

Appendix C

Maintenance: Supporting and Updating Manuals

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Introduction

Just as it is cheaper and less time consuming over time to properly maintain a piece of equipment, so it is with a manual. The Agency must maintain and modify manuals properly. Without an orderly procedure for maintaining manuals, they are likely to fail, significantly reducing the effectiveness of the programs they support. So, to maintain manuals, an orderly procedure is critical. Here then is a description of how Plant Protection and Quarantine (PPQ) will support the manuals. Also, here are directions for you to follow in maintaining the integrity of the manuals issued to you.

Issuing Revisions

PPQ will revise this manual by distributing immediate updates. We will schedule new editions at fixed intervals—at least every 5 years. If more than 50 percent of some section changes, we will issue a new section. We will **not** issue a new page solely to correct a minor typographical error. Errors will be corrected only when they would lead to an incorrect action.

PPQ will issue all revisions as either “add a page” or “replace a page.” However, if information in the manuals might result in an error on the job, PPQ will post an update on PPQ's electronic bulletin board. For example, if PPQ's Permit Unit issues a permit for the entry of a new

fruit or vegetable, this unit will post the information. If you do **not** have access to the PPQ Bulletin Board, you should receive a copy of the posting through your work unit.

Keeping Manuals Current

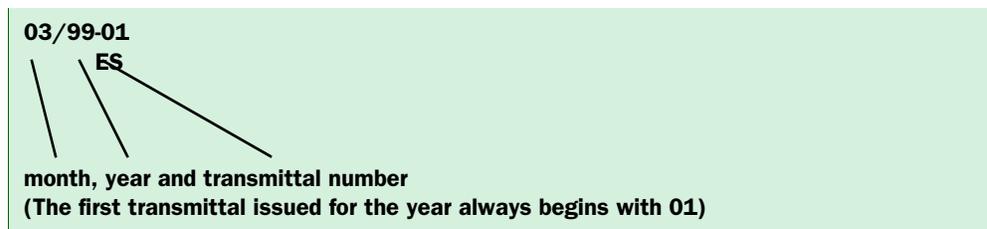
There are three ways to track revisions for your manuals:

- ◆ Update Record
- ◆ Transmittal memos
- ◆ Control data

The *Update Record* is the next page after the title page of this manual. If you miss a transmittal, the *Update Record* alerts you. Also, during an audit, this record lets your supervisor know how up-to-date your manual is. Record all the transmittals you receive in the *Update Record*.

PPQ will mail all revisions with a transmittal memo. PPQ will number these consecutively—allowing you to know if you've missed a transmittal. Filing these memos to assure that you've received all the previous issuances is best. File transmittals immediately upon receiving them. If two or more transmittals accumulate, add the earliest first. PPQ Headquarters may audit how well the manuals are kept during port reviews.

Besides having numbered transmittals, each page in the manual has control data. This is positioned at the bottom of the page. The revised pages' control data alerts you to whether you have the most up-to-date version. The control data looks like this:



Knowing What Is Revised

The transmittal will explain the revision's purpose and give you directions for making the revision—adding or replacing pages.

Except changes to the index, PPQ will mark all revisions with arrows, (—>) or change bars (|). Deleted material will be marked with angle brackets (<). If no other changes occur, material moved from the bottom of one page to the top of the next page will **not** be marked.

Knowing Your Responsibility

To enhance professionalism, keep your manuals current. If you fail to update your manual, you run the risk of making a costly error. The incorrect action you take might result in the outbreak of an exotic pest or disease. Or, an error may result in additional costs to an importer.

Therefore, please do the following:

1. Read the revisions when you receive them.
2. Add or replace the revised pages the day you receive them.
3. If a practice exercise is included, complete it.
4. File transmittal memos in your manual.
5. If you miss a transmittal, order another one.
6. Let the manuals unit know when it has made an error.
7. Give the manuals unit your suggestions for improvements

Ordering Manuals

Management and Budget's Printing, Distribution, and Mail Section is responsible for storing and distributing PPQ's manuals and their associated updates. Their address is as follows:

USDA, APHIS, MRP-BS, RWBS
Printing, Distribution, and Mail Section
4700 River Road, Suite 1A01
Riverdale, MD 20737-1229

If you need to replace or order additional manuals, manual parts, or transmittals, use E-mail, facsimile, telephone, or use the Manual Order Form in the section.

Part Number	Date	Title	Quantity
M319.8	11/82	Foreign Cotton and Covers	10
7CFR 354.1	01/85	Overtime Services—Hourly Rate Increases	03
	03/88	Plant Import: Nonpropagative Trans.	
		No. 01/94-01	02

When ordering, include the following information (if information is missing, shipment may be delayed or order may not be filled):

- ❖ Your organization
- ❖ Your P.O. Box (if you have one)
- ❖ Your street address (include your room number)
- ❖ City, State, and Zip Code
- ❖ Contact person
- ❖ Telephone numbers

To order by telephone, call Area Code (301) 734-5524 (MRP-BS/RWBS, Riverdale, MD)

To mail or send a facsimile of the Order Form, fill out the *Mail Order Form* in this section. Please be sure to include all the necessary information. Make sure you frank or put a stamp on the form. Order by Transmittal Number (for example, 12/95-05). Never order by page number. The facsimile number for MRP-BS/RWBS is Area Code (301) 734-8455.

Updating Distribution Lists

To Change the Number of Manuals You Are Receiving or to Have Manuals:

To change number of manuals received, use the *Distribution Update Sheet* in this section. Follow these directions for completing the form:

1. Using M390.1120, list the distribution code(s) you want changed.
2. Enter total number of copies you need.
3. Get the Officer-in-Charge's or Operations Supervisor's signature.
4. Attach an old mailing label (it has the necessary access or organization structure code).
5. Fold and mail or send a facsimile of the *Distribution Update Sheet*



If any of the above information in 1-4 above is missing, HSB will return your request. If you don't have an old label, then wait until you get one. HSB cannot make the change without the access code. Your access code appears on every mailing label sent from HSB in Riverdale, MD.

Change of Address

To change your mailing address, use the *Distribution Update Sheet* in this section. Follow these directions for completing the form:

1. Attach an old mailing label (it has the necessary access code).
2. Print or type the new address as it should appear.
3. Fold and mail or send a facsimile of the *Distribution Update Sheet*.

Correcting Errors and Suggesting Improvements

If you detect an error, report it using a comment sheet that's included with this manual. Or, if it is easier, call, send an E-mail message, or transmit a facsimile to Josie Cooley or anyone else in the manuals unit:

Office number: (240) 529-0358

Facsimile number: (240) 529-0399

E-mail address: josie.cooley@aphis.usda.gov

Do the same if you want to suggest an improvement or question a procedural change. If your improvement is substantive, you might want to submit a formal suggestion, using the required form.

Manual Order Form

I am missing the following manuals or transmittals. (If any information is missing, orders will not be filled.)

Manual or Transmittal Number	Dated:	Title:	Quantity:

Please send to:

Name:

Organization:

PO Box or Street Address:

City/State/Zip Code:

Telephone Number:

Fold, Staple, Affix Postage, and Drop in the Mail

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ANIMAL AND PLANT HEALTH INSPECTION SERVICE

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Distribution Update Sheet

1. List Distribution code(s) to be changed: The distribution code for the ECM is ECM. (If you are making a change to another manual, see a list of distribution codes in M390.1120, revised February 1982)

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

2. Number of copies you get now _____ Number of copies you want to get _____

3. New or corrected address:

4. The address on the attached label is to be deleted Yes No

Attach mailing label below.

NOTE: If you do not have a mailing label, wait until you receive one. This request will be returned to you if there is no old label attached.

This Distribution Update Sheet is to be submitted by the person at your location who is responsible for the distribution of manuals.

FOLD, STAPLE, AFFIX POSTAGE, AND DROP IN THE MAIL.

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