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Executive Registry

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THE WHITE HOUSE

WASHINGTON April 2, 1984

MEMORANDUM FOR:

EXECUTIVE SECRETARIAT CORRESPONDENCE UNITS

FROM:

19.00

SALLY KELLEY DIRECTOR OF AGENCY LIAISON PRESIDENTIAL CORRESPONDENCE

SUBJECT:

Handling of Presidential Correspondence

I want to thank all staff members of the Secretariats for the fine help and cooperation extended to us at the White House regarding Presidential mail. Americans who write to President Reagan deserve a timely, courteous and informative response. For the most part, this is the standard that is set and met by all Federal agencies. However, there are some steps that could improve and streamline the handling of the President's mail, and I would like to review them with you.

While most agencies are prompt in meeting the 9-workday turnaround called for by the White House Office referral sheet, the computer overdue reports indicate that some agencies need improvement. If a delay is required for a specific reason, such as the need to forward a letter to a regional office for reply, then it is imperative that you contact this office for an extension.

The return package required from each agency should contain the following: (1) a copy of the direct reply or the draft prepared for White House signature; (2) the original incoming letter with attachments; (3) the White House Correspondence Tracking Worksheet. Unacceptable delays are caused when any of these items are missing.

In addition, the above material should be firmly attached when forwarded to the White House. Loose pieces can become separated and lost, causing needless delays. Lastly, we would appreciate the correspondence being returned flat, for easier processing and filing. Our address and telephone number is:

> Agency Liaison Presidential Correspondence The White House Office Room 91 Old Executive Office Building Washington, D.C. 20500 (202) 456-7486

If you have any problem with a piece of correspondence, please contact me or one of my staff members and we will be happy to help you. EXFC

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