



COMMUNICATIONS MANUAL - TRANSMITTAL SHEET 2

INTRODUCTION

In an effort to keep the Communications Manual current, we have attached several revised pages for insertion in the manual. These pages reflect changes resulting from recently issued chapters of the Project Manual. For example, Policy Bulletin 4 was moved from the General Policy Manual to the Project Manual when chapter 4.1 was issued. Other changes include renaming the Master Report Folder to the Master Product Folder and revising the retention period and storage location of the folders. Additionally, we added and deleted related materials, as appropriate.

Additionally, telephone numbers in the list of major contributors and explanatory memorandums for reports signed below the Comptroller General level will be optional. (See pp. 12.12-4 and 12.14-4.) Major changes are marked with the symbol "#" in the left margin.

VIDEO PRODUCTS

We also revised chapter 12.16, "Video Products," to more fully identify when video products should be considered to convey GAO's message, to include information on the new approval procedures for video products, and to include copies of the newly developed releases for video products. (See apps. III, IV, and V.)

Before expending significant resources, divisions or offices considering a video product will submit a proposal to a Job Starts Group subgroup for review. Generally, these proposals should highlight the objectives to be accomplished by preparing a video, whether a built-in customer exists to see and act on GAO's message, and whether the video is being produced in conjunction with a key congressional event. (See pp. 12.16-3 to 12.16-5.)

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**COMMUNICATIONS MANUAL - TRANSMITTAL SHEET 2**

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**FILING  
INSTRUCTIONS**

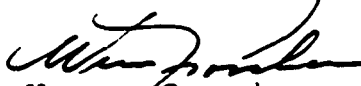
Remove the following pages:

- Table of Contents, pages 5 through 9
- 12.6-3 to 12.6-6
- 12.8-7 to 12.8-11
- 12.12-3 to 12.12-8
- 12.13-15 and 12.13-16
- Chapter 12.14
- 12.15-5 and 12.15-6
- Chapter 12.16
- 12.19-9 and 12.19-10

Insert the following pages:

- Table of Contents, pages 5 through 9
- 12.6-3 to 12.6-6
- 12.8-7 to 12.8-11
- 12.12-3 to 12.12-8
- 12.13-15 and 12.13-16
- Chapter 12.14
- 12.15-5 and 12.15-6
- Chapter 12.16
- 12.19-9 and 12.19-10

This transmittal sheet is considered part of the manual and should be retained.

  
Werner Grosshans  
Director

Attachment

**COMMUNICATIONS MANUAL - TRANSMITTAL SHEET 3****INTRODUCTION**

Attached for insertion in the Communications Manual are revisions to chapters 12.1 and 12.13.

Because the message conference is important as a vehicle to reach early agreement on the product's message, format, and timing, we are including a sample Message Conference Agreement/Writing Plan for use in documenting agreements reached. (See p. 12.1-11.) This appendix will be moved to the Guide for Conducting Message Conferences when revised.

The changes to chapter 12.13 reflect the renamed master product folder.

**FILING  
INSTRUCTIONS**

Remove the following pages:

-- Table of Contents, pages 1 and 2

-- 12.1-7 and 12.1-8

-- 12.13-1 and 12.13-2, 12.13-5 to 12.13-8,  
12.13-13 and 12.13-14, and 12.13-17 and  
12.13-18

Insert the following pages:

-- Table of Contents, pages 1 and 2

-- 12.1-7 and 12.1-8, 12.1-11 to 12.1-13

-- 12.13-1 and 12.13-2, 12.13-5 to 12.13-8,  
12.13-13 and 12.13-14, and 12.13-17 and  
12.13-18

This transmittal sheet is considered part of the manual and should be filed with the Checklist of Transmittal Sheets.



Werner Grosshans  
Assistant Comptroller General  
for Policy



**COMMUNICATIONS MANUAL - TRANSMITTAL SHEET 4**

**INTRODUCTION**

This transmittal sheet provides a revised Chapter 12.18, "Comments on Legislative Bills," for inclusion in the Communications Manual. Also, pen and ink changes are being made to update information in the recently issued Office of Policy (OP) publication entitled Performing GAO's Work: Where to Find Guidance and Help (GAO/OP-90-3).

**REVISIONS TO  
CHAPTER ON  
LEGISLATIVE  
BILL COMMENTS**

The changes in the Communications Manual chapter on bill comments are designed primarily to

- provide additional guidance on how to handle oral requests for bill comments, and
- more clearly explain about review levels and signature authority for bill comments, including the authority for issue area directors to sign bill comments if it is considered appropriate.

Also, revisions to the chapter discuss responsibility for distributing final bill comment responses to recipients and maintaining appropriate files.

**FILING  
INSTRUCTIONS**

Remove the following material:

- Table of Contents, pages 7 through 9.
- Chapter 12.18.

Insert the following material:

- Table of Contents, pages 7 through 9.
- Chapter 12.18.

Changes are marked with the symbol "#" in the left margin.

COMMUNICATIONS MANUAL - TRANSMITTAL SHEET 4

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**PEN AND INK CHANGES  
TO OP PUBLICATION  
ON AVAILABLE  
RESOURCES**

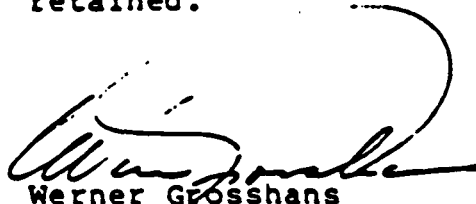
The following "pen and ink" changes should be made to update the OP publication that provides guidance on the various resources available to assist GAO staff in doing their work and how to access those resources.

In Chapter 4 entitled "Key Telephone Numbers":

Page 24 - Insert "Financial Institutions and Markets (202) 275-8678" below "Government Information and Statistics (202) 275-8676."

Page 26 - Change "Manpower and Reserve Affairs" to "Defense Force Management Issues." The phone number--(202) 275-3990--remains the same.

This transmittal sheet is considered part of the Communications Manual and should be retained.



Werner Grosshans  
Assistant Comptroller General

Attachment



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**COMMUNICATIONS MANUAL - TRANSMITTAL SHEET NO. 5, JULY 1991**

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**INTRODUCTION**

This transmittal sheet provides a revised Chapter 12.11, "Agency Comments," for inclusion in the Communications Manual.

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**HIGHLIGHTS OF  
CHANGES**

The chapter has been updated to provide additional guidance on procedures for obtaining and handling agency comments on the results of GAO's work, including those obtained from agency officials during exit conferences. Major changes are highlighted below.

- The chapter reinforces the need for staff to discuss GAO's policy on obtaining agency comments during initial meetings with the requester(s). Also, the chapter mentions the steps to be taken should the requester ask that GAO not obtain agency comments. (See pp. 12.11-1 and 12.11-4.)
- To assist staff in addressing agency comments for inclusion in GAO products, the chapter:
  - Emphasizes the need for careful evaluation of the comments to ensure that the agency's position is thoroughly and accurately described. (See p. 12.11-7.)
  - Includes examples of suggested language so that agency comments obtained during exit conferences can be appropriately described in specific sections of GAO products. (See p. 12.11-13.)

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**AUTOMATED POLICY  
GUIDANCE SYSTEM**

The changes covered in this transmittal sheet have been incorporated into GAO's automated policy system. This system can be accessed easily through any personal computer with "Crosstalk" and a modem. Information on the

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system is included in the Automated Policy Guidance System User's Guide (GAO/OP-90-2) or can be obtained from your division or office system coordinator.

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**FILING  
INSTRUCTIONS**

Remove the following material:

- Table of Contents, pages 5 through 9.
- Chapter 12.11.

Insert the following material:

- Table of Contents, pages 5 through 9.
- Chapter 12.11.

Changes are marked with the symbol "#" in the left margin. Also, this transmittal sheet is considered part of the Communications Manual and should be retained.



Werner Grosshans  
Assistant Comptroller General

Attachment



United States  
General Accounting Office  
Washington, D.C. 20548

Office of Policy

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**COMMUNICATIONS MANUAL - TRANSMITTAL SHEET NO. 6, JULY 1991**

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**INTRODUCTION**

This transmittal sheet provides a revised chapter 12.6, "Transmittal Letters," for insertion in the Communications Manual.

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**HIGHLIGHTS OF  
CHANGES**

This chapter has been updated to consolidate the examples of suggested language in an easy-to-use appendix rather than intermix the examples with the text. Other major changes include

- an emphasis on coordination of draft reports and testimonies with the division having cognizance before transmitting the product to the agency for comment;
- a requirement to notify the Assistant Comptroller General for Planning and Reporting (ACG/P&R) before transmitting any sensitive or controversial products to the agency for comment;
- eliminating the requirement to send a copy of the transmittal letter for draft products to the ACG/P&R; and
- requiring that the director for planning and reporting or the issue area associate director, rather than an assistant director, sign reports for the issue area director when the responsible issue area director is unavailable to sign the report.

Changes have been marked with a "#" sign in the left margin.

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**AUTOMATED POLICY  
GUIDANCE SYSTEM**

The changes covered in this transmittal sheet have been incorporated into GAO's automated policy system. This system can be accessed easily through any personal computer with "Crosstalk" and a modem. Information on the



system is included in the Automated Policy Guidance System User's Guide (GAO/OP-90-2) or can be obtained from your division or office system coordinator.

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**FILING  
INSTRUCTIONS**

Remove the following material:

- Table of Contents.
- Chapter 12.6.

Insert the following material:

- Table of Contents.
- Chapter 12.6.

Also, this transmittal sheet is considered part of the Communications Manual and should be retained.

  
Werner Grosshans  
Assistant Comptroller General

Attachment



Assistant Comptroller General  
of the United States

Washington, D.C. 20548

Office of Policy

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**COMMUNICATIONS MANUAL - TRANSMITTAL SHEET NO. 7, NOVEMBER 1991**

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**INTRODUCTION**

Attached for insertion in the Communications Manual are revised chapters 12.16, "Video Products," and 12.17, "Testimony." Changed material is marked with a "#" in the left margin.

Additionally, a new chapter 12.20, "Correspondence as a Product Line," is being introduced.

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**HIGHLIGHTS OF  
CHANGES**

Presented below is a brief overview of the changes to the Communications Manual.

**Video Products**

Chapter 12.16 is being revised to emphasize the need for early notification of the Job Starts Group subgroup, the Video Review Board, for those potential video products that are being considered. This group should be aware of all possible video reports, the messages they will communicate, the progress of these products, and be shown the video at such a point where changes may still be made without significant resource implications.

**Testimony**

Beginning in fiscal year 1992, GAO will prepare testimony covers differently and eliminate the use of the GAO Form 160, "Testimony Cover Sheet." Chapter 12.17 is being revised to introduce the new procedures for preparing testimony covers using a template in WordPerfect 5.1, printing the cover on a laser printer, and preparing copies for subsequent and demand distribution single-space, printed both sides of the paper to reduce waste, and being "saddle-stitched."

Additionally, this chapter

-- emphasizes the need for exit conferences when testimony is the primary product or precedes a written report;

- allows an appendix listing related products and requires the job code to be included;
- requires that staff ensure that the Publishing and Communications Center, Office of Information Management and Communications, be provided a copy of the testimony from which the reserve inventory may be produced;
- requires that staff provide a copy of the testimony and any report to be released at the testimony to the ranking minority member at the same time testimony is provided to the committee/subcommittee;
- informs staff on the procedures to be followed if testimony is canceled or postponed; and
- makes issue area directors responsible for ensuring the accuracy of material submitted for the record.

**Correspondence**

The new chapter recognizes correspondence as a product line to be used in communicating substantive information to external parties. This type product provides flexibility in communicating attributable information to interested parties but assures that the results of these efforts will be available to others upon request. Additionally, the MATS system identifies correspondence as a product line and this change provides guidance on preparing such products.

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**AUTOMATED POLICY  
GUIDANCE SYSTEM**

The changes covered in this transmittal sheet have been incorporated into GAO's automated policy system. This system can be accessed easily through any personal computer with "Crosstalk" and a modem. Information on the system is included in the Automated Policy Guidance System User's Guide (GAO/OP-91-2) or can be obtained from your division or office system coordinator.

**COMMUNICATIONS MANUAL - TRANSMITTAL SHEET NO. 7**

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**FILING  
INSTRUCTIONS**

Remove the following material:

-- Table of contents, pages 7 to 9.

-- Chapter 12.16.

-- Chapter 12.17.

Insert the following material:

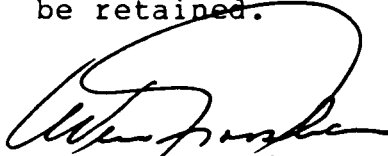
-- Table of contents, pages 7 to 10.

-- Chapter 12.16.

-- Chapter 12.17.

-- Chapter 12.20.

Also, this transmittal sheet is considered part of the Communications Manual and should be retained.



Werner Grosshans  
Assistant Comptroller General

Attachment



Assistant Comptroller General  
of the United States

Washington, D.C. 20548

Office of Policy

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**COMMUNICATIONS MANUAL - TRANSMITTAL SHEET NO. 8, JUNE 1992**

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**INTRODUCTION**

Attached for insertion in the Communications Manual is a revised chapter 12.20, "Correspondence as a Product Line." These revisions include those changes made on the Automated Policy Guidance System in January 1992 and some recent additional clarifications. Material changed since the November 1991 issuance is marked with a "#" sign.

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**HIGHLIGHTS OF  
CHANGES**

Chapter 12.20 has been revised to more closely focus on the appropriate uses of correspondence as a product line and to clarify some of the processing requirements.

To qualify as a product, correspondence should transmit substantive information, meet GAO's quality standards, and generally be distributed only to interested parties. Generally, GAO may use correspondence to

- provide substantive information that is time-critical to users,
- provide assignment results to lower level agency officials who can act on the information provided, or
- close out assignments and document the results of GAO efforts.

The correspondence product addresses a more narrowly scoped issue than other reports, has limited applicability beyond the assessed program or function, and therefore has a more targeted audience and generally limited distribution.

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**AUTOMATED POLICY  
GUIDANCE SYSTEM**

The changes covered in this transmittal sheet have been incorporated into GAO's Automated Policy Guidance System. This system can be

**COMMUNICATIONS MANUAL - TRANSMITTAL SHEET NO. 8**

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accessed easily through any personal computer with "Crosstalk" and a modem. Information on the system is included in the Automated Policy Guidance System User's Guide (GAO/OP-91-2) or can be obtained from your division or office system coordinator.

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**FILING  
INSTRUCTIONS**

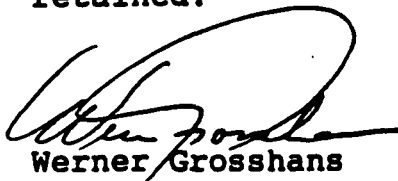
Remove the following material:

- Table of Contents, pages 9 and 10.
- Chapter 12.20.

Insert the following material:

- Table of Contents, pages 9 and 10.
- Chapter 12.20.

Also, this transmittal is considered part of the Communications Manual and should be retained.



Werner Grosshans  
Assistant Comptroller General  
for Policy

Attachment