



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON FORT HUACHUCA
2837 BOYD AVENUE
FORT HUACHUCA, ARIZONA 85613-7001

IMHU-ZA

5 Nov 2020

MEMORANDUM FOR Fort Huachuca United States Army Garrison

SUBJECT: POLICY 20-35, Electronic Mail and Signature Blocks

1. REFERENCES.

a. United States Army Installation Management Command (IMCOM) Policy Memorandum 5-2, IMCOM Service Culture Initiative (SCI)

b. IMCOM CG WARNING ORDER 01 to OPORD 16-119: Service Culture Initiative Campaign

2. PURPOSE. To standardize email signature blocks in communications sent by Garrison team members and enhance the level of our customer service by ensuring those we support have our proper contact information. This policy supports the IMCOM Commander's intent to standardize branding across the enterprise.

3. APPLICABILITY. This policy applies to all U.S. Army Garrison (USAG) personnel, whether assigned or attached, to include DA Civilians, Service Members, or any other status of employee or volunteer when using official email.

4. POLICY. Effectively immediately, signature blocks throughout the command will contain the sender's name, title, organization, desk phone number (with DSN prefix), government cell phone if applicable, e-mail address and the IMCOM tag line (We are the Army's Home). The organization should include Installation Management Command and the employee directorate. The signature block may also include the web address of where to obtain local garrison information (i.e. "Learn more at www.huachuca.army.mil").

a. Prohibited content: Personalized references tailored to each individual (e.g. quotes of any kind, personal mottos, etc.) are inconsistent with Army, IMCOM and Fort Huachuca branding. No additional language may be included in signature blocks.

b. Optional items (see figure 1): Street address, building and/or cubicle number, an official cell phone or fax number (if applicable – do not include personal cell phone numbers) and, only if required by regulation or other directive, legal disclaimers (placed after the IMCOM tagline).

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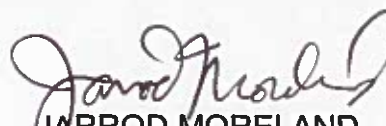
c. Figure 1. Example email signature blocks

<p><Minimum Signature Block Requirements> John Smith Senior Budget Analyst Resource Management Office USAG Fort Huachuca, AZ Office: (520) 555-5555 DSN: 821-5555 John.x.smith.civ@mail.mil</p> <p>We are the Army's Home</p> <p>Learn more at www.Huachuca.army.mil Comment on our service: [ICE link]</p>	<p><Signature Block with Options> John Smith Senior Budget Analyst Resource Management Office USAG Fort Huachuca, AZ 2387 Boyd Ave Building 22445, Room 6 USAG Fort Huachuca, AZ Desk: (520) 555-5555 DSN: 821-5555 Cell: (520) 555-5344 John.x.smith.civ@mail.mil</p> <p>We are the Army's Home Learn more at www.Huachuca.army.mil Comment on our service: [ICE link]</p>
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5. On your e-mail Subject line, trigger the audiences focus early by clearly conveying what you need them to do. Include the title of AWARENESS, INFO, ACTION, or DECISION to alert the addressee of the importance of the email and actions you expect with your communication.

6. This memorandum supersedes USAG, Policy 18-134, Electronic Mail and Signature Blocks.

7. The proponent for this policy is USAG Fort Huachuca Directorate of Human Resources at (520) 533-7720.


JARROD MORELAND
Colonel, MI
Commanding

Distribution: E