

## Procedure for Sending Catastrophic Leave Requests

DGS Administrative Order 04-11, *Email Policy and Procedures*, governs the manner in which mass e-mail messages are to be sent. Catastrophic Leave Requests that are sent outside of the user's immediate work group or Division are considered to be mass e-mails and are, therefore, subject to this Policy. The following language, taken from AO 04-11, should be noted:

Address all mass e-mails using the Bcc field. This disables the ability of the recipient to "reply to all."

List the recipients to whom the mass e-mail message is addressed in the first line of the message. This is required when using the Bcc field to address the message because the addressees will not be displayed in header of the sent message. A suggested example is:

This message is being sent to all Sacramento DGS Staff

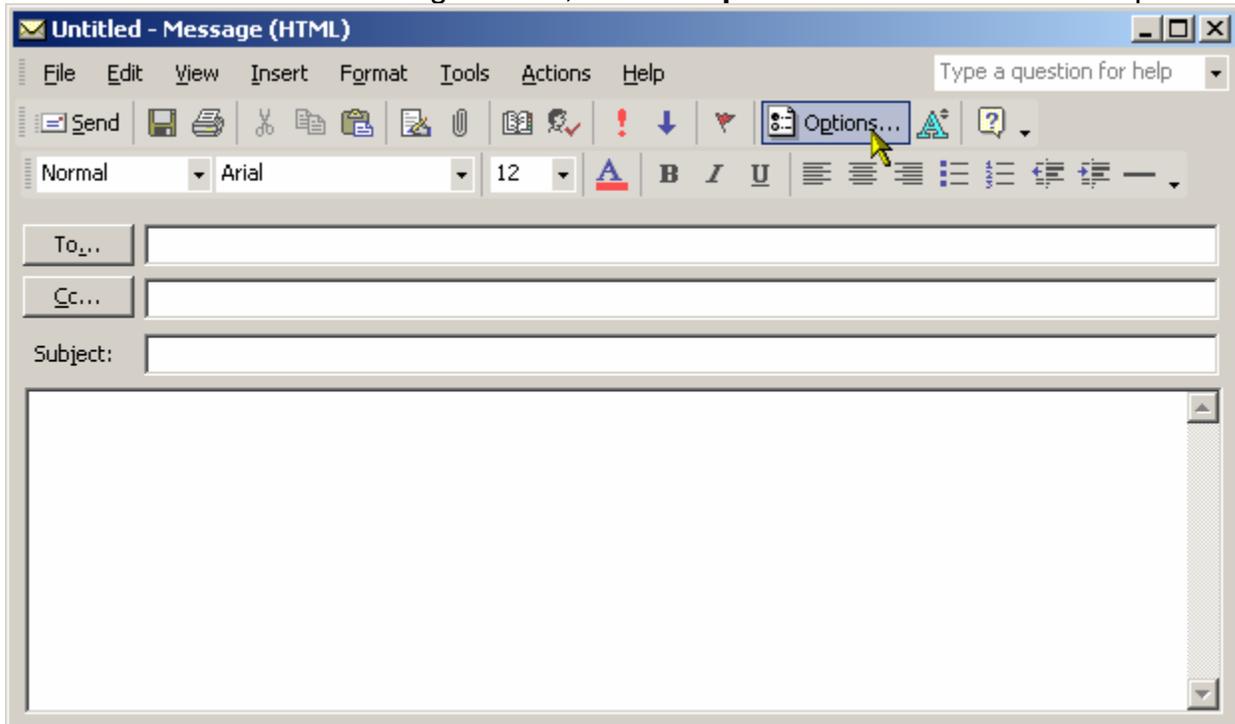
Mass e-mail messages require the prior review and approval of the originator's immediate manager before transmittal.

Mass e-mail message must be addressed to include a cc: to the originating organization's Office Chief or the Division's Deputy Director and the sender's immediate manager.

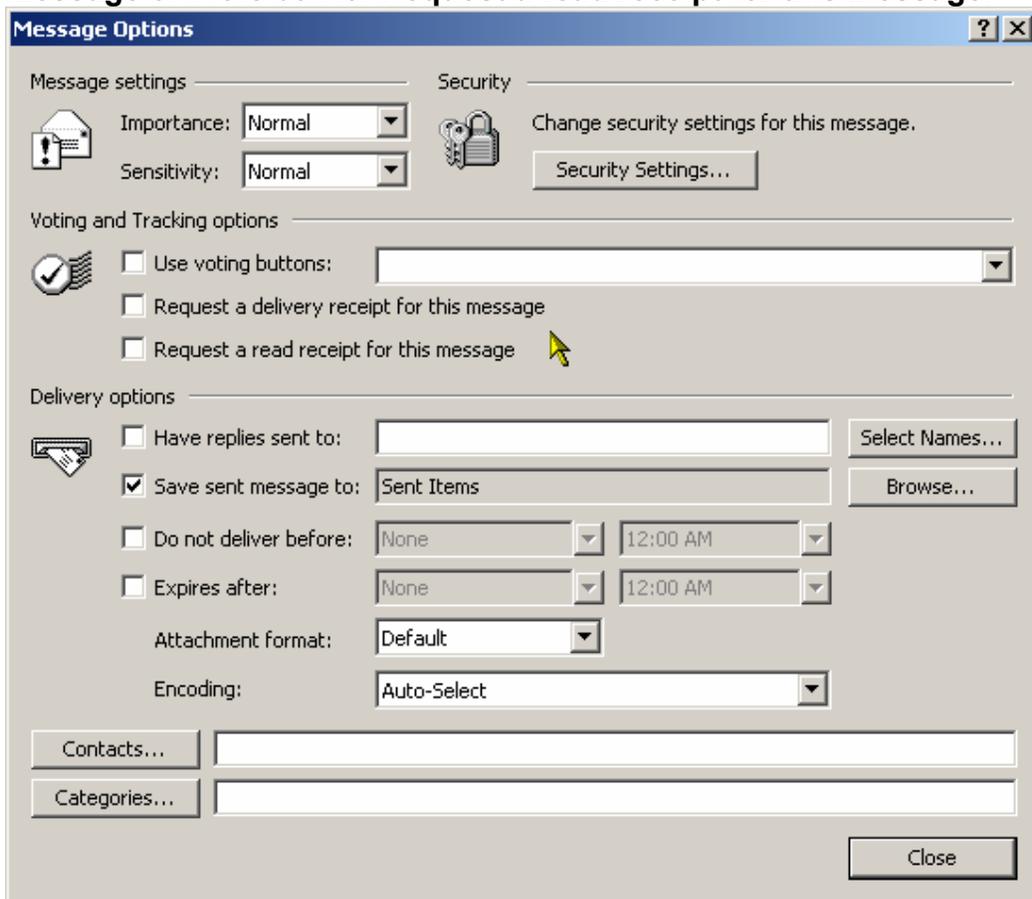
Additionally, as required by AO 04-11, do not request a "read receipt" or "delivery receipt" when sending out Catastrophic Leave Requests, or any mass e-mail. Doing so will substantially increase the number of messages going through our e-mail servers, which will slow down the entire system.

The following pages are a guide to the proper way to create a mail message to send out a Catastrophic Leave Request.

Generate a new e-mail message. Then, click on **Options** in the toolbar at the top:

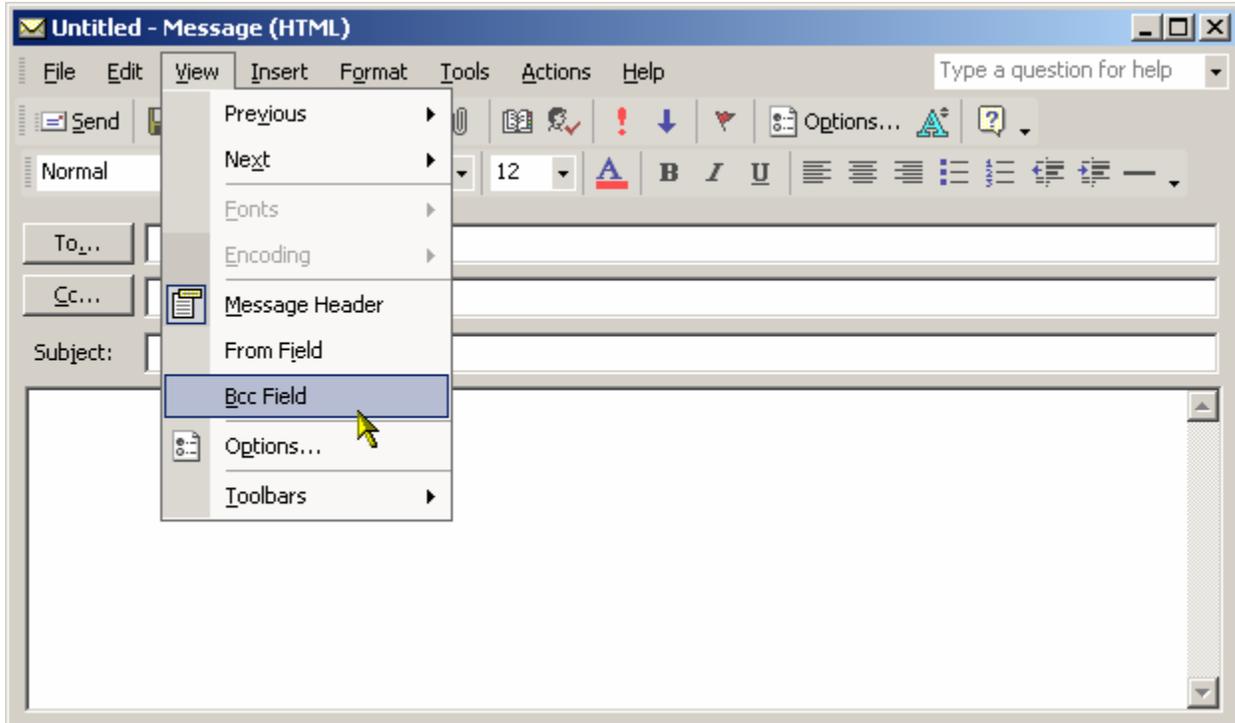


Make sure there is no checkmark in the box for **Request a delivery receipt for this message** or in the box for **Request a read receipt for this message**:

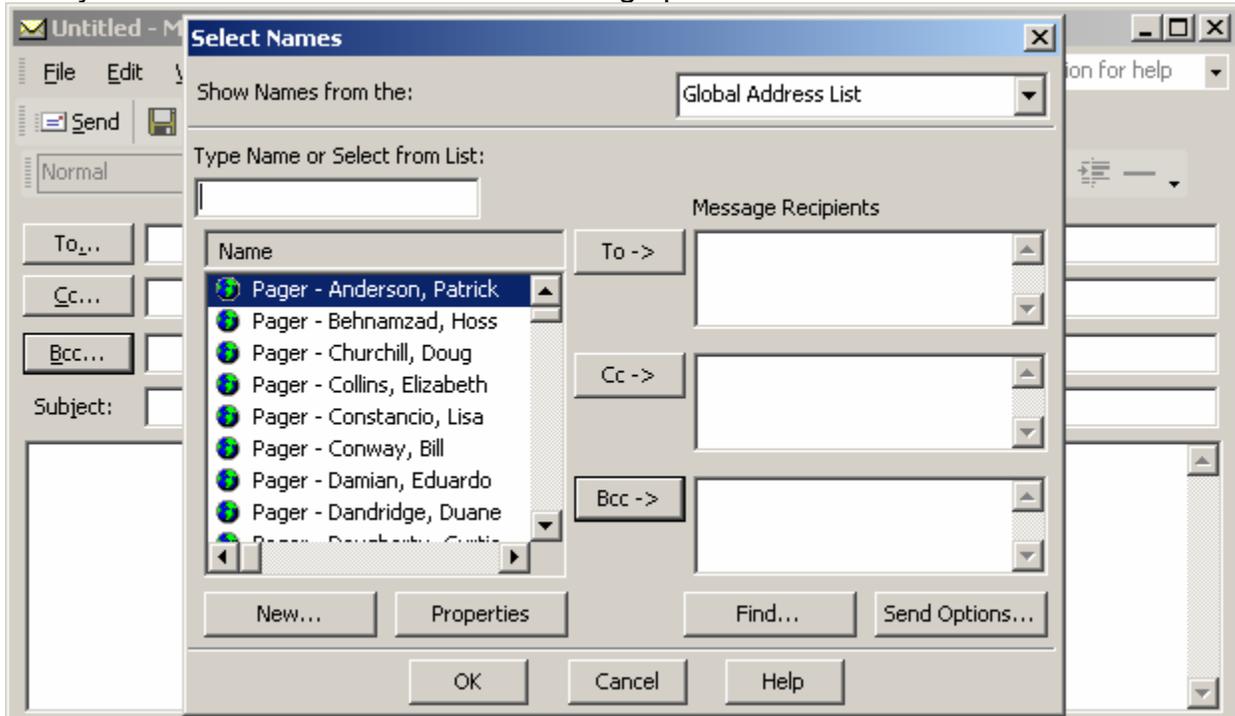


If there is a checkmark in either of those boxes, click on it to remove it. Then click **Close**.

If the **Bcc** address field is not showing in your message, click on **View** in the toolbar, then on **Bcc Field**:



Now you can click on the **Bcc** button to bring up the Outlook Address Book.



Be sure to use the appropriate distribution list. The **MASDL** list is the “Master Distribution List” which sends mail to **all DGS users**. The **OZADL** list sends mail to all users located in the Ziggurat building. The **Sacramento-All Staff** list sends mail to all DGS employees in the Sacramento region, including CBSC, DSA, OAH, OFS, OPSC, OSP, TD, the State Records Center, and the PD Warehouse. **Make sure you put the distribution list in the Bcc field.**

Once you have selected the appropriate distribution list and made sure that it is in the **Bcc** field, you now need to put your immediate supervisor's name and your Office Chief's or Deputy Director's name in the **Cc** field.

The Subject line of the message should say **Catastrophic Leave Request for**, followed by the employee's name.

The first line of the body of the message should state the recipients to whom the message is addressed. Examples of this would be:

**This message is being sent to all DGS staff.**

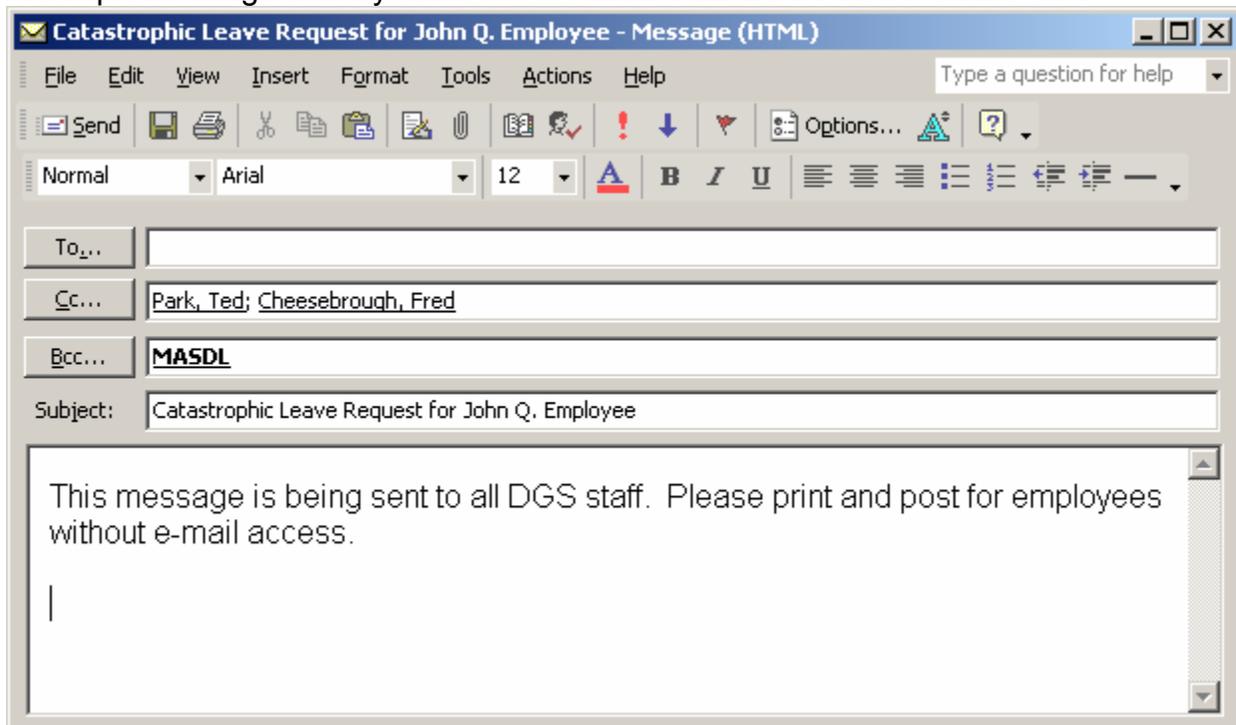
Or

**This message is being sent to all DGS Sacramento staff.**

Or

**This message is being sent to all DGS staff in the Ziggurat building.**

A sample message sent by someone in RESD-PSB would then look like this:



You would then compose the remainder of the message, attach a copy of the Catastrophic Leave Request, and send the message.

Please note that per the DGS Administrative Order 04-11, we are to use the Arial 12 pt. font for the body of all e-mail messages.

If you have any questions or need any assistance with sending mass e-mail or other types of e-mail messages, please contact the OTR Call Center by e-mail at [OTRCallCenter@dgs.ca.gov](mailto:OTRCallCenter@dgs.ca.gov), or by calling (916) 375-HELP (916-375-4357).