

**USA Services - Misdirected E-mail
Agency/Program Information Template
GSA National Contact Center**

Please complete this template prior to testing the transmission of e-mail misdirects to USA Services.

<i>Required Information</i>	<i>Definition</i>
General	
<i>Name of Agency:</i>	
<i>Name of Program:</i>	If applicable.
<i>Technical Contact Name:</i>	This person will be contacted by GSA's Eileen Dewey to coordinate testing between the agency and ICT, the contractor for the National Contact Center (NCC).
<i>Technical Contact Phone Number and E-Mail Address:</i>	
<i>Program Contact Name</i>	This person will be the agency's primary liaison with GSA and ICT. This person will also be sent the misdirected volume report.
<i>Program Contact Phone Number and E-Mail address</i>	
<i>Projected Volume:</i>	What is the expected monthly volume?
<i>Desired Go-Live Date:</i>	This is the date the agency would like to begin directing e-mail to the NCC. Actual go-live date will occur after successful testing.
Technical	
<i>E-Mail Address of Your Agency's New Central Misdirected E-Mail Box</i>	This is the e-mail address of the central mailbox to which all employees within an agency can forward their misdirected messages. These messages are, in turn, forwarded on to the NCC for processing. (For example, GSA employees forward their misdirected e-mail to notgsa@gsa.gov. SBA's employees forward theirs to notsba@sba.gov.)
<i>Auto-Forward Rule Used? (Yes/No)</i>	The central mailbox can have a rule/program that automatically forwards the e-mail to the NCC. Or, your agency may choose to have someone manually forward these messages to USA Services, which would allow for prior review by someone in your agency.
<i>Domain Name of Third Party Which Hosts Your Agency's E-Mail Servers (if applicable)</i>	This is the internet domain of the third party which hosts your agency's e-mail servers (e.g., att.com). The domain may be used to determine the IP addresses to provide firewall access. Note: Many agencies do not have a third party which hosts their e-mail servers.
<i>Receiving mailbox at USA Services for Your Agency's Misdirected E-Mail</i>	This is the e-mail address at the NCC to which your central misdirected e-mail box will send your agency's misdirected e-mail. Note: This will not be operational until testing has been completed.
<i>Internal Agency E-Mail Address(es) for Incorrectly Forwarded E-mails:</i>	Sometimes agencies forward e-mail that is, in fact, within their own agency's realm of responsibility. The NCC requires a separate mailbox address for returning such e-mail to your agency. We suggest yesXXX@XXX.gov (with the XXX being the agency acronym or agency name). For example "yesdoc@doc.gov".
<i>Testing Initiated (Date)</i>	[Field not to be completed by agency.]
<i>Testing Completed (Date)</i>	[Field not to be completed by agency.] Misdirect service considered implemented.