



U.S. NRC

Correspondence Management Glossary

Accession number. A unique system-generated number assigned to an NRC official record when entered into the Agencywide Documents Access and Management System (ADAMS).

ADAMS. Agencywide Documents Access and Management System, NRC's official electronic recordkeeping system, approved by the U.S. National Archives and Records Administration on April 1, 2000.

ADAMS template. A document indicating the proper way to fill out the profile for a specific type of document when adding the document to ADAMS (e.g., a SECY paper, memorandum, letter). Each NRC office has a specific template for a specific type of correspondence that is stored under ADAMS Final Templates that all NRC users may view.

Attachment. Material referenced in an enclosure that is related to the content of the enclosure and attached to the enclosure (see also the definition for **enclosure**).

Classified information. At NRC, material that meets the requirements for designation as Confidential, Secret, or Top Secret in accordance with an Executive Order (currently 12958, "Classified National Security Information, as amended") or the Atomic Energy Act of 1954, as amended.

Concurrence. Initialing a piece of correspondence to indicate agreement with information in the correspondence on the basis of the individual's knowledge, experience, and responsibility.

Contact. A person other than the signatory who is knowledgeable about the content of the correspondence and can provide expertise.

Correspondence. Any written communication related to agency business, regardless of the medium (e.g., letters, memoranda, informal notes, and e-mail messages).

1. Controlled

- (a) Correspondence that the NRC controls because of the source, subject matter, sensitivity, urgency, or possible impact on NRC's regulatory responsibilities for the public health and safety.
- (b) An office director or manager above the level of an office director controls this correspondence. (It is often initially controlled by SECY or OEDO.)

2. General

- (a) All correspondence except controlled correspondence.
- (b) This correspondence may or may not be controlled, depending on the policy of the organization receiving it. If it is controlled, an office director or a manager below the level of office director controls it.

Correspondence control. Assigning to an office or a member of the staff responsibility for replying to incoming correspondence by a due date and tracking until a reply is dispatched.

Correspondence management. A system designed to establish and implement policies and procedures to ensure consistent handling of agency correspondence.

Docket case file. A compilation of official record copies of correspondence and other documents on a given licensing transaction that is usually filed under a governing case control number.

Electronic Information Exchange (EIE). Allows NRC stakeholders to transmit their documents through the internet.

Electronic mail record. An e-mail message determined to be a Federal record in accordance with MD 3.53, "NRC Records Management Program," or MD 3.1, "Freedom of Information Act"; that is saved in ADAMS and assigned an accession number or is printed onto paper and saved in the appropriate recordkeeping system.

Enclosure. Explanatory or supporting material for the topics covered in a SECY paper, a letter, or a memorandum (see also the definition of an **attachment**).

Federal record. As defined in 44 U.S.C. 3301, includes—

...all books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of data in them.

Letter. Any correspondence addressed to other Government agencies or their employees, businesses, or other entities and their employees, and individuals outside NRC.

1. Original. The final signed document that is dispatched to the addressee.
2. Copy. A copy may be one of two types:
 - (a) Courtesy copy. A copy reproduced from the signed original, as requested by the originator.
 - (b) Information copy. A copy reproduced for recipients appearing on the distribution list who did not receive the original or a courtesy copy but who may be interested in matters covered in the correspondence. Recipients outside the agency receive copies of the signed original while recipients within the agency receive copies of the official record copy (concurrence copy) or are directed to access their copy by using the ADAMS accession number.

Memorandum. Correspondence among Commissioners, NRC office staff, and managers or between NRC offices and their contractors.

Non-concurrence. Refusing to initial a piece of correspondence to indicate disagreement with information provided in the correspondence on the basis of the individual's knowledge, experience, and responsibility. (See MD 10.159, "The NRC Differing Professional Opinions Program.")

ADAMS Document Submission Form. This form is to be used to submit paper copies of documents or packages to the DPC for finalization when ready for dispatch.

Official agency record (OAR). As defined in the [ADAMS Navigator User Manual](#), Chapter 11, "Official Agency Records (OARs) Kept in ADAMS Navigator," this term has the same meaning as that of a "Federal Record":

...all books, papers, maps, photographs, machine-readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations or other activities of the Government or because of the informational value of data in them.

Note that "regardless of physical form or characteristics" means that the medium for a record may be paper, film, disk, or another physical type or form and that the method of recording may be manual, mechanical, photographic, electronic, or any combination of these or other technologies. (See Chapter 11, [ADAMS Navigator User Manual](#), "Official Agency Records (OARs) Kept in ADAMS Navigator.")

As related to correspondence, in most cases OAR refers to the electronic-generated correspondence and its enclosures and attachments in any form that is entered into ADAMS, assigned an accession number, and declared an OAR. OARs also include scanned images of incoming correspondence and action copies of reports, completed forms, maps, photographs, and other documents associated with the correspondence OAR.

Official record copy. The final signed outgoing or internal correspondence complete with all enclosures and attachments and the original concurrences of the involved NRC officials, the original of the incoming correspondence, and the original or action copies of reports, completed forms, maps, photographs, and other documents.

Sensitive unclassified information. This information includes allegations, investigations, security-related, proprietary, privacy act, sensitive internal information, and unclassified information from other government agencies and sources outside of NRC and its contractors and licensees that requires special protective measures. Markings used by these agencies and sources include, for example, For Official Use Only, Company Confidential, and Private. (See MD 12, "Glossary of Security Terms," MD 12.4, "NRC Communications Security (COMSEC) Program," MD 12.6, "NRC Sensitive Unclassified Information Security Program," and NRC Yellow Announcement YA-05-0077, "Policy Revision: NRC Policy and Procedures for Handling, Marking, and Protecting Sensitive Unclassified Non-Safeguards Information (SUNSI)," as well as the "NRC Policy and Procedures for Handling, Marking, and Protecting Sensitive Unclassified Non-Safeguards Information (SUNSI)," available on the internal NRC Security Web site at <http://www.internal.nrc.gov/sunsi/>, for a complete definition of "sensitive unclassified information."

Substantive complaint. Any issue that involves the public health and safety, including—

1. Regulatory obligations
2. Significant risks
3. Legal position in the courts
4. Agency resources
5. Licensee performance
6. Licensee requests
7. Licensee resources
8. Stakeholder concern

Suspense date (due date). The suspense date is the latest possible date that the reply or other appropriate action is due at the correspondence control office that originated the request.

Technical editing. Technical editing involves applying the following techniques to documents to ensure clear and accurate communication of a message:

1. Organize the message into a coherent and logical flow of ideas.
2. Correct syntax, grammar, spelling, and punctuation.
3. Ensure consistent use of terms, acronyms, abbreviations, and symbols.
4. Simplify overly complex sentences (sentences that contain too many ideas).
5. Correct subject/verb disagreement and faulty parallelisms.
6. Eliminate ambiguities, redundancy (wordiness), and overuse of the passive voice.
7. Verify the accuracy of equations.
8. Verify the accuracy of tables and figures and redesigning them as required to improve their visual effectiveness.
9. Verify the accuracy of references and cross-references and the consistency of text, figure, and table headings with the table of contents.

ADDITIONAL RESOURCES

Please refer to Management Directive 3.57 for additional requirements related to OEDO Procedure 0357.

U.S. Government Printing Office

U.S. Government Printing Office Style Manual, 2008, available at <http://www.gpo.gov>.

Nuclear Regulatory Commission

ADAMS Navigator User Manual, June 2016, available at <http://www.internal.nrc.gov/ois/ECM/ADAMS/adams-navigator/>.

Internal Commission Procedures.

Management Directives—

- 3.1, “Freedom of Information Act.”
- 3.23, “Mail Management.”
- 4.1, “Release of Information to the Public.”
- 3.53, “NRC Records and Document Management Program.”
- 10.159, “The NRC Differing Professional Opinions Program.”
- 12, “Glossary of Security Terms.”
- 12.1, “NRC Facility Security Program.”
- 12.2, “NRC Classified Information Security Program.”
- 12.4, “NRC Communications Security (COMSEC) Program.”
- 12.5, “NRC Cybersecurity Program.”
- 12.6, “NRC Sensitive Unclassified Information Security Program.”
- 12.7, “NRC Safeguards Information Security Program.”

Memorandum regarding OCFO Review of Commission Papers, dated November 14, 2008 ([ML083190715](#)).

NUREG-series Publications—

- NUREG-0544, “NRC Collection of Abbreviations.”
- NUREG-0910, “NRC Comprehensive Records Disposition Schedule.”
- NUREG-1379, “NRC Editorial Style Guide” ([ML093280744](#)).
- NUREG/BR-0210, “The ABCs of Better Correspondence.”
- NUREG/BR-0248, “The Mail Services Center Reference Guide.”
- NUREG/BR-0273, “ADAMS Desk Reference Guide” ([ML051110390](#)).

[OEDO Procedure 0380](#), “SECY Paper Development Process.”

[OEDO Procedure 0390](#), “OEDO Expectations for Signature Authority.”

Web Sites—

NRC Communications Web Site:

<http://www.internal.nrc.gov/communications/index.html>.

NRC Plain Language Action Plan Web Site:

<http://www.internal.nrc.gov/NRC/PLAIN/index.html>.

NRC Records Management Web Site:

<http://www.internal.nrc.gov/ois/divisions/irsd/records-mgt/index.html>.

Sensitive Unclassified Non-Safeguards Information (SUNSI) Web Site:

<http://www.internal.nrc.gov/sunsi/>.

Yellow Announcement YA-05-0077, "Policy Revision: NRC Policy and Procedures for Handling, Marking, and Protecting Sensitive Unclassified Non-Safeguards Information (SUNSI)," October 26, 2005 ([ML051220278](#)).