

**USA Services - Tier I E-mail**  
**Agency/Program Information Template**  
**GSA E-mail Management System (GEMS)**

*Part I*

<i>Required Information</i>	<i>Definition</i>
<b>General</b>	
<i>Name of Agency:</i>	
<i>Name of Program:</i>	
<i>E-mail Category:</i>	Is this email generated by web form or is it forwarded email?
<i>Program Contact Name:</i>	This person will be the Agency's primary liason with GSA and Aspen.
<i>Program Contact Phone Number and E-mail Address:</i>	
<i>Technical Contact Name:</i>	This person will be contacted by Aspen technical staff to coordinate testing
<i>Technical Contact Phone Number and E-mail Address:</i>	
<i>Projected Monthly Volume:</i>	What volume of e-mail is expected? If Spanish and English will be supported, please break down by language.
<i>Desired "Go Live" Date:</i>	This is the date the Agency would like to begin directing e-mails to GEMS. Note: The following must be built into the schedule (see time frames on Part II): >Content Development >Agent training >Technical testing >Content/Response testing > Preliminary and follow-up meetings
<b>Technical</b>	
<i>If Webform e-mail:</i>	Agency URL for Web Form. Please see separate document "E-Mail Webform Guidance" available from USA Services.
<i>If forwarded e-mail:</i>	E-mail address forwarded from.
<i>IP Address(es) of Outbound Email Server:</i>	This is the public IP address, or range of public IP addresses, used by the outbound e-mail server to send e-mail across the Internet. This information is needed to allow the Agency's e-mail to pass through the Aspen firewall. Please note that these IP addresses cannot be private as explained on this Web site: <a href="http://www.faqs.org/rfcs/rfc1918.html">http://www.faqs.org/rfcs/rfc1918.html</a> .

<b><i>Agency Domain:</i></b>		This is the internet domain used by the Agency (e.g. firstgov.gov). The domain will be used to determine to which IP address Aspen will allow firewall access.
<b><i>Responding E-mail Address:</i></b>		This is the e-mail address that will be used to respond to customer/citizen inquiries (e.g. FirstGov@mail.fedinfo.gov). This address must have the"@mail.fedinfo.gov" domain.
<b><i>Tier 2 Addresses:</i></b>		This address at your Agency to which we will forward escalated (Tier II) inquiries.
<b><i>BCC Address:</i></b>		This address is used on all e-mail responses so Agency program personnel can review them. (Usually agencies establish a separate mailbox for this.)
<b><i>Quality Feedback Address (Optional):</i></b>		This is an address that customers can use to send feedback directly to the Agency. Customers can submit compliments, complaints, or suggestions about the quality of the e-mail responses. This feedback can also be shared with USA Services in order to further continuous quality improvement. This also is a separate mailbox.
<b><i>Auto-acknowledgement Text:</i></b>	<p>Dear FirstGov.gov Visitor,</p> <p>Thank you for contacting FirstGov.gov. Our goal is to make it easy for you to communicate with the government.</p> <p>A member of our Citizen Response Team will respond to you within two business days. We appreciate your patience in the interim as we respond to other questions from the public. For future reference, your message ID number is NGFGG3WR0FY0C7.</p> <p>Regards, FirstGov.gov Citizen Response Team</p> <p>We regret that we are unable to accept replies sent to our mailbox; if you would prefer to contact us by telephone, we encourage you to call our National Contact Center at 1-800-FEDINFO (1-800-333-4636), Monday through Friday from 8 a.m. to 8 p.m. eastern time.</p>	This text is sent out to customers/citizens to let acknowledge receipt of their message and to let them know when they can expect a response. The FirstGov.gov auto-acknowledgement is shown at left as an example. You may either modify that text or replace it with your own.

<b><i>Greeting</i></b>	Thank you for contacting FirstGov.gov.	This is the standard greeting that will be used on all e-mail responses. FirstGov.gov's greeting is shown at left as an example. You may either modify that text or replace it with your own.
<b><i>Closing</i></b>	<p>Regards, FirstGov.gov Citizen Response Team</p> <p>Depending on your e-mail settings, you may need to copy and paste the suggested web addresses into your browser's address bar. If any web address spans two lines of text when you receive this message, please copy and paste both parts of the web address.</p> <p>We regret that we are unable to accept replies sent to our mailbox; if you have any further questions about the government, please do not hesitate to call our National Contact Center at 1-800-FED-INFO (1-800-333-4636), Monday through Friday from 8 a.m. to 8 p.m. eastern time, or send us another message through our webform at:</p> <p><a href="http://www.firstgov.gov/feedback/FeedbackForm.jsp">http://www.firstgov.gov/feedback/FeedbackForm.jsp</a></p>	This is the standard closing that will be used on all e-mail responses. FirstGov.gov's closing is shown at left as an example. You may either modify that text or replace it with your own.
<b><i>Extranet Set-up:</i></b>		<p>We will create an extranet site that will house your monthly reports and standard operating procedures. Because this site is protected, only designated users may access it. Please provide the following information for your designated users:</p> <ul style="list-style-type: none"> <li>&gt;Name</li> <li>&gt;E-Mail Address</li> <li>&gt;IP Address or Range of IP Addresses</li> </ul>