by going to "Utilities" and pressing 'EXECUTE'.

2. Move to "Attach to System" and press 'EXECUTE'. You should receive a system prompt "Waiting to be Recognized by Host". The screen will change to "File Server Attach Successful" and place you back at the Main Word Processing Menu.

AUTOMATION
PC Word Processing to OIS Conversion (Cont'd)

3. 'SPACEBAR' (or press "d" twice) to get to "Document Filing" and then 'EXECUTE'. The first selection on the Document Filing Menu is "Copy Document". Use this to transfer documents from OIS to PC or from Disk Drive A to Disk Drive C or the reverse.

4. Press 'EXECUTE'.

   The system will then give you the choice of copying from the OIS to the PC, or from the PC to the OIS. To move from one part of this Menu to the other use 'RETURN'; to move within a Menu use the 'SPACEBAR'. You must designate both "From" and "To" (be sure there is an "A" or "C" following the drive designation).

Sample from PC to OIS:

SCREEN 1:

```
--------------------------------------------------------

                    COPY DOCUMENT

                    Copy From:

                ____ Disk Drive  C_
                ____ OIS Library
                ____ VS Library

                    Copy To:

                ____ Disk Drive  __
                ____ OIS Library
                ____ VS Library

            Mount Disk then Press EXECUTE

--------------------------------------------------------
```

AUTOMATION
PC Word Processing to OIS Conversion (Cont'd)

SCREEN 1: ----------

COPY DOCUMENT

Copy From Professional Computer Disk:

Enter Document Name: TFHAMEMO
Enter Directory Path:
C: wp

Copy To OIS Library:

Enter Document Id: A
Enter OIS System Name: PRE01

Delete Original Document? ____ Yes
____ No

---

5. You then 'EXECUTE' and the document will be copied; the original will remain on the PC and your new document is on the OIS.

   If a document already exists in the Name (on the PC), or in the Number (on the OIS) that was assigned as the "Copy To" designation, the system will prompt "Document Exists, Execute to Replace, Cancel to Respecify."

   If the system can't find the "Copy From" document, check your OIS volume name or PC Disk Drive Designation.

6. Go to "Utilities" and "Detach from System" before leaving PC Word Processing or you cannot use OIS Terminal Emulation. If you forget this step, you will get the following message:

   "LCO Hardware In Use by Others - Emulation Use Not Possible"

7. From this point it take three 'CANCELS' to leave the Document Filing Menu. To leave the PC Word Processing you must 'SHIFT' & 'CANCEL'.

AUTOMATION
Spelling Verifier

Word processing documents can be proof read by the system's Spelling Verifier option. To use this option:

1. Select "Utilities" from the Main Menu pick. A second screen will appear.

2. Select "Spelling Verification".

3. Press 'EXECUTE'. A screen will appear that prompts you to "Enter Your Document ID."

4. Type the document ID number which consists of four numbers and one letter. (e.g., 0055A).

5. Press 'ENTER'. The title of your document and the number of pages will appear on the prompt.

6. If you wish to verify the entire document (e.g., Page 1 to 15), press 'EXECUTE'.

7. If you wish to verify only selected pages, (e.g., Pages 5 and 6), enter those pages as appropriate and press 'EXECUTE'. (Ignore the entry "Personal Dictionary".)

The Verifier will begin to scan your document and, upon completion of the scan, a list will appear of all words, acronyms, and names not appearing in the Wang Dictionary. To correct a misspelled word, the following steps are necessary:

1. Press the 'SPACEBAR' until the 'CURSOR' appears to the left of the word you wish to correct.

2. Press 'INSERT' and type the correct spelling.

3. Press 'EXECUTE' and continue through the list.

4. To proceed through the listing, press 'NEXT' until you receive the prompt "END", and press 'EXECUTE' for correction of the misspelled words.

5. To exit the Spelling Verifier, press 'CANCEL' twice.

You are now back in the Main Menu and you can proceed to edit, print, etc.

AUTOMATION
TEMPEST-Approved Microcomputer

The Task Force TEMPEST-approved microcomputer and printer is located in the Task Force conference area in Room 3311. This is the only automation equipment approved for creating classified documents and cables. An on-site review of this room was performed by Department of State and A.I.D. Offices of Security (Mr. Jules Romagnoli, DS/ST/ISS, Phone: 653-9859, and Mr. Gordon Lazerson, IG/SEC, Phone: 875-4050). Approval of this installation site was based upon the following requirements being met:

1. The Wang TEMPEST PC complies with standard location requirements (e.g., more than six feet from any telephones and more than ten feet from any electrical equipment).

2. The PC will be used in a stand-alone mode (e.g., not attached to an OIS or a VS System).

3. The PC is located in a DS approved locked room after hours and when not is use (Room 3311 conference area).

4. Access to the PC is restricted to authorized personnel knowledgeable in the use of this equipment (e.g., the ISSO, Ms. Kathy Thompson, or the AISSO, Ms. Billie Hall).

5. Documents will be created on SENTINEL color diskettes only.

6. All magnetic media (floppy diskettes and removable hard disks) will be properly labeled (e.g., classification of data) and stored in the secure safe in Room 3311.

7. The PC will be deactivated, including the removal of all magnetic media, during periods in which meetings are being held in Room 3311.

8. All printer ribbons used in printing sensitive/classified information will be afforded the same level of protection as classified magnetic media, including proper labeling, storage, and destruction.

AUTOMATION
TEMPEST-Approved Microcomputer (Cont'd)

Any substantial changes to the above arrangement, including location of the Wang TEMPEST PC and the type of hardware used will require additional clearances from DS/ST/IIS and IG/SEC.

Guidelines for use of the TEMPEST equipment are:

1. The TEMPEST System is to be used for all classified word processing above Limited Official Use. There will be no exceptions to this rule. Processing classified documents on non-TEMPEST equipment constitutes a security violation.

2. Prior to using the equipment all users must pass the following training (dependent upon skill level):

   -- 600 - ENTRY LEVEL WORD PROCESSING ON THE WANG PC (Five half day sessions). O R

   -- 610 - WANG OIS/PC TRANSITION WORD PROCESSING (Two half day sessions). O R

   -- TAKE A TEST AT A.I.D.'s Office of Personnel (PM/TD) TO CERTIFY SKILL EQUIVALENT TO 610 TRANSITION TRAINING LEVEL (30 minutes). M A N D A T O R Y

   -- 700 - TEMPEST TRAINING/ORIENTATION (Two half day sessions). M A N D A T O R Y

   After the user has passed the necessary classes PM/TD will certify to IG/Security and the Task Force that the user is "TEMPEST CERTIFIED".

3. The TEMPEST equipment must be set-up/dismantled by the Information System Security Officer (ISSO), or the Assistant Information System Security Officer (AISSO) each day. Ms. Billie Hall have been designated as the AISSO for the Task Force. The System Administrator, Ms. Kathy Thompson, will serve as the ISSO. This also means that the equipment can only be used during hours if one of these people is present.

AUTOMATION
TEMPEST-Approved Microcomputer (Cont'd)

4. Any problems with the equipment should be reported to the TFHA System Administrator, Ms. Kathy Thompson, the ISSO, or to Ms. Billie Hall, the AISSO immediately. Under no circumstance is an employee to attempt repairs on the system themselves. Also, Wang Technicians are not permitted to work on the equipment without the ISSO or the AISSO present at all times.

5. All hardware, programs, documentation, data files, and storage media must be turned in to M/SER/IRM, Ms. Roberta Moore (Phone 875-1796) upon transfer or termination of the Task Force.

AUTOMATION
Trouble Shooting

PROBLEM	SOLUTION
1. System responds "In Use" when attempting to edit, print or file document.	• Select "Document Index", then "Printer Index" to determine if the document is queued to print. If so, return to the Main Menu, select "Special Print Functions" and cancel <u>all</u> print requests. <u>Do not specify any printer number when cancelling print requests</u>. • If document is not queued to print or is still is use after cancelling all print requests, turn both printer and workstation off and then on. NOTE: If archiving workstation turn the unit off, then on again. • If neither of the above clears the in use condition, use "Clear In Use" from the Supervisory Functions.
2. Garbage on screen or keyboard frozen.	• Turn the workstation off, then on again. NOTE: If you are using an archiving workstation, turn the archiving unit off and on again. This action may cause a slight amount of text to be lost or damaged. (Generally no more than one or two lines will be lost. However, if you were inserting text at the time of the malfunction, the entire insertion may be lost. To avoid this, make several short insertions rather than one long one.) • Check fuse on both the workstation and the archiving unit.

AUTOMATION
Trouble Shooting (Cont'd)

PROBLEM	SOLUTION
	• If the problem persists, call your Wang Representative.
3. Glossary Entry fails to perform as expected.	• Immediately touch 'CANCEL' to abort the Glossary sequence. If this fails to stop the sequence, immediately turn off the workstation/archiving unit. Do not attempt to use that Glossary entry again on an important document without determining the cause of the malfunction and correcting it! • From the Main Menu, select "Glossary Function", then "Edit Old Glossary." Inspect the Glossary for signs of damage. If in doubt, attach another Glossary Document that has the same entry and try it. If it works, repair the Glossary Document you were using before.
4. Screen remains dark when the workstation is turned on.	• Hold hand over the fan opening on the workstation: (1) If no airflow, check fuse. If fuse is loose, push fuse holder in and rotate 1/4 turn clockwise. If still no airflow, replace the fuse. (2) If there is airflow, try changing the brightness and contrast settings on the front of the workstation. • If none of the above correct the problem, call your Wang Representative.

AUTOMATION
Trouble Shooting (Cont'd)

PROBLEM	SOLUTION
5. Printer refuses to print more than one line when the 'SELECT' button is pressed.	• Paper not behind the bar at the rear of the platen. Remove and insert paper correctly. If this does not correct the problem, the paper sensing switch is malfunctioning and you should call your Wang Repair.
6. Document is damaged beyond use or recovery.	• Select "Utilities" from the Main Menu and select "Recover Document." • If the document was copied to an archive diskette previously, delete the damaged document from the system and then retrieve it from the back-up disk. Suggestion: Important or long documents should be copied to an archive disk after each editing session.
7. Document refuses to "Copy to File" on an Archive Disk.	• If the message "Archive Disk Damaged" appears on the screen, the disk may either be damaged or inserted the wrong way. First check to see if the disk has been properly inserted. If the disk was improperly inserted, insert it correctly and try to copy/file to archive again. If this does not resolve the problem, try another properly prepared disk. • If the message "Disk Full" appears on the screen, there is not enough space remaining on the diskette for the document to be copied/filed. Use another disk to store this information.

AUTOMATION
Trouble Shooting (Cont'd)

PROBLEM	SOLUTION
	• If the archiving process begins, but stops midway through and the message(s) "Request Cancelled" and/or "Document Damaged" appear(s) on the screen, Supercopy the entire document into a new document and try to copy or file the supercopied version to the archive disk. If the supercopied version successfully copies/files to the archive disk, delete the damaged document from your Library and annotate your draft(s) with the new Document ID Number. You may also want to indicate the old ID Number in the "Comments" section of the new document's Document Summary.
8. Document cannot be retrieved from the Archive Disk.	• Select "Utilities" from the Main Word Processing Menu and "Recover Document" from the "Utilities" Menu.
9. Printer stops and prints the message "Illegal Width", "Illegal Script", or "Printout Cancelled by System".	• If the message "Illegal Width" appears on your paper you may have attempted to print a document that is wider than permitted.
	• If the message "Illegal Script" appears on your paper, you may have used two SUPER or SUBSCRIPTs in succession, or failed to match each SUPER or SUBSCRIPT symbol with it opposite. Correct any such instances and try printing again.

CORRESPONDENCE CONTROL
Mail Delivery Services

In order to assure mail and cable delivery to the Task Force, the A.I.D. Communications and Management Division, SER/MO/CPM, has been advised to include the Task Force in its normal mail runs (approximately 5 daily), and has been provided with the Task Force room number, Office symbol, and listing of staff assigned. Changes to the staff listing should be reported to Ms. Elizabeth Baltimore, Chief, SER/MO/CPM, Room 3728, N.S. Phone: 647-9394.

At the close out of the Task Force a memorandum must be sent to the Chief, SER/MO/CPM to discontinue mail deliveries and to provide the Mail Room with forwarding addresses. Additionally Tegucigalpa, Managua, and San Jose have been requested to route all cable traffic pertaining to the Nicaraguan Resistance, the current peace negotiations, and any related matters to "AID/TFHA", tagged "EAID" to assure receipt by the Task Force.

Incoming mail and cables addressed to the Task Force are received through the M/SER/MO Mail Room and delivered to the Task Force in Room 3214. However, from time-to-time mail and/or cables are received from less formal sources, various A.I.D. Offices and other Agency representatives. Any mail received in this manner must be given to the Task Force Communications and Records (C&R) Secretary for appropriate logging and distribution.

All official mail for TFHA/Washington should be addressed as follows:

Task Force on Humanitarian Assistance in Central America
Room 3214, New State
Agency for International Development
Washington, D.C. 20523-0021

CORRESPONDENCE CONTROL
Mail Management

Mailing Address Codes (Zip Plus 4)

The United States Postal Service has instituted a system of nine digit zip codes. The system adds an additional four digits to an existing zip code and is called "zip plus 4". In conjunction with this program, the Department of State has assigned a unique four digit number for each Foreign Service Post to be added to the present zip codes 20520 and 20521 effective June 1, 1987. This will give each overseas post a unique nine digit zip code for use on mail being received through the Department of State. For example, the zip code for Tegucigalpa is 23520-3480 for First Class letters and 20521-3480 for packages, newspapers, and magazines to be received by Pouch. A similar coding system has also been completed recently for all AID/Washington mail stops. The Zip Code + four digit AID/W Code for the Task Force is 20523-0021. Employees are encouraged to use these codes in both the return and address line of all mail to speed the sorting and delivery process. A complete listing of all four digit add-on for each overseas post and AID/Washington mail stop is attached.

Metered Mail

All official business mail processed in AID/W for entry into the United States Postal Service (USPS) is being metered to save costs and eliminate waste and abuse. Franked (indicia) envelopes that have first class postage pre-printed in the upper right hand corner are no longer required for most USPS mail because employees of the Office of Management Operations, M/SER/MO/CPM, now affix postage electronically based on the most economical rate. Mail originating from overseas posts is unaffected at this time.

Agency Envelopes

Supplies of franked envelopes may be used for internal purposes until exhausted or returned to stock for overseas use. Requests for envelopes will continue to be made to MO/RM on a form 5-7 and should specify external or internal use. External use requests will be filled with unfranked envelopes with a return line in the upper left hand corner for the zip plus 4 code. Internal use requests will be filled with a multi-use "messenger" envelope.

CORRESPONDENCE CONTROL
Zip Plus 4 AID/W Mail Stops

FLOOR		OFFICE SYMBOL	ZIP + 4 MAIL STOP
NEW STATE BUILDING - BASEMENT (7 Mail Stops)			
B-461	NS	M/SER/MO/CPM/MD	20523-0001
B-528	NS	OC/P (State Mail Room)	20520-0000
B-531-C	NS	M/SER/MO/CRM (AID VAULT)	20523-0002
B-872	NS	State Reproduction	20520-0000
B-926	NS	M/SER/MO/CPM/PM	20523-0003
B-929	NS	M/SER/MO/CPM/PD	20523-0004
B-930	NS	M/SER/MO/CPM/G	20523-0005
NEW STATE BUILDING - FIRST FLOOR (3 Mail Stops)			
1247	NS	SER/MO/TT	20523-0006
1252	NS	FS LOUNGE (AID PERSONNEL)	20523-0007
1262-A	NS	PPC/OFDA	20523-0008
NEW STATE BUILDING - SECOND FLOOR (10 Mail Stops)			
2246	NS	LAC/DP	20523-0009
2253	NS	LAC/DR	20523-0010
2442	NS	STATE LIBRARY	20520-0000
2647	NS	AFR/TR/PRO/RA/PD	20523-0011
2664	NS	AFR/CA/CWA	20523-0012
2669	NS	AFR/EA	20523-0013
2744	NS	AFR/CONT	20523-0014
2841	NS	AFR/MGT	20523-0015
2895	NS	CLS	20523-0016
2928	NS	F.A.R.A.	20523-0017
NEW STATE BUILDING - THIRD FLOOR (35 Mail Stops)			
3208	NS	PRE/ADM/PD/SAA/PRE	20523-0018
3208	NS	PRE/I	20523-0019
3208	NS	PRE/PR	20523-0020
3214	NS	TFHA (NICARAGUAN TASK FORCE)	20523-0021
3244	NS	LAC/CAR	20523-0022
3318	NS	ANE/MENA	20523-0023

CORRESPONDENCE CONTROL
Zip Plus 4 AID/W Mail Stops (Cont'd)

FLOOR		OFFICE SYMBOL	ZIP + 4 MAIL STOP
NEW STATE BUILDING - THIRD FLOOR (Cont'd)			
3253	NS	LAC/CONT	20523-0024
3253	NS	LAC/DI	20523-0025
3253	NS	LAC/SAM	20523-0026
3310-A	NS	ANE/SA	20523-0027
3327-A	NS	ANE/PD	20523-0028
3328	NS	ASIA/GC	20523-0029
3328	NS	GC/PRE	20523-0030
3417	NS	GC/LAC	20523-0031
3441	NS	LAFAYETTE FEDERAL CREDIT UNION	20523-0032
3491	NS	AFR/SWA	20523-0033
3637	NS	PPC/DC	20523-0034
3644	NS	A.F.S.A.	20523-0035
3645	NS	PPC/MFI	20523-0036
3659	NS	PPC/CDIE	20523-0037
3665	NS	PPC/EMS	20523-0038
3673	NS	PPC/EA	20523-0039
3674	NS	M/SER/MO/CPM/T	20523-0040
3725-A	NS	PPC/WID	20523-0041
3726	NS	M/SER/MO/CPM	20523-0042
3751	NS	PPC/PB/C	20523-0043
3881	NS	PPC/PDPR/SI	20523-0044
3892	NS	PPC/PDPR	20523-0045
3894	NS	PPC/PDPR/SP	20523-0046
3895	NS	PPC/PDPR/RP	20523-0047
3908	NS	LAC/EMS	20523-0048
3913	NS	AFR/DP	20523-0049
3921	NS	AFR/SA	20523-0050
3932	NS	AA/M	20523-0051
3941	NS	AA/PPC	20523-0052
NEW STATE BUILDING - FOURTH FLOOR (5 Mail Stops)			
4441	NS	ANE/TR/H/N/POP	20523-0053
4527	NS	AFR/PRE	20523-0054
4533	NS	AFR/TR/EHR	20523-0055
4898	NS	OPA/XA	20523-0056
4942	NS	SAA/S&T	20523-0057

CORRESPONDENCE CONTROL
Zip Plus 4 AID/W Mail Stops (Cont'd)

FLOOR		OFFICE SYMBOL	ZIP + 4 MAIL STOP
NEW STATE BUILDING - FIFTH FLOOR (6 Mail Stops)			
5258	NS	LAC/CAP	20523-0058
5314	NS	BIFAD	20523-0059
5644	NS	IG	20523-0060
5655	NS	EXSEC	20523-0061
5756	NS	XA/PI	20523-0062
5897	NS	A/AID	20523-0063
NEW STATE BUILDING - SIXTH FLOOR (11 Mail Stops)			
6212	NS	AA/PRE	20523-0064
6256	NS	AA/LAC	20523-0065
6484	NS	AFR/ECO	20523-0066
6640	NS	ANE/EA	20523-0067
6671	NS	SA/DAA/AFR	20523-0068
6723	NS	ANE/EE	20523-0069
6732	NS	AA/ANE	20523-0070
6851	NS	ANE/DP	20523-0071
6923	NS	ANE/EMS	20523-0072
6936	NS	AA/AFR	20523-0073
6936	NS	SA/DAA/AFR	20523-0074
6942	NS	AA/AFR/D	20523-0075
6944	NS	GC	20523-0076
SA-1 - COLUMBIA PLAZA - 2401 E STREET N.W. (14 Mail Stops)			
1101	SA-1	PFM/PM/FSP-AB	20523-0101
1107	SA-1	PFM/PM/FSP	20523-0102
1115	SA-1	PFM/PM/FILE	20523-0103
1116	SA-1	PFM/PM/FSP/CD	20523-0104
1127	SA-1	PFM/PM/CSP	20523-0105
1130	SA-1	PFM/PM/PCF	20523-0106
1130	SA-1	PFM/PM/PCF/PMC	20523-0107
1135	SA-1	PFM/PM/PSPE	20523-0108
1219	SA-1	PFM/PM/ADM	20523-0109
1224	SA-1	EOP	20523-0110
1418	SA-1	PFM/PM/OD	20523-0111
1420	SA-1	PFM/PM/LMR	20523-0112
1426	SA-1	PFM/PM/EPM	20523-0113
1430	SA-1	PFM/PM/FSP/RSS	20523-0114

CORRESPONDENCE CONTROL
Zip Plus 4 AID/W Mail Stops (Cont'd)

FLOOR		OFFICE SYMBOL	ZIP + 4 MAIL STOP
SA-2 - 515 22nd STREET N.W. (13 Mail Stops)			
40 LL	SA-2	M/CPM/MSC	20523-0201
40 LL	SA-2	M/IRM/AS	20523-0202
101	SA-2	M/FM/WAOD/CAC	20523-0203
102	SA-2	M/FM/WAOD	20523-0204
209	SA-2	M/PM/TD/PCT	20523-0205
307	SA-2	M/PM/TD	20523-0206
326	SA-2	M/FM/LMD	20523-0207
603	SA-2	M/FM/CAD	20523-0208
700	SA-2	M/FM/PAFD	20523-0209
800	SA-2	M/FM/C	20523-0210
800	SA-2	M/FM/EXO	20523-0211
801	SA-2	M/FM/BUD	20523-0212
802	SA-2	M/FM/ASD	20523-0213
SA-8 - ARCHITECT BUILDING - 1400 WILSON BLVD., ROSSLYN (9 Mail Stops)			
126	SA-8	G.S.A.	20523-0801
138	SA-8	G.A.O.	20523-0802
224	SA-8	FVA/MS	20523-0803
260	SA-8	AA/FVA	20523-0804
260	SA-8	FVA/ASHA	20523-0805
260	SA-8	FVA/PPM	20523-0806
260	SA-8	FVA/PPE	20523-0807
310	SA-8	FVA/PVC	20523-0808
439	SA-8	FVA/FFP	20523-0809

CORRESPONDENCE CONTROL
Zip Plus 4 AID/W Mail Stops (Cont'd)

FLOOR		OFFICE SYMBOL	ZIP + 4 MAIL STOP
SA-14 - TWIN TOWERS - 1100 WILSON BOULEVARD, ROSSLYN (37 Mail Stops)			
1000	SA-14	M/SER/IRM/SM	20523-1401
1026	SA-14	M/SER/IRM/TS	20523-1402
1055	SA-14	M/SER/IRM/AS	20523-1403
1057	SA-14	M/SER/IRM/AS	20523-1404
1100-E	SA-14	M/SER/IRM/MPS	20523-1405
1133	SA-14	M/SER/IRM/WS	20523-1406
1156	SA-14	M/SER/IRM/PE	20523-1407
1200-A	SA-14	M/SER/MO	20523-1408
1200-D	SA-14	M/SER/MO/RM/AP	20523-1409
1200-F	SA-14	M/SER/MO/RM	20523-1410
1200-H	SA-14	SUPPLY CENTER	20523-1411
1200-J	SA-14	M/SER/OP/COMS/M	20523-1412
1209	SA-14	M/SER/OP/PA/RM	20523-1413
1400-A	SA-14	SDB	20523-1414
1414	SA-14	M/SER/OP/COMS	20523-1415
1428	SA-14	M/SER/OP/PS	20523-1416
1465	SA-14	M/SER/OP/PS/OCC	20523-1417
1472	SA-14	M/SER/OP/PS/SUP	20523-1418
1474	SA-14	M/SER/OP/TRANS	20523-1419
1528	SA-14	M/SER/OP/W	20523-1420
1551	SA-14	M/SER/OP/OD	20523-1421
1554	SA-14	M/SER/OP/OS/LAC	20523-1422
1557	SA-14	M/SER/OP/PS	20523-1423
1560	SA-14	M/SER/OP/OS/ANE	20523-1424
1564	SA-14	M/SER/OP/OS/AFR	20523-1425
1566	SA-14	M/SER/OP/W/MS	20523-1426
1569	SA-14	M/SER/OP/W/FA	20523-1427
1571	SA-14	M/SER/OP/W/CO	20523-1428
1575	SA-14	M/SER/OP/W/R	20523-1429
1579	SA-14	M/SER/OP/W/HP	20523-1430
1583	SA-14	M/SER/OP/PS/OCC	20523-1431
1600-E	SA-14	M/SER/IRM/WS/FACS	20523-1432
1600-F	SA-14	LAFAYETTE FEDERAL CREDIT UNION	20523-1433
1633	SA-14	AFGE	20523-1434
1642	SA-14	M/SER/PPE	20523-1435
1649	SA-14	MS/EMS	20523-1436
1672	SA-14	M/AAA/SER	20523-1437

CORRESPONDENCE CONTROL
Zip Plus 4 AID/W Mail Stops (Cont'd)

FLOOR		OFFICE SYMBOL	ZIP + 4 MAIL STOP
SA-16 ROSSLYN PLAZA "E" BUILDING - 1621 N. KENT STREET (4 Mail Stops)			
216	SA-16	OIT	20523-1601
309	SA-16	TDP	20523-1602
311	SA-16	RTP	20523-1603
415	SA-16	IG/SEC	20523-1604
SA-18 ROSSLYN PLAZA "C" BUILDING - 601 N. KENT STREET (21 Mail Stops)			
105	SA-18	PPC/CDIE/DI	20523-1801
209	SA-18	PPC/CDIE/DI	20523-1802
305	SA-18	M/SER/MO/CPM/MSC	20523-1803
306	SA-18	S&T/PO	20523-1804
308	SA-18	PRE HOUSING	20523-1805
309	SA-18	S&T/FA	20523-1806
311	SA-18	S&T/RUR	20523-1807
322	SA-18	S&T/N	20523-1808
420	SA-18	S&T/AGR	20523-1809
508	SA-18	S&T/EY	20523-1810
509	SA-18	S&T/ENGR	20523-1811
509	SA-18	S&T/FNR	20523-1812
513	SA-18	S&T/MGT	20523-1813
603	SA-18	M/SER/MO/CPM/MSC	20523-1803
608	SA-18	S&T/RD	20523-1814
609	SA-18	S&T/ED	20523-1815
611	SA-18	S&T/HR	20523-1816
706	SA-18	S&T/H	20523-1817
720	SA-18	SCI	20523-1818
803	SA-18	M/SER/MO/CPM/MSC	20523-1802
813	SA-18	S&T/POP	24523-1819

CORRESPONDENCE CONTROL
Zip Plus 4 USAID Listing

POST	4 DIGIT ADD-ON	POST	4 DIGIT ADD-ON
Abidjan	2010	Brussels Usnato (M)	5230
Abu Dhabi	6010	Brussels (EMB)	7600
Accra	2020	Bucharest	5260
Adana	5020	Budapest	5270
Addis Ababa	2030	Buenos Aires	3130
Alexandria	6090	Bujumbura	2100
Algiers	6030	Bukavu	2240
Amman	6050	Cairo	7700
Amsterdam	5780	Calcutta	6250
Ankara	7000	Calgary	5490
Antananarivo	2040	Canberra	7800
Antigua	3010	Cape Town	2480
Antwerp	5240	Caracas	3140
Asuncion	3020	Casablanca	6280
Athens	7100	Cebu	4230
Auckland	4370	Chengdu	4080
Baghdad	6060	Chiang Mai	4040
Bamako	2050	Ciudad Juarez	3270
Bandar Seri Begawan	4020	Colombo	6100
Bangkok	7200	Conakry	2110
Bangui	2060	Copenhagen	5280
Banjul	2070	Cotonou	2120
Barcelona	5400	Curacao	3160
Barranquilla	3040	Dakar	2130
Beijing	7300	Damascus	6110
Beirut	6070	Dar Es Salaam	2140
Belfast	5360	Dhahran	6310
Belgrade	5070	Dhaka	6120
Belize	3050	Djibouti	2150
Berlin, GDR (EMB)	5090	Doha	6130
Berlin, FRG (MISSION)	5100	Douala	2530

CORRESPONDENCE CONTROL
Zip Plus 4 USAID Listing (Cont'd)

POST	4 DIGIT ADD-ON	POST	4 DIGIT ADD-ON
Bern	5110	Dubai	6020
Bilbao	5410	Dublin	5290
Bissau	2080	Durban	2490
Blantyre	2290	Dusseldorf	5160
Bogota	3030	Edinburgh	5370
Bombay	6240	Florence	5670
Bonn	7400	Frankfurt	7900
Bordeaux	5580	Freetown	2160
Brasilia	7500	Fukuoka	4310
Brazzaville	2090	Gaborone	2170
Bremen	5150	Geneva	5120
Bridgetown	3120	Genoa	5680
Brisbrane	4130	Georgetown	3170
Goteborg	5760	Lusaka	2310
Grenada	3180	Luxembourg	5380
Guadalajara	3280	Lyon	5590
Guangzhou	4090	Madras	6260
Guatemala	3190	Madrid	8500
Guayaquil	3430	Malabo	2320
Halifax	5500	Managua	3240
Hamburg	5180	Manama	6210
Hamilton	5300	Manila	8600
Harare	2180	Maputo	2330
Havana	3200	Maracaibo	3150
Helsinki	5310	Marseille	5600
Hermosilla	3290	Martinique	3250
Hong Kong	8000	Maseru	2340
Islamabad	8100	Matamoros	3300
Istanbul	5030	Mazatlan	3310
Izmir	5040	Mbabane	2350
Jakarta	8200	Medan	4190
Jeddah	6320	Melbourne	4140
Jerusalem	6350	Merida	3320
Johannesburg	2500	Mexico City	8700

CORRESPONDENCE CONTROL
Zip Plus 4 USAID Listing (Cont'd)

POST	4 DIGIT ADD-ON	POST	4 DIGIT ADD-ON
Kabul	6180	Milan	5690
Kaduna	2260	Mogadishu	2360
Kampala	2190	Mombasa	2400
Karachi	6150	Monrovia	8800
Kathmandu	6190	Monterrey	3330
Khartoum	2200	Montevideo	3360
Kigali	2210	Montreal	5510
Kingston	3210	Moroni	2380
Kinshasa	2220	Moscow	5430
Krakow	5140	Munich	5190
Kuala Lumpur	4210	Muscat	6220
Kuwait	6200	N'Djamena	2410
La Paz	3220	Naha	4320
Lagos	8300	Nairobi	8900
Lahore	6160	Naples	5700
Leningrad	5440	Nassau	3370
Libreville	2270	New Delhi	9000
Lilongwe	2280	Niamey	2420
Lima	3230	Nice	5610
Lisbon	5320	Nicosia	5450
Lome	2300	Nouakshott	2430
London	8400	Neuvo Larendo	3340
Lubumbashi	2230	Oporto	5330
Oran	6040	Sao Paulo	3110
Osaka-Kobe	4330	Sapporo	4340
Oslo	5460	Seoul	9600
Ottawa	5480	Seville	5420
Ouagadougou	2440	Shanghia	4100
Palermo	5710	Shenyang	4110
Panama	9100	Singapore	4280
Paramaribo	3390	Sofia	5740

CORRESPONDENCE CONTROL
Zip Plus 4 USAID Listing (Cont'd)

POST	4 DIGIT ADD-ON	POST	4 DIGIT ADD-ON
Paris	9200	Songkhla	4050
Perth	4160	Stockholm	5750
Peshawar	6170	Strasbourg	5620
Ponta Delgada	5340	Stuttgart	5200
Port Louis	2450	Surabaya	4200
Port Moresby	4240	Suva	4290
Port Au Prince	3400	Sydney	4150
Port of Spain	3410	Tangier	6290
Porto Alegre	3070	Tegucigalpa	3480
Poznan	5050	Tel Aviv	9700
Prague	5630	The Hague	5770
Praia	2460	The Vatican	5660
Pretoria	9300	Thessaloniki	5060
Pusan	4270	Tijuana	3350
Quebec	5520	Tokyo	9800
Quito	3420	Toronto	5530
Rabat	9400	Trieste	5720
Rangoon	4250	Tunis	6360
Recife	3080	Turin	5730
Reykjavik	5640	Udorn	4060
Rio De Janeiro	3090	Valletta	5800
Riyadh	6300	Vancouver	5540
Rome	9500	Victoria	2510
Rotterdam	5790	Vienna	9900
Salvador De Bahia	3100	Vientiane	4350
Salzburg	5830	Warsaw	5010
San Jose	3440	Wellington	4360
San Salvador	3450	Winnipeg	5550
Sanaa	6330	Yaounde	2520
Santiago	3460	Zagred	5080
Santo Domingo	3470	Zurich	5130

CORRESPONDENCE CONTROL
Incoming Mail

Responsibility for receipt, logging, and distribution of ALL classified and non-classified incoming and outgoing mail and cables is assigned to the Task Force C&R.

To facilitate the correspondence control procedure, the following must be adhered to:

Letters & Memos

1. All mail received through the M/SER/MO Mail Room, or from less formal sources (e.g., handcarried from an individual, or delivered by other Agency representatives) should immediately be given to the Task Force Correspondence and Records Secretary (C&R).

2. Upon receipt, the C&R will open and log all incoming correspondence requiring TFHA action. The log will indicate the date received, subject, and action officer for any correspondence that appears to require a response. (NOTE: This log is consulted daily to assure that due dates are met.) A classified cover sheet will be placed on all classified documents.

3. The C&R will photocopy the incoming mail immediately. A minimum of four (4) copies of incoming correspondence is made in all cases. The C&R will determine if extra copies are needed for distribution. Priority attention will be given to photocopying to assure prompt processing, delivery, and action.

4. The C&R will batch and staple the copies, as required and deliver them to the appropriate staff for action.

CORRESPONDENCE CONTROL
Incoming Mail (Cont'd)

5. The C&R will use her best judgment to determine the appropriate action officer for correspondence that has no obvious indication of the intended recipient or action officer. When the appropriate action officer cannot be determined by the C&R, the Executive Officer is consulted for assistance. Following distribution, if a question arises concerning the appropriate action officer, the matter is resolved by the EXO or the Task Force Director, not by the C&R.

6. The C&R will deliver or arrange for pick up of mail throughout the day. The Secretaries in the suite of offices in Room 3311 will distribute the correspondence to individuals in that area.

7. Each week the C&R will provide the EXO with a listing of all incoming actions such as those referred from the Office of the Executive Secretary (ES) or the Office of Legislative Affairs (LEG), that are considered overdue (no response has been made) for the EXO's review and circulation to each Task Force unit. Action officers should notify the EXO of the status of correspondence not answered as soon as the list is circulated.

Cables

1. All incoming cables received through the M/SER/MO Mail Room, or from any other source (e.g., handcarried from an individual or delivered by other Agency representatives) should immediately be given to the C&R.

2. Upon receipt the C&R will open and log all cables, whether a response is necessary or not. The log will indicate the cable number, date received, subject, and action officer. (NOTE: This log is consulted daily to assure that due dates are met.) A classified cover sheet will be placed on all classified documents.

CORRESPONDENCE CONTROL
Incoming Mail (Cont'd)

3. Photocopy and distribution procedures described in the "Copies" section below apply.

4. The "comeback" copy of a cable (considered an incoming cable for this procedure), is the official file copy and is retained by the C&R. The C&R will annotate the cable number in the cable action log immediately to ensure that an entry in the log is closed out. The minimal distribution of the "comeback" cable indicated in the "Copies" section below will be made by the C&R in all cases to assure that the Deputy Director has a record of the cable number assigned to an outgoing cable.

NIACT Cables

1. During normal work hours, incoming NIACT cables (an Immediate Precedence Action Cable) are delivered immediately from the State Department Operations Center, Room 7516.

2. After hours and on weekends the A.I.D. Watch Officer is called by the State Operations Center and advised of receipt of any incoming NIACT cables. The A.I.D. Watch Officer is responsible for contacting the Task Force addressee and arranging for immediate delivery at any hour of the day or night.

3. A copy of NIACT cables delivered by the Watch Officer after normal work hours is to be provided to the C&R.

Copies

The original copy of any incoming letter or cable is distributed to the action officer. Other distribution is as follows:

--DIRECTOR (1 copy - INFO)
--DEPUTY DIRECTOR (1 copy - INFO)
--READING FILE (1 copy - LOCATED IN ROOM 3214 FOR REFERENCE)
--CHRON FILE (1 copy - FOR OFFICIAL FILING)
--OTHERS DEPENDING UPON CONTENT (1 each)

CORRESPONDENCE CONTROL
Outgoing Mail

Copies

In all cases, the following copies should be made for outgoing correspondence:

COPIES	COLOR	NUMBER
OFFICIAL FILE COPY	Yellow Tissue	1
INFORMATION (Within A.I.D.)	White Tissue	as required
INFORMATION (Outside A.I.D.)	White Tissue	as required
CHRON FILE	Green Tissue	1
READING FILE	Pink Tissue	1
OTHER	White or Blue Tissue	as required

The "Official" file copy of outgoing correspondence is the Agency retained copy that bears the name and signature or initials of the drafting, clearing, and signing officers. This copy should be on yellow tissue paper. Since tissue copies cannot be printed on the LCS- 15 Laser printer, sufficient copies should be printed or photocopied and the intended color of the copy (e.g., "Yellow") annotated in the top right hand corner of the copy.

Letters & Memos

1. All correspondence should be prepared in final form according to A.I.D. Handbook 21 - Communications. A copy of the Handbook is available in Room 3214. Instructions concerning congressional correspondence and Agency formats are included with each congressional action forwarded to the TFHA by the Office of Legislative Affairs (LEG). Specific questions can also be answered by Eloise Hood, (LEG), Phone: 647-8440. When addressing mail to a foreign service post it is particularly important that everyone use the four digit add-on to the Zip Code. The add-on for San Jose, Costa Rica is 3440; the add-on for Tegucigalpa, Honduras is 3480.

2. All correspondence should be proofread prior to final printing. A spelling verifier is available under the Wang Utilities Menu pick for this purpose.

CORRESPONDENCE CONTROL
Outgoing Mail (Cont'd)

3. Responses to any action that requires clearance and/or signature by anyone outside the two Task Force suites must be taken to the C&R. The C&R will assure that the package is correctly assembled, that a copy is retained for Task Force records, and that the package is delivered.

4. Each suite of TFHA offices (Rooms 3214 and 3311) should establish and use internal controls and procedures to assure prompt attention and action for all communications. Additionally, a copy of any correspondence prepared by a Task Force member must be given to the C&R for filing.

5. If correspondence is being prepared for the Administrator's signature, each distribution copy should be annotated and mailing envelopes must be attached for each addressee. To assure that the yellow and green copies are returned to the Task Force C&R after issuance, annotate "RETURN TO TASK FORCE, ROOM 3214, N.S., PHONE: 647-0458" on the top right hand corner of these copies. The C&R will distribute the returned copies as appropriate following signature.

Cables

1. Drafters and their secretaries are responsible for ensuring that typed cables are done in the correct cable format (Form 153), with a 10-pitch COURIER typewriter element. Cables prepared on the Wang word processor will automatically use the OCR print font when the Cable Glossary is used. The C&R is the final checkpoint for all outgoing cables in order to insure correct format, spelling, etc. However, drafting, clearing, and approving officers are requested to look for the following common errors prior to releasing a telegram:

CORRESPONDENCE CONTROL
Outgoing Mail (Cont'd)

- Missing end of message characters 'YY'. They must be on the last page at the end of the text only.

- Proper alignment.

- Indentations of text. If drafter desires text indentations, it must be spaced a minimum of six (6) spaces from the left-hand margin. DO NOT use the dash or period.

- Improper placement of caption and attention indicators.

- Drafting offices not obtaining proper clearance on collective addressed telegrams prior to delivery to the Cable Room.

Please remember that all ROUTINE and PRIORITY telegrams that are rejected by the Cable Room's OCR, will be returned to the drafting office. IMMEDIATE and above precedence telegrams will be returned to the drafting office for correction during normal office hours. Outside routing office hours, IMMEDIATE and above precedence telegrams will be transmitted, but the annotated original will be returned to the respective Executive Director's office. Additional information or assistance can be obtained by calling 647-8384.

2. A Cable Glossary is available to produce Cables on the Wang word processing workstation for Unclassified or Limited Official Use (LOU) cables <u>only</u>. A document or cable classified as LOU must be password protected if stored in the Wang library. Classified documents above LOU <u>are not to be created on the word processor</u>. Any correspondence being created above that level must be typed on a TEMPEST machine.

3. The Director of the Task Force, (Mr. Ted Morse), or, in his absence, the Deputy, (Mr. Robert Meighan), approves all outgoing cable traffic. (NOTE: <u>Only</u> Mr. Morse or Mr. Meighan has the authority to classify documents.)

c 122

CORRESPONDENCE CONTROL
Outgoing Mail (Cont'd)

4. When a cable is finalized for transmission (all clearances and signatures have been obtained), a copy must be made for the C&R's "pending" file in all cases.

5. Throughout the week, Monday through Friday, cables may be taken to the A.I.D. Cable Room (SER/MO/CPM/T) Room 3720, (Phone: 647-8384). The A.I.D. Cable Room closes at Noon, Saturday and reopens Monday at 8:00 a.m. The State Cable Room 5440, (Phone: 647-1641) is open 24 hours daily.

6. "Comeback" copies (the official cable, with a cable number) are received most often the day after transmission of a cable and will be distributed by the C&R in the regularly scheduled inter-office mail rounds.

NIACT Cables

1. This is an IMMEDIATE precedence, non-duty hour action cable that must be cleared through the Senior Watch Officer in the State Operations Center, Room 7516, Phone: 647-1512. The Operations Center is the only office that can transmit this type cable.

2. The normal cable format is used, with "NIACT IMMEDIATE" typed in the "Action Precedence" line.

3. Following clearances, the NIACT cable is handcarried to the Operations Center for approval from the Senior Watch Officer.

4. NIACT cables are transmitted immediately and will be delivered to the addressee immediately.

5. Any Task Force member handcarrying a NIACT cable should assure that the C&R receives a copy of the cable for the C&R's records.

CORRESPONDENCE CONTROL
Reading File

A Reading File containing a copy of all incoming and outgoing correspondence is assembled and maintained by the C&R in Room 3214. NOTE: To avoid the need for two Reading Files, (e.g., Unclassified and Classified), ALL Reading Files will be considered Classified and a Classified Cover Sheet will be placed on the File cover. The C&R will secure the Reading File in the safe each evening.

CORRESPONDENCE CONTROL
Handling of Classified Mail

1. A classified cover sheet is placed on all classified correspondence immediately upon receipt.

2. Classified correspondence is not to be created on the Wang word processor.

3. A document created with a classification of Limited Official Use may be created on the Wang but, must be deleted or password protected if stored in the Wang library.

4. All classified correspondence above LOU must be created on the Wang TEMPEST machine located in Room 3311.

5. Classified correspondence must be secured in the safe each evening.

6. All Reading Files must be secured in the safe each evening.

CORRESPONDENCE CONTROL
Protecting Official Agency Records

Task Force staff are reminded of the distinction between official records and personal papers and the maintenance and disposal of official records. It is important to assure careful application to Federal regulations to prevent inadvertent destruction or loss of official records.

Official records include all materials made or received under Federal law or in connection with the transaction of public business. Such documents belong to the office rather than the officer and may not be removed from Agency custody upon the departure of an official. Correspondence designated "personal" or "private" but relevant to the conduct of public business are official records and subject to the provisions of Federal law. Removal or destruction of official Agency records may occur only in accordance with the Agency records control schedules as contained in Handbook 21, Part II, Appendix 6A (Records Disposition Schedule AID/W) or Appendix 6B (Records Disposition Schedule USAID).

Personal papers are material pertaining solely to an individual's private affairs. Personal papers that are kept in the office of a Federal official must be clearly designated as non-official and will at all times be filed separately from the official documents. In cases where matters requiring the transaction of official business are received in private personal correspondence, the portion of such correspondence that pertains to official business will be extracted and made a part of the official record.

The alienation and destruction of official records is governed by specific provisions of Chapter 33, Title 44, U.S. Code, which provides criminal penalties for the unlawful destruction of official Federal records. Individuals having questions or requiring assistance concerning the disposal of official records should contact the Chief, Records Management Branch, Office of Management Operations, M/SER/MO/RM (Phone: 875-1749).

CORRESPONDENCE CONTROL
Official File System

The Task Force official files (an alphabetical system) are retained in the security safe located in Room 3214. All original documents and official file copies are to be retained in this central file. The C&R is responsible for all filing and retrieval of the official files. The C&R will retrieve copies of correspondence or documents from the official files upon request. If you must remove a document, please be sure to return it to the C&R as soon as possible. If you have documents that are to be part of the official filing system (e.g., the original document or a "yellow tissue" copy), please give them to the C&R. When possible, please indicate the appropriate filing subject in the top right hand corner of the document.

The current subject files maintained by the C&R are listed below. Please let the C&R know when a new subject category should be included in the files so that a file folder can be made.

-A-

ADMINISTRATIVE
ADMINISTRATIVE COST RESISTANCE
ADVENTIST DEVELOPMENT AND RELIEF
AGREEMENTS
AMERICAN RED CROSS
ASSESSMENTS
AWARDS

-B-

BUDGET (GENERAL)

-C-

CARDINAL OBANDO
C.A.R.E.
CASH FOR FOOD
CATHOLIC RELIEF SERVICES
CHILDREN'S SURVIVAL
COMMUNICATION EQUIPMENT
COMPUTER EQUIPMENT
CONGRESSIONAL BRIEFINGS
CONTRA PROPAGANDA
CONTRACTS

CORRESPONDENCE CONTROL
Official File System (Cont'd)

-D-

DELEGATIONS OF AUTHORITY
DOOLEY FOUNDATION

-E-

ECONOMIC
EQUIPMENT AND SUPPLIES

-F-

FAMILY ASSISTANCE
FAMILY ASSISTANCE (COSTA RICA)
FAMILY ASSISTANCE (MIAMI/HONDURAS)
FAMILY ASSISTANCE (YATAMA)
FINANCIAL
FOOD ASSISTANCE

-G-

GENERAL ASSISTANCE (OTHER)

-H-

HUMAN RIGHTS

-I-

IG/GAO
INTERAGENCY COMMITTEE
INTERNATIONAL MEDICAL CORPS.
INTELLIGENCE COMMUNITY
ITINERARIES

-L-

LEGAL OPINIONS
LEGISLATION
LOGISTICS/AIR SUPPORT
LOGISTICS/YAMALES

-M-

MEDICAL ASSISTANCE
MEDICAL SUPPLIES
MEETINGS, CONFERENCES, ETC.

-N-

NEGOTIATIONS
NEW LEGISLATION I
NEW LEGISLATION II
NIGHT NOTES

CORRESPONDENCE CONTROL
Official File System (Cont'd)

-O-

OAS
OBLIGATIONS
OE FUNDS
OTHER COUNTRIES
OTHER - TRAVEL

-P-

PANAFAX
PAN AMERICAN DEVELOPMENT FOUNDATION
PARTNERS OF THE AMERICAS
PIO/Ts
PL 100-176
POLITICAL
PRESS CONFERENCES
PRESS RELEASES
PRICE WATERHOUSE
PRICE WATERHOUSE - NON-FED. AUDITORS
PROCUREMENT POLICY
PROJECT HOPE
PROPOSALS
PURCHASE ORDERS

-Q-

Qs AND As
QUARTERMASTER SUPPLIES

-R-

RESPONSE TO TFHA

-S-

SAPOA
SECURITY
SITUATION REPORTS
SOUTHERN FRONT
STATUS REPORTS

-T-

TALKING POINTS
TASKING AUTHORITY
TRAINING ACTIVITIES
TRANSITION

-W-

WORLD REHABILITATION FUND

-Y-

YATAMA

OVERTIME

All overtime work will be on a voluntary basis. Each Suite of offices will be responsible for overtime coverage on an ad hoc basis. When circumstances warrant overtime, prior approval will be obtained from the Executive Officer.

A.I.D. Form 430-3 (Overtime Authorization and Report Form) should be typed and submitted to the EXO. Following approval, three copies of the form should be provided to the Secretary to the Director, i.e. the Task Force Timekeeper, for distribution.

PROCUREMENT

The Task Force on Humanitarian Assistance in Central America (TFHA) was established on April 1, 1988. On that same day, the Administrator of A.I.D. delegated to the Director TFHA the authority to direct, manage, and implement all assistance and support provided by the Joint Resolution. The Charter of the Task Force requires TFHA to recommend and formulate regulations and procedures necessary to achieve the objectives of the Joint Resolution. Following are the established operational procedures in regard to procurement and the provision of assistance:

Authorization Authority

Both the Director TFHA in AID/Washington and the Director of TFHA/Honduras shall have the authority to authorize a procurement. The Director TFHA in AID/W alone has the authority to authorize assistance in the nature of a Grant.

Project Implementation Order/Purchase Order

Both procurement and Grant assistance will normally be authorized by a Project Implementation Order (PIO/C or PIO/T). When that is not practical, or when a procurement is to be made by Purchase Order (PO), it may be authorized by a memorandum signed by the person with authority (Mr. Ted Morse, TFHA/W or Mr. Ronald Venezia, TFHA/H). The memo will contain a clear description of the supplies or services to be procured and state the reason why such items are required by the program. It will also specify the general method of procurement to be used. In cases where more than one P.O. are to be used to satisfy a single requirement, (e.g., local purchase of food in Central America), a single memo will suffice.

The PIO or authorizing memorandum specified above will, in all cases, show clearance by the Office of the Controller, indicating funding availability. In AID/W it will also have the clearance of a Legal Advisor.

PROCUREMENT (Cont'd)

Solicitation & Open Competition

In view of the emergency nature of the program and other aspects dictated by the Statute which will effect procurements, normal Agency rules of solicitation and full and open competition will not be followed except where practicable. Most procurements and assistance activities will be accomplished by negotiation. Competitive solicitation will be used only when practicable in the judgment of the Authorizing Officer. Both the Director TFHA/W and the Director TFHA/H have the authority to specify the method of procurement to be used.

The usual Agency Contract, Grant, and Purchase Order (PO) forms will be used when practicable. Either the TFHA/W or TFHA/H Director has the authority to modify the terms thereof, to facilitate program implementation after clearance by the Legal Advisor. The Task Force unit in Honduras has the authority to use a P.O. (forms SF-347 or SF-455) for local procurements in an amount of up to $100,000.

Procurement Files

A file will be established for each procurement and assistance action or for each group of purchases when more than one P.O. is to be used to satisfy a single requirement. The file will contain the authorizing document, a copy of the actual procurement or assistance document, and a short explanation as to how the action was accomplished in regard to solicitation and negotiation, what sources were considered and the basis for selection, and how it was established that the price is reasonable. TFHA/W and TFHA/H will each keep a master list of procurement and assistance files.

TIME & ATTENDANCE (T&A)

TFHA/Washington

The Secretary to the Director is the Timekeeper for all core Task Force members. The C&R is the alternate Timekeeper. Each Task Force member is responsible for assuring the accuracy of their own leave balances and for any reconciliation required of the balances. Task Force members who anticipate annual or sick leave should notify the Timekeeper accordingly.

AID Form 430-3 (OVERTIME AUTHORIZATION AND REPORT FORM) should be typed, approved by the Task Force EXO, and furnished to the Timekeeper the Friday before the end of the pay period. The original copy of the form will be forwarded to the Office of Financial Management (PFM) with the Time Cards. One copy of the form will be given to the Task Force Controller, and one copy will be retained in the Task Force files.

The Timekeeper will complete Time Cards for any Task Force member who is in TDY status. If the employee takes annual or sick leave during the TDY, the Timekeeper should be advised upon return to TFHA/W.

TFHA/Honduras

TFHA/H staff's originating mission is responsible for reporting the time and attendance for employees assigned to Honduras.

TRAVEL
Request for Travel

Travel should be planned as well in advance as possible to guarantee all paper work and reservations can be completed in a timely manner. All travel will be coordinated with the Executive Officer.

As soon as travel requirements are known travelers should submit the following information to the Executive Officer:

- -- NAME, TITLE, PHONE EXTENSION OF TRAVELER
- -- SOCIAL SECURITY NUMBER
- -- PASSPORT NUMBER
- -- VISA REQUIREMENT
- -- DESTINATION
- -- DATES OF TRAVEL (including departure and return)
- -- SEATING PREFERENCE
- -- HOTEL PREFERENCE
- -- TRAVEL ADVANCE REQUIREMENT, (e.g., cash or check).
  NOTE: If a cash advance is requested, the maximum allowable is $400. If a check is requested bank deposit information is required. The maximum advance of funds is 80% of the per diem rate (Honduras $92; Costa Rica $38);
- -- PURPOSE OF TRAVEL

The Executive Officer will arrange for the Travel Authorization to be prepared from this information.

TRAVEL
Reservations

U.S. Government and Agency policy requires all official travel to be carefully planned and performed in the most economical and expeditious manner practicable using less-than-first-class travel accommodations. However, under limited and specific circumstances, the use of first-class air accommodations may be deemed necessary.

The circumstances under which first-class travel accommodations may be used without prior approval are restricted to the following:

- Travel by couriers accompanying controlled pouches;
- Travel by security officers accompanying first-class travelers;
- Travel by an Assistant Administrator or equivalent or higher level Agency official on transoceanic flights or on international flight segments in excess of seven hours in length (including stopovers of less than six hours) only if business class accommodations are not available.

In all other circumstance, advance authorization to use first class accommodations is normally required including:

- When no space is available in less than first-class accommodations on any scheduled flight in time to carry out the purpose of official travel which is so urgent that it cannot be postponed;
- When the physical condition of the traveler as certified by competent medical authority makes such accommodations essential; and
- When there are exceptional circumstances essential to the successful accomplishment of the mission which require the use of first class.

TRAVEL
Reservations (Cont'd)

Requests for authorization to use first-class accommodations should be made in advance and in accordance with the reference section of Handbook 22. Such requests must include: name, grade position or title of traveler; additional cost to the government (difference between first class and economy class accommodations), and a written justification. All requests are to be submitted to the Director, Office of Management Operations, M/SER/MO.

Under extenuating circumstances or in emergency situations where advance authorization cannot be obtained, it is the employee's responsibility to obtain written approval at the earliest possible time following the same instructions used for the advance request.

Whenever first-class accommodations are used as an exception, the employee must certify on the travel voucher the reasons for use of first-class air accommodations and specific authorization or approval must be attached to, or stated on, the Voucher and retained for the record. In the absence of specific authorization or approval, the employee will be responsible for the difference in cost between first-class accommodations used and the fare which would otherwise have been authorized.

The Executive Officer is responsible for all Task Force travel arrangements. Ms. Alma Coggs will assist the Executive Officer with Travel Authorization procedures as follow:

1. Ms. Alma Coggs will telephone ASK MR. FOSTER, (Ana, 835-0995) to obtain flight choices that are available and will provide the traveler with the options.

2. Once the traveler indicates flight preference (departure time, seating, etc.) to Ms. Coggs, reservations will be made and confirmed.

3. Upon confirmation a Limited Official Use Country Clearance Cable will be drafted by Ms. Coggs and sent to the appropriate mission(s). Confirmation cables should include travelers' flight number, airline, and arrival time, along with requests for hotel reservations, request for someone to meet and assist the traveler at the airport, and <u>request for Country Clearance</u>.

TRAVEL
Travel Authorization (TA)

AID Form 5-8

1. Complete all items 1 through 13 from the information provided by the traveler. Leave the "AUTHORIZATION NUMBER" and date, in the top right hand corner blank as they will be filled in by M/SER/MO/TTM.

2. Information to complete items 1 and 3 are obtained from the traveler.

3. Check "Other" and specify the job title of the traveler in item 2.

4. Check both blocks in item 6.

5. Examples of the wording to be used in item 7 can be found in the Travel Authorization notebook located in Suite 3214. This notebook contains all past Task Force TAs. The purpose of travel and the dates of travel will vary and will be provided by the traveler.

6. The "APPROPRIATE LIMITATION SYMBOL" (item 8), and "ALLOTMENT ACCOUNT SYMBOL" (item 9), are contained in the authorization cable from the Controller, TFHA/Honduras. Copies of this cable can be found in the TA notebook.

7. The Task Force Controller is the "APPROVING OFFICER"; the Task Force Executive Officer is the "OTHER REQUIRED APPROVAL" (item #12). The Chief of the Travel and Transportation Division, (M/SER/MO/TTM) is the "AUTHORIZING OFFICER" (item 13).

8. Obtain signatures of the TFHA Controller and the EXO on the TA. Attach two (2) copies of the Authorization Cable to the TA.

9. The Travel Authorization (along with the Travel Advance form(s), if any) should then be taken to Ms. Carita Walker, SER/MO/TTM/S, Room 12A45, N.S. (Phone: 647-8334). Routine processing time is three days. If a traveler is requesting processing in less than three days, SER/MO/TTM/S should be notified. However, urgent requests should be kept to a minimum.

TRAVEL
Travel Authorization (TA) (Cont'd)

10. Under routine processing, Ms. Walker will forward copies of the approved Travel Authorization (TA) to ASK MR. FOSTER for ticketing purposes. The original and one copy of the Travel Authorization is picked up by the traveler in Room 12A45, N.S. from Ms. Walker's accordion file folder (Alphabetical).

11. Under urgent processing, it is the traveler's responsibility to arrange for distribution of the approved TA.

12. Tickets can be picked up from ASK MR. FOSTER, Room 1247, N.S.

13. Copy #7 (orange) of the TA will be mailed to the Task Force by M/SER/MO/TTM, approximately one week later. A photocopy is made by Ms. Coggs, given to the Controller, and filed in the TA notebook (red binder) located in Room 3214.

TRAVEL
Visas

A.I.D.'s Travel and Transportation Management Division (M/SER/MO/TTM) provides various administrative support services to obtain visas for official travel. These services include diplomatic notes, application forms, photographic arrangements, and daily courier service for pickup and delivery of visas from the various embassies in Washington.

Visas are required for all Central American countries. Travelers should allow sufficient time for visa processing when planning overseas trips (normally, this is three "work" days). In addition, embassy, national or religious holidays may extend the processing time. This must be factored into your travel plans. If circumstances warrant, the Task Force may make arrangements with Mr. Al Barr's office, ARA/NCO, wherein a Visa for Tegucigalpa can be obtained in one day.

One-Day Service

-- The traveler should leave their passport with Ms. Alma Coggs, who will hand carry the passport to the Receptionist in the Travel Office (Room 1247, N.S.). A letter of introduction will be prepared by the Receptionist. Ms. Coggs will then take the letter and passport to the Embassy and obtain required Visas. NOTE: $10.00 should be supplied to cover taxi fare. Reimbursement for this charge can be claimed on your Travel Voucher.

Three-Day Service

-- Take your passport to the A.I.D. Travel Office Receptionist, Room 1247, N.S. The Travel Office will process your Visa requirements by messenger service.

-- If the passport is left with the Receptionist by 9:00 a.m., it will be returned in three days (e.g., left Tuesday at (9:00 a.m., returned by Friday at 4:00 p.m.).

TRAVEL
Advance of Funds

To obtain an advance of funds, form SF-1038 must be completed in triplicate. The traveler should provide Ms. Alma Coggs with complete information to assure that the Advance of Funds form is processed as quickly as possible. Travelers have several options:

-- No advance;

-- Cash advance only (with any balance due claimed when a Travel Voucher is filed);

-- Check only;

-- Both cash and check advance.

The maximum amount permitted for advance of funds is:

-- 80% of the estimated Per Diem and miscellaneous expenses (Per Diem is $92 per day in Honduras, and $88 per day in Costa Rica) for up to forty-five (45) calendar days only. (This can be replenished by submitting interim Vouchers every thirty (30) days);

-- $400 cash limit with the remainder being issued in check form.

Form SF-1038

1. Indicate the type of advance (cash or check) in item 1. If both cash and check are being requested, two separate SF-1038s must be completed, and each must have two carbon copies. If an Advance check is to be sent directly to the traveler's bank for deposit, provide the bank address in item 9(d), and the bank account in item 12. If it is necessary for another person to pick up a cash advance, the designee's name should be typed in item 9(d).

2. Item 4 should NOT be completed. An official in the A.I.D. Travel Office (M/SER/MO/TTM) will sign item 10. Item 11 is the "APPROPRIATION LIMITATION SYMBOL: AND the "ALLOTMENT ACCOUNT SYSTEM" shown in Items 8 and 9 of your Travel Authorization (TA).

TRAVEL
Advance of Funds (Cont'd)

3. The traveler's signature will be obtained and the original and two copies of the form, with a copy of the TA will be taken to M/SER/MO/TTM for that office's signature.

4. Cash advances can be picked up from the A.I.D. Cashier, in Room 1245 N.S., from 10:00 a.m. to 12:00 noon, and from 1:00 p.m. and 3:30 p.m. The original and two carbon copies of the Advance of Funds Form, and one copy of the TA will be retained by the Cashier. The necessary copies will be forwarded to the Office of Financial Management (M/FM) by the Cashier.

TRAVEL
Voucher

The Travel Voucher (SF-1012) constitutes the legal basis for payment of claims for reimbursement of allowable travel and miscellaneous travel related expenses authorized in the Travel Authorization. OMB Bulletin No. 88-17, dated July 22, 1988 provided both general and specific policies for reducing executive agencies' travel advances. A.I.D. has made the following changes with regard to the submission and payment of Travel Vouchers in order to conform to the policies in the OMB Bulletin:

a. Travelers must submit Vouchers within five (5) working days after completion of travel for administrative approval. If the trip is for longer than forty-five (45) days, travelers must file interim Vouchers every thirty (30) days.

b. Travel is considered completed when the traveler arrives at post of assignment or place of residence. Travelers should not wait for completion of delayed travel by family members for permanent change of station transfers before submitting the Voucher.

c. Vouchers must be administratively approved by the traveler's appropriate approving official and forwarded to the paying office, or returned to the traveler for revision within two (2) working days.

d. Vouchers must be processed and certified for payment within twenty-five (25) working days after completion of travel.

e. Until further notice, personnel authorized to travel may be authorized up to eighty (80) percent of estimated per diem and miscellaneous expenses for up to forty-five (45) calendar days only. This can be replenished by submitting interim Vouchers every thirty (30) days.

TRAVEL
Voucher (Cont'd)

Handbook 22, Chapter 11, The Travel Voucher, requires administrative approval of Travel Vouchers. Beginning May 1, 1989 all Travel Vouchers submitted to PFM/FM/CMPD (Cash Management and Payment Division) must be administratively approved in block 14 before being processed for payment. Any Travel Voucher which is not administratively approved by the traveller's appropriate approving official will be returned to the traveller unprocessed.

Administrative approval of the Travel Voucher consists of certification that travel was completed as authorized and that any special expenses claimed were necessary to the successful accomplishment of the travel. The approving official is not approving the amount claimed as correct. The review of the amount claimed and the calculation of the correct amount is the responsibility of PFM/FM.

All Travel Vouchers must include:

1. Original and three (3) copies of the travel expense Voucher. (Travelers should keep a personal copy, including copies of all receipts, tickets, etc., in the event that the Voucher claim should become lost or misplaced.)

2. One (1) copy each of the Travel Authorization (form AID 5-8).

3. One (1) copy of the U.S. Government Transportation Request (GTR).

4. All unused tickets and used ticket stubs. (If ticket stubs are not clear as to the airlines utilized over each segment, the travel claim must be annotated to show this information.)

5. All required receipts. Receipts for lodging must always be attached to the Voucher except in the case of domestic U.S. per diem travel where the traveler may present a statement on the Voucher saying "I certify that the average cost of lodging was $xx.xx" in lieu of a receipt. A receipt is required for any expense in excess of $15.00.

TRAVEL
Voucher (Cont'd)

The schedule of expenses and amounts claimed must be presented in chronological order with expenses for each day presented as they occurred during the day of travel. The complete itinerary, including departure and arrival times from origin, intermediate and destination points and airlines used, should be shown. (Travel begins with the time of departure from home or office and terminates with arrival at home or office). All allowable miscellaneous expenses are listed and identified as to their nature, and the amounts are extended to the column marked "other". Any unusual expenses incurred (e.g., delays in departure, cancellation of flights, late arrivals, superior accommodations, etc., should be fully explained. Any leave taken while in TDY status should be indicated. In instances where quarters and/or meals are furnished by the government, this should be noted on the Voucher and the applicable per diem rate reduced accordingly. If per diem is authorized, the per diem computation must be completed on the Voucher; if travel is in a high rate geographic area (HRGA) where actual subsistence is authorized, each meal must be itemized separately on a daily basis and totalled daily. All columns will be totalled and the total amount claimed will be shown on the front of the Voucher.

Until further notice, submit Travel Vouchers to the following address:

PFM/FM/CMPD/DC
ROOM 103, SA-2 0204

A copy of the audited Voucher will be returned to the traveler for repayment of any outstanding balance due from an advance of funds.

The accounting of the travel advance and its recovery (if not liquidated by the Voucher) is in accordance with the General Accounting Office procedures. If all else fails to account for the advance voluntarily, the easiest means of recovery is by deduction from the traveler's salary check.

TRAVEL
Voucher (Cont'd)

Checklist for Completion of Travel Voucher

1. Name of agency, department, bureau or office for which you work
2. Check one
3. LEAVE BLANK
4. LEAVE BLANK
5. a. Name
   b. Social Security Number
   c. Address to which you want your check sent. If it is a bank, include account number and zip code along with complete address.
   d. Office phone number
   e. Official duty station
   f. Address of your residence
6. a. Date travel commences
   b. Date travel completed
7. a. Travel authorization number
   b. Date of travel authorization
8. a. Outstanding travel advance
   b. LEAVE BLANK
   c. LEAVE BLANK
   d. LEAVE BLANK
9. LEAVE BLANK
10. LEAVE BLANK
11. LEAVE BLANK
12. Traveler completes as follows:
    First column fill in GTR number
    a. Cost of ticket
    b. Initials of carrier
    c. Class of service, e.g., COACH
    d. Date ticket issued
    e.& f. Origin and destination for each leg of travel
13. Sign, date, enter amount of claim
14. Signature of approving official
15. LEAVE BLANK
16. LEAVE BLANK
17. LEAVE BLANK
18. Appropriation and allotment chargeable from travel authorization.

TRAVEL
Taxi Voucher

Reimbursement of taxi expense is authorized for official Task Force busine s. The limitation on reimbursement per Taxi Voucher is $50.00. Form SF-1164 should be completed to claim reimbursement. Any Task Force member can complete the actual form, but it is a requirement of the Office of Financial Management (PFM) that only one designated person per office pick up taxi reimbursements from the A.I.D. Cashier's office in Room 1245, N.S. (Phone: 647-8429). The Cashier's office hours are from 10:00 a.m. to 12:00 p.m., and from 1:00 p.m. to 3:30 p.m. Ms. Colomba Chow is the Task Force designee for this purpose.

Form SF-1164

1. SF-1164 should be completed in triplicate and signed by the Task Force Executive Officer ("APPROVING OFFICIAL"), and by the Task Force Controller ("CERTIFYING OFFICER").

2. The Controller will provide the "ACCOUNTING CLASSIFICATION" numbers and forward the form to Ms. Chow.

3. Ms. Chow will retain the Vouchers, and will tally the totals due by the required currency breakdowns on non-payday week Mondays.

4. Ms. Chow will phone the Cashier (647-8429) and provide the total amount to be collected, and the currency breakdown needed to facilitate distribution to the individual claimants. NOTE: The pick up date for reimbursements is on Tuesday of non-payday weeks.

PANAFAX

The Task Force has a Panafax machine located in the library of Room 3214. The TELEFAX Phone number is: 647-0924. Frequently called numbers are posted above the Panafax machine.

Additionally, the Task Force has access to Panafax equipment located in Room 3208 (PRE/PPR), Office Phone: 647-7474, TELEFAX Phone: 647-1805, and in Room 3320 (ANE/PD), Office Phone: 647-1761, TELEFAX Phone: 647-4958. A complete listing of all Agency Panafax machines, by building and room number, is shown in the yellow portion of the A.I.D. Telephone Directory (Page 27). Please refer to the phone directory as necessary.

PHOTOCOPY

The Task Force photocopy machine is located in the library of Room 3214. Additionally, the Task Force has use of the photocopy machines located in Rooms 3209A, and 3208. Use of these machines should be kept to a minimum.

The machine in Room 3209A requires entry of a code number for operation. The Task Force secretaries can provide you with this number for operation. If the machine located in Room 3209A is needed on the weekend, the user will be designated responsible for assuring the machine is turned off and the room is locked on Sunday night. For overtime use Friday and Saturday, the room should not be locked, but the door should be closed, (this means you need to tape the latch), and the machine must be shut down each evening.