L

Export Program Manual

Appendix L

Manual Maintenance and Supplemental Information

Contents

Introduction

This appendix contains information about revisions to manuals and the procedures and responsibilities for users to maintain the *Export Program Manual (XPM)*. The *XPM* is issued and maintained in paper copy and is manually kept current by the users. The *XPM* is also electronically available on PPQ's Manuals Unit Web site (see the Web site address below) and from the EXCERPT home page.

<http://www.aphis.usda.gov/import_export/plants/manuals/domestic/xpm.shtml>

Revisions to Manuals

Changes in policy and regulations and errors in manuals that would lead to incorrect actions are immediately corrected and updated. Revisions are **not** issued solely to correct a minor typographical error.

The PPQ Manuals Unit issues transmittals (e-mails or memorandums) for advance notices, immediate updates, and new editions of manuals.

Advance Notices

Advance notices are issued when the revisions are **not** urgent or are extensive (more than 6 pages). Transmittals (e-mails or memorandums) for advance notices usually contain the following information:

◆ Alert to users that the manual has been updated

◆ Instructions to add new pages and to remove old pages and replace with new ones

◆ List of updated pages

◆ Purpose of the revision

◆ Supersede statement

◆ Transmittal number (used to track revisions)

Immediate Updates

Immediate updates are issued when the revisions are urgently needed and cover 6 pages or less.

Transmittals (e-mails or memorandums) for immediate updates usually contain the following information:

◆ Attached pages

◆ Instructions to add new pages and to remove old pages and replace with new ones

◆ List of the updated pages

◆ Purpose of the immediate update

◆ Supersede statement

◆ Transmittal number (used to track revisions)

New Editions

In general, new editions are issued when the percentage of revised pages exceeds 30% of an entire manual. For new editions to online manuals, transmittal e-mails are issued. For new editions to paper manuals, transmittal memorandums are issued.

Supersede Statements

Supersede statements identify existing official documents that are **no** longer valid or accurate because they have been incorporated into the manual. Supersede statements are included in transmittals (e-mails or memorandums).

PPQ's Manuals Unit is obligated to identify all existing official documents that are superseded. If manual users accessed outdated information that was **not** formally superseded, the agency may be liable. Therefore, supersede statements are critical from a legal standpoint.

Keeping the *Export Program Manual* Current

Manual users can keep track of manual revisions from transmittals, control data, and update records.

Transmittals

Transmittals are the correspondence accompanying advance notices, immediate updates, and new editions. Transmittals are either e-mails or memorandums explaining the manual revision. Each transmittal has a unique number usually identified in the subject line, which can be used to track revisions. New editions **always** start with the transmittal number of -01 and the number increases by one for each revision made during the life of the edition.

Control Data

Control data are the numbers located at the bottom of most pages opposite the page number, which can be used to track revisions. Control data contain the month, year, and transmittal number for that page (see Figure L-1-1).
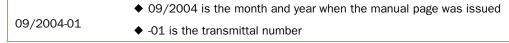
09/2004-01	◆ 09/2004 is the month and year when the manual page was issued
	◆ -01 is the transmittal number

FIGURE L-1-1: Example of Control Data

Responsibilities of Manual Users

Those who receive a paper copy of the manual should continue below to understand their responsibilities to keep their manual up to date. Otherwise, online manuals are maintained by PPQ's Manuals Unit and reside on PPQ's Manuals Unit Web site.

You **must** keep the *XPM* up-to-date in order to effectively maintain a paper copy and to enhance professionalism. When you use an outdated manual, you risk making decisions that could jeopardize the export program. Your diligence is a crucial part of maintaining the *XPM*.

When you receive each revision, do the following:

1. Read the transmittal to understand the purpose of the revision. **Except** for changes to the index, all changes are marked with a change bar as located to the left of this sentence.

2. Add new pages or remove old pages and replace them with the revised ones on the same day you receive the revision.

3. If required locally, numerically file the transmittal (e-mail or memorandum).

4. If you receive a paper copy of the manual, communicate through proper channels, changes to addresses and copy counts on the mailing label (see *Adding and Changing Addresses and Copy Counts* on **page L-1-4**).

Adding and Changing Addresses and Copy Counts

Paper copies of some manuals are mailed from the APHIS Printing, Distribution, and Mail Branch located in Riverdale, Maryland. If you receive a paper copy, communicate through proper channels, changes to addresses and copy counts for the mailing list.

When updating mailing lists, **always** provide the following information:

◆ Access code from a label used to mail the manual (line of letters and numbers directly above the address on the label), for changes and deletions

◆ Contact person with phone and FAX numbers

◆ Distribution code: 34041

◆ New address, if applicable

◆ Old address, if applicable

Mail, FAX, or e-mail the request to the following address:

USDA, APHIS, PDMB
Printing, Distribution, and Mail Branch
7400 River Road, Unit 1
Riverdale, Maryland 20737-1229
Attn: Ed Lawson
FAX: 301-734-8455
E-mail: <edward.s.lawson@aphis.usda.gov>

Ordering Additional Manuals and Revisions

When ordering additional manuals or revisions, **always** provide the following information:

◆ City, State, and 9-digit ZIP code

◆ Contact person with phone and FAX numbers

◆ Manual title: *Export Program Manual (XPM)*

◆ Number of copies needed

◆ Organization

◆ P. O. Box or street address (include room or suite number)

◆ Transmittal number, if known

Mail, FAX, or e-mail the request to the following address:

USDA, APHIS, PDMB
Printing, Distribution, and Mail Branch
4700 River Road, Unit 1
Riverdale, Maryland 20737-1229
Attn: Mary L. Kellington
FAX: 301-734-8455
E-mail: <mary.l.kellington@aphis.usda.gov>

How to Report Problems With the *Export Program Manual (XPM)*

Use Table L-1-1 to report export certification problems, situations, and disagreements or to offer suggestions that directly affect the contents of the *XPM*.

TABLE L-1-1: How to Report Problems With the XPM

If you:	Then:
Are unable to access the online manual	CONTACT Export Services' Manuals Unit Liaison. If the situation warrants immediate action, call 240-529-0264 or e-mail <michael.j.perry@aphis.usda.gov>. Otherwise, print, complete, and mail a *Comment Sheet* (located at the end of the manual) to Export Services' Manuals Unit Liaison.
Have a suggestion for improving the formatting (design, layout, composition), grammar, or spelling	
Need help with an export issue, policy, or procedure	If the situation warrants an immediate response, CONTACT someone for assistance (see **Table C-1-1** on **page C-1-2** for the established contact protocol)
Disagree with policy or procedures	If the situation warrants an immediate response, CONTACT someone for assistance (see **Table C-1-1** on **page C-1-2** for the established protocol); provide the reason for the disagreement and a recommendation.