2 FAH-1 H-100
FOREIGN AFFAIRS MANUAL STANDARDS

2 FAH-1 H-110
REVISING OR DRAFTING NEW MATERIAL

(CT:FPH-1;   08-16-2004)
(Office of Origin: A/RPS/DIR)

2 FAH-1 H-111 INTRODUCTION

2 FAH-1 H-111.1 What Is This Handbook's Objective?

(CT:FPH-1;   08-16-2004)

a. This handbook's objective is to guide you in drafting clearly written directives for the Foreign Affairs Manual and the Foreign Affairs Handbooks (FAM and FAHs). The intent is more than just to provide you with rules of grammar and formatting guidelines. This handbook seeks to redefine how the Department of State writes its directives. Consequently, the focus is on you, the drafter. You must understand and adopt the new concepts for the Department to achieve its objectives.

b. Concepts:

  (1)   Write for the reader. Remember, directives provide instructions or guidance.

  (2)   Write directives in plain language whenever possible. Section 2 FAH-1 H-112.1 describes plain language techniques.

  (3)   Describe the intent of the directive. Give the reader a clear sense of what you want the reader to do or not to do.

  (4)   Specify the laws, regulations, Executive orders, etc. (collectively called authorities) that underlie the directive you are writing. Section 2 FAH-1 H-114.4 describes how to accomplish this by using hyperlinks.

  (5)   Specify (by title or office name/symbol) the person or entity responsible for taking, authorizing, or prohibiting actions. Specify

in detail the authority such persons or entities have to execute their responsibilities.

(6)   Clearly specify whether and how the reader has authority to exercise discretion to deviate from instructions or guidance you are providing. Section 2 FAH-1 H-112.2 describes how to do this.

c. The Office of Directives Management (A/RPS/DIR) is responsible for the contents of this handbook. Send questions to the Office of Directives Management e-mail address, EFAM@state.gov.

2 FAH-1 H-111.2 Scope

(CT:FPH-1;   08-16-2004)

These procedures apply to the *Foreign Affairs Manual* (FAM) and its supplemental *Foreign Affairs Handbook* series (FAH). (References in this handbook to the "FAM" also apply to "FAHs" unless otherwise specified.)

2 FAH-1 H-111.3 Authorities

(CT:FPH-1;   08-16-2004)

a. Executive Order 12866 (Sept. 30, 1993) states that **regulations shall be "easy to understand"** and recognizes Federal agencies as "responsible for developing regulations and assuring that the regulations are consistent with applicable law . . . ."

b. The Code of Federal Regulations states that each agency should strive to: "provide agency managers with the means to **convey written instructions** to users and **document agency policies and procedures** through effective directives management; **provide agency personnel with the information needed in the right place**, at the right time, and in a useful format; . . . ." 41 CFR 102-193.25.

c. The Government Paperwork Elimination Act (GPEA) (Public Law 105-277, Title XVII (44 U.S.C. 3504, note)) requires agencies to "provide -- (1) for the option of the electronic maintenance, submission, or disclosure of information, when practicable as a substitute for paper; and (2) for the use and acceptance of electronic signatures, when practicable."

d. The Electronic and Information Technology Accessibility Standards, which implement Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), require agencies to provide comparable access to electronic information to individuals with and without disabilities, unless providing access to persons with disabilities imposes an undue burden on the agency. The requirement does not apply to national security systems.

e. Certain FAM changes may implicate labor-management relations, which are addressed primarily in Chapter 10 of the Foreign Service Act of 1980, as amended (22 U.S.C. 4101-4118) (regarding Foreign Service

employees) and 5 U.S.C. Chapter 71 (regarding Civil Service employees). See also, 3 FAM 5000 (Labor-Management Relations).

2 FAH-1 H-111.4 What Triggers an Update to the FAM or FAHs?

(CT:FPH-1;   08-16-2004)

Changes to the Department's organizational structure or the way it conducts government business will usually trigger the need to update the FAM or FAHs. Examples of various triggers and the probable items needing updates are:

Triggers	Items needing updates
Change to a bureau/office name, structure, or function or New functions, programs, or organizational units	office symbol, title, or organization code program or activity description/definition reporting structure operational procedures
Change to, or the interpretation of, a law, statute, or regulation (e.g., U.S.C., CFR, E.O.)	Citations thereto or to: MOU, MOA, or Delegations of Authority relevant FAM instruction and/or guidance
Out-of-date information	policies, procedures, job titles, equipment names, contact information, form names, protocol, terminology, etc.

2 FAH-1 H-111.5 What Are the New Writing Concepts?

(CT:FPH-1;   08-16-2004)

a. When writing new or revised FAM and FAH material, you are providing instructions and guidance for the reader. Your instructions and guidance may address topics such as carrying out a law, Executive order, or provision of the Code of Federal Regulations; accomplishing a task or making a decision; or understanding why some action is required and when an exception can be granted (see 2 FAH-1 H-112.2). Write in plain language (see 2 FAH-1 H-112.1), as if you are talking directly to the reader. Put yourself in the place of the reader. Ask yourself, "What do I

need to understand?" Then write the answer to that question. What you write should be clear, concise, and easily understood.

b. Each subchapter should describe its overall purpose. Define what the subchapter intends to accomplish. Be clear on the intent.

c. List the specific legal authorities relevant to your subchapter. Include U.S. Code citations where available. Create hyperlinks so that the reader can go directly to the authorities if necessary. See 2 FAH-1 H-114.4 for details on hyperlinking.

d. Let the reader know what discretion is available to accomplish the intent of the subchapter, what authorities exist to make exceptions and use this discretion, and which person or entity (e.g., by title or office name/symbol) is authorized to approve this exception. This is critical. If the reader has no discretion, then say so, and identify any legal or policy authority constraining the reader's actions.

e. Link responsibilities to a person (by title) or entity (by office name/symbol).

f. Include contact information for readers who do not understand the information, or who wish to seek additional guidance. The preferred method is a hyperlink to an office mailbox established for that purpose (see 2 FAH-1 H-114.4). If this is not feasible, provide the name of the program office. Keep this information current.

g. The Office of Directives Management Intranet Web site offers templates to help you format your document. See 2 FAH-1 Exhibit H-111 for an example of FAM formatting.

Your document must contain the following—

Subject	Instruction
Objective	Describe what you intend the reader to do. Make sure this section is especially clear.
Scope and applicability	Describe to whom and under what circumstances the instructions and guidance apply.
Authorities	Cite statutes, Executive orders, etc., that are the sources of the directive.
Individual authority and responsibilities	Describe the authority the individual exercises in carrying out his or her job (for example, "The budget management officer certifies funds for payment"). This individual authority derives from policy authorities above. Indicate in this section whether the

	reader has discretion to deviate from the instructions. See 2 FAH-1 H-112.2 for details on which auxiliary verbs to use as you draft.
Definitions	Define terms that do not have clear or obvious meanings.
Specific headings for the subject matter	The reader may have to cite all or part of your directive. Use headings to break up subject matter and divide instructions and guidance into smaller paragraphs.

h. During the drafting and clearance process, drafters should use MSWord's "Track Changes" function to highlight proposed FAM/FAH edits until other editing software is in place (see 2 FAH-1 H-113.1 d.). In all cases, use the approved FAM styles for new or revised material.

2 FAH-1 H-112 DRAFTING STANDARDS

2 FAH-1 H-112.1 Use Plain Language

(CT:FPH-1; 08-16-2004)

a. Use plain language to improve the reader's comprehension. However, you have discretion to deviate from plain language when the following applies:

- Using the language of authorities (laws, Executive orders, treaties, etc.)

- Using prior FAM text that has a meaning defined by court decision, other adjudicatory body, or longstanding Department usage

- Writing material designed specifically for subject-matter experts such as consular officers, security agents, information management officers, human resources specialists, budget and financial management officers, etc.

b. The following are the most notable differences between plain language and other writing styles:

(1) **Pronouns as subjects**—Whenever possible, use the second person "you." ("You" may be implicit, as it is in this paragraph.) Be certain the reader understands to whom a pronoun refers. Use a noun if a pronoun would be ambiguous.

(2) **Voice**—Use the active voice (for example, "The Executive Office grants extended leave requests") rather than the passive voice (for example, "Extended leave requests are granted by the Executive

Office."). Passive voice may often leave unstated one of the more critical regulatory questions—who is responsible for taking action or who received the action (for example, "The trip was authorized.").

(3) **Verbs**—Use strong verbs to drive the desired action required in a sentence. Avoid weak verbs that need the support of additional modifiers. For example, "The GSO assists the ICASS council" is short, direct, and preferable to "The GSO provides assistance to the ICASS council."

(4) **Precise verbs**—Precision is critical when writing FAM directives. Use definitive verbs to avoid misinterpretation. In some cases misinterpretation of FAM provisions could lead to lawsuits against the Department.

   NOTE: See 2 FAH-1 H-112.2 for examples of precise verbs.

(5) Avoid words and constructions that cause confusion. Common sources of confusion include:

   - Two different terms used for the same thing (car, vehicle, auto, conveyance—choose one)

   - Giving an obscure technical or legal meaning to a word commonly understood to mean something different (defining "car" to include trucks)

   - Strings of nouns forming complex constructions (surface water quality protection procedures)

   - Pronouns that don't clearly refer to specific nouns

(6) **Word placement**—To reduce ambiguity, keep subjects and objects close to their verbs. You can easily confuse the reader if you put a word in the wrong place in a sentence. For example, "**Only** the Ambassador can authorize extended leave" and "The Ambassador **only** can authorize extended leave" can have different meanings. In the first sentence the Ambassador is clearly the sole official who can "authorize extended leave." But in the second sentence the meaning is ambiguous, and the reader could conclude that the Ambassador's authority is **limited** to approving "extended leave" versus other types of leave. In addition to the word "only," be careful with the placement of other modifiers, such as "always" and "just."

(7) **Sentence length**—Keep your sentences as short as possible. The ideal maximum is 15 to 20 words. For clarity and better understanding, consider breaking long sentences into lists or tables.

(8) **Visual presentation**—Plain language recommends using visual presentation techniques, such as:

- Informative headings
- Short sections
- One issue per paragraph
- Vertical lists

(9) **Tables**—Use tables to display complex relationships simply. Their arrangement helps writers and readers alike to sort out multiple options, steps, conditions, and choices. (For a sample table, see 2 FAH-1 H-111.5 g.) To create a table, DO NOT USE the "Borders and Shading" command under the Format menu. Instead, choose MSWord's Table menu command—

1. Select "Table" from Menu Bar
2. Choose "Insert > Table . . . "
3. Insert the number of rows and columns desired
4. Click "OK"

c. For more information on using plain language, see these Web sites:

- The Plain Language Action & Information Network
- National Archives Plain Language Tools
- Writing User-Friendly Documents
- NIH Plain Language Training (on line)

2 FAH-1 H-112.2 How To Indicate Whether the Reader Has Discretion To Deviate From the Instructions

(CT:FPH-1;   08-16-2004)

Remember as you draft that you are giving instructions and guidance to the reader. The information must be clear, and the discretion of the reader to deviate from instructions must be clear. Use sentences with the auxiliary verbs "must," "should," and "may" to describe the level of discretion.

(1) **Mandatory.** Use "must" to advise the reader that he or she has no discretion to deviate from the instructions. In some cases, the reader will have no discretion, but another person or entity can grant authority to deviate from the instruction. If so, identify the person (by title) or office (by name/symbol) with authority and the

circumstances under which the authority may be exercised. (See 2 FAH-1 H-111.5d.)

(2) **Recommended.** Use "should" to advise the reader that the instruction you are providing is the Department's preferred approach. However, the word "should" permits the reader to deviate if the reader can accomplish the objective in another way. Clearly specify how much discretion the reader has, and advise the reader if he or she must justify any deviations. Use the term "recommended" if you believe the word "should" will not convey these points adequately in the context of the sentence. Either define the word "should" or hyperlink to this definition at the beginning of subchapters in which the word appears.

(3) **Advisory.** Use "may" to advise the reader that he or she has the option to pursue alternative courses of action. Use "may" when neither law, regulation, nor management policy dictates which of several options to follow.

2 FAH-1 H-112.3 Drafting Header Text

(CT:FPH-1;   08-16-2004)

One hallmark of plain language is the use of questions as titles. Use questions as the title when it will help the reader find what he or she is looking for. As this is not always the best course, use the form most appropriate for the title. Try to use keywords or common terms—ones that assist the reader to find relevant information or instructions. Ask yourself, "How would I ask or look for this?" and draft your title accordingly. (See Writing User-Friendly Documents.)

2 FAH-1 H-113 FAM STRUCTURE

2 FAH-1 H-113.1 Format

(CT:FPH-1;   08-16-2004)

a. The FAM's format is designed to meet E-Government objectives. This format affords speed and flexibility in finding material and the benefit of linking to supporting documentation.

b. Write or revise a FAM subchapter using the official Department templates available on the Directives Web site. These templates contain the correct styles, fonts, numbering, and formatting structure. The following sections (2 FAH-1 H-113.1-1 and H-113.1-2) refer to organizing and formatting your FAM subchapters properly (including handbook sections).

c. Place the most important information first, then follow with your supporting material. This encourages the reader to take specific actions, learn about a change, or to read more.

d. During the drafting and clearance process, drafters and reviewers should use the "Track Changes" function of MSWord to show all new and removed material.

> 1. Go to – "Tools" dropdown menu
>
> 2. Choose – "Track Changes" function
>
> 3. Select – "Highlight Changes . . . "
>
> 4. Check the box – "Track changes while editing"
>
> 5. Click on – "OK" button

e. Upon completion of the clearance process, we recommend that volume coordinators save a copy of their drafts, with changes and comments, to their desktop or file server. You must select the "Accept All (changes)" command under the "Tools" menu, "Track Changes" function of MSWord, on all original drafts before sending them to A/RPS/DIR.

> 1. Go to – "Tools" dropdown menu
>
> 2. Choose – "Track Changes" function
>
> 3. Select – "Accept or reject changes . . . "
>
> 4. Click on – "Accept All"

NOTE: Please ensure that final drafts sent to A/RPS/DIR for posting are totally clean of all "track changes" markings and comments.

2 FAH-1 H-113.1-1 Volume Structure

(CT:FPH-1;   08-16-2004)

a. The FAM divides major functions of the Department of State into volumes. Within each FAM volume are chapters, subchapters, and sections. Each chapter number and title appears above its first subchapter. Chapter and subchapter numbers vary by volume. Generally, chapter numbers are 000, 100, 200, etc. For example, Chapter 100 has subchapters 110, 120, 130, etc. Subchapter numbers and titles appear centered, in all capitals, at the top of the subchapter's first page. Each subchapter can have major subdivisions, for example sections 121, 122, 123, etc. An example of chapter-through-section numbering follows. (Note: Style and type specifications are noted to the right of the examples that follow.)

Example	
0 FAM 100	H22
CHAPTER TITLE	22-pt Verdana bold
0 FAM 110	H20
SUBCHAPTER TITLE	20-pt Verdana bold
0 FAM 111 SECTION TITLE	H18 – 18-pt Verdana bold

b. Below the section level are subsections. These begin at the .1 level; the next subdivision at .1-1. The FAM refers to all section subdivisions as "sections." Below the first section level (that is, after the decimal point), numbers larger than nine are permissible (for example, 121.35, or 121.1-13). Although two further subdivisions are possible ((A) and (i)), avoid creating divisions at those levels if possible. All heading numbers and titles are bold and darkblue, as noted in the following subsection example.

Example	
0 FAM 111.1 Section Title	H16 – 16-pt Verdana bold flush left
0 FAM 111.1-1 Section Title	H14 – 14-pt Verdana bold flush left

c. **Foreign Affairs Handbook** structure is the same as FAM structure. Each chapter, subchapter, section, etc., takes an "H-" in front of each number.

Example	
0 FAH-1 H-113.5-3 Section Title	H14 – 14-pt Verdana bold flush left

2 FAH-1 H-113.1-2 Paragraph Structure

(CT:FPH-1; 08-16-2004)

a. If a section has **more than one** paragraph, identify each paragraph by a letter designation. If a section has **only one** paragraph, or one paragraph followed by two or more subordinate paragraphs (identified as subparagraphs), do not identify the single (main) paragraph with a letter. Do, however, identify subparagraphs by numbers or letters in parentheses, depending on their degree of subordination.

<table>
<tr><td colspan="2">Example</td></tr>
</table>

Example	
Descending order of paragraphs and subparagraphs	
Single paragraph level	FAM Body Text
a. lettered paragraph level	FAM Body Text abc
(1) first subparagraph level	FAM Body Text 123
(a) second subparagraph level	FAM Body Text (a)

Notes to paragraphs are part of the paragraphs they follow and are flush left.

Example	
NOTE: Follow this handbook's instructions.	FAM Body Text

b. **Exception to paragraph structure.** In a Definitions section, each definition paragraph remains unlettered and is identified by the definition itself. List defined terms in alphabetical order.

Example
gigabyte (GB). A unit of computer memory.
Uniform Resource Locator (URL). An Internet address.

2 FAH-1 H-113.1-3 Change Transmittal (CT) Lines

(CT:FPH-1; 08-16-2004)

a. A/RPS/DIR issues changes to the FAM through a change transmittal (CT) issuance—formerly known as a transmittal letter (TL). This record of change indicates when the last update was made. A/RPS/DIR will maintain copies of all changes. If you need to know what text was in effect on a specified date, its staff will help you.

b. Place the CT line (italics, centered, and in parentheses) below each subchapter title. (Subchapter head is style H20 and CT line is style CT centered.)

Example	
0 FAH-1 H-110	H20
SUBCHAPTER TITLE	20-pt Verdana bold
(CT:GEN-969; 01-16-2004)	CT ctr – 12-pt Verdana ital

c. Place the CT line (italics, flush left, and in parentheses) below any section or subsection title that has text immediately beneath it, and specify its issuance date.

Example
0 FAH-1 H-113.1-3 Change Transmittal (CT) Lines *(CT:GEN-969;   01-16-2004)*   FAM CT Flush – 12-pt Verdana ital

d. Unless otherwise noted, FAM changes become effective on the issuance date of the change transmittal (CT). When the effective date of a FAM section differs from the CT date, specify the effective date on a line immediately below the section or subsection heading (italics, flush left, and in parentheses).

Example
0 FAH-1 H-113.1-3 Change Transmittal (CT) Lines *(CT:GEN-969;   01-16-2004)* *(Effective Date: 01-05-2004)*

e. When FAM sections apply to other agencies, identify their scope immediately below the section or subsection title (italics, flush left, and in parentheses).

Example
0 FAH-1 H-113.1-3 Change Transmittal (CT) Lines *(CT:GEN-969;   01-16-2004)* *(Uniform State/USAID)*

f. When you review previously issued material, and make no changes, indicate the date revalidated and the originating office.

Example
0 FAH-1 H-113.1-3 Change Transmittal (CT) Lines *(CT:GEN-969;   01-16-2004)* *(Revalidated: 01-05-2004;   A/RPS/DIR)*

2 FAH-1 H-113.2 Numbering Pages

(CT:FPH-1;   08-16-2004)

Number each subchapter in the right corner of the footer using the following format. (Text style: Footer – 10-pt Verdana flush right.)

Example
1 FAM 110 Page 1 of 15

To create a footer and numbering scheme—

---

1. Go to "View" on the MSWord menu bar and select "Header and Footer" to load the Header and Footer menu.

2. Go to the bottom of the page and mouse click in the boxed footer area.

3. Type the volume and subchapter followed by a double letter space.

4. On the Header and Footer menu bar click on "Insert Auto Text" and select "Page X of Y."

5. Highlight entire footer, click "Format" on the menu bar, select "Style," and choose "Footer."

6. Finally, click "View" on the menu bar and choose "Normal" to return to page view.

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2 FAH-1 H-114 TECHNICAL ASPECTS OF DRAFTING

(CT:FPH-1;   08-16-2004)

The Department generally follows the standards published in the U.S. Government Printing Office's Style Manual (the GPO Style Manual). For exceptions to GPO rules, see the Executive Secretariat's Office of Correspondence and Records "Ready Reference Guide."

2 FAH-1 H-114.1 Abbreviations

(CT:FPH-1;   08-16-2004)

In general, refer to the GPO Style Manual (Chapter 9) for accepted forms of abbreviations, acronyms, and letter symbols. For exceptions and short forms specific to the Department of State, see the Ready Reference Guide.

(1) **State Department Offices.** Spell out the full title the first time you use it and place its office symbol acronym in parentheses directly after it. Reintroduce the full title of the acronym the first time you use it in each section, or more often if needed for clarity.

Example
Office of Overseas Operations (DS/DSS/OP)
regional security office (RSO)

(2) **U.S. and United States.** Use "U.S." only as an adjective, and spell out "United States" when used as a noun.

Example
The United States announced the closing of a consular office.

(3) **Department of State.** Do not use "DOS" for the Department of State. Use "State" or "the Department."

(4) **Public Law.** Spell out the words; do not abbreviate.

2 FAH-1 H-114.2 Capitalization

(CT:FPH-1; 08-16-2004)

In general, follow the examples below for capitalizing names and titles.

Rule	Example
Capitalize formal titles and organized bodies or entities.	Ambassador Smith briefed the Marine security guards in the Embassy courtyard.
Do not capitalize generic or functional titles.	regional security officer; ambassador; consular officer
Capitalize names of regions, localities, and geographic features.	the Far East; the North Pole; Middle Eastern; the Western Hemisphere
Capitalize Internet, Intranet, and Web, but lower case the word "site."	The Department has an Internet Web site as well as an in-house Intranet site.
Capitalize the proper or full names of organizations, bureaus, or offices.	The front offices for the Bureau of Administration and the Office of Inspector General are on the sixth floor.

2 FAH-1 H-114.3 Citing FAM Materials

(CT:FPH-1; 08-16-2004)

a. Where a section references material outside the FAM, identify that material so that DIR can provide a hyperlink to it. (See 2 FAH-1 H-114.4.)

b. How you cite a reference depends on the document.

    (1) **Volumes** use volume number and acronym, plus section or subsection.

> **Example**
>
> 1 FAM 123   or   6 FAM 469.3-2

    (2) **Handbooks** use volume number, handbook acronym and number (separated by a hyphen), then the section or subsection number (preceded by an "H-").

> **Example**
>
> 5 FAH-1 H-456

    (3) **Exhibits and appendices** use the volume or handbook style from above, two letter spaces, "Exhibit," "Appendix," "Notes," or "Procedural Notes," with the section or subsection number followed by a comma, then the document title.

> **Example**
>
> 4 FAM Exhibit 225.2, Title;   or
>
> 4 FAH-3 Exhibit H-525.3, Title;   or
>
> 9 FAM Appendix K, Title

c. Do not start a sentence with a reference. Precede the reference with at least one word or article. For example: "See 2 FAM 1111.3 for the scope of these directives."

d. You may let the formatting split a reference by having one part begin near the end of the line and continuing on the next line.

2 FAH-1 H-114.4 Adding Hyperlinks

(CT:FPH-1; 08-16-2004)

a. A hyperlink is an electronic Web tool that provides direct access from one piece of information to another, regardless of their respective locations. Where a FAM section has related FAH material, identify the specific FAH

reference so that DIR can provide a hyperlink to that handbook material (see 2 FAH-1 H-114.3). For example, DIR will hyperlink rules on travel contained in 6 FAM to guidance on MEDEVACs, found in 3 FAM. Additionally, DIR will link a description of an emergency action plan (EAP) found in 12 FAM to the instructions found in 12 FAH-1 for setting up an EAP.

b. DIR currently adds links to the following sources:

- U.S.C.

- CFR

- INA

- FAM / FAH

- OMB Circulars

- Public Law

c. DIR can add customized links. If you, as volume coordinator, need a new link, just e-mail the DIR volume analyst and request one. Provide a keyword or phrase for each link (e.g., *Vienna Convention on Consular Relations*) and give the URL of the link (for example, *http://www.un.org/law/ilc/texts/consul.htm*). DIR will add the links throughout the volume. If the URL changes in the future, DIR can update the link throughout the FAM without rewriting entire volumes. This saves time for everyone involved in the revision process.

2 FAH-1 H-114.5 Using Numbers

(CT:FPH-1; 08-16-2004)

Follow these guidelines when citing numbers and numerical form.

Rule	Example
Spell out numbers below 10 in a sentence.	The program places emphasis on three vital areas.
Use figures for numbers 10 and above.	A committee of 15 RSOs rewrote 21 subchapters.
For two or more numbers in a sentence, if one is above 10, then use figures for each number.	The embassy constructed 14 staff houses and 6 guard towers.
Spell out ordinal numbers first through ninth for time or location.	The first meeting convenes on the third floor in the second week of June.
Use figures for units of	In the first 8 hours, over 40

measurement, time, or money.	percent of the officers donated at least $75 each.
Use figures for monetary amounts less than 1 million.	The court distributed the remaining $250,000 to 100 stockholders.
Spell out numbers at the beginning of a sentence. When possible, recast the sentence in the active voice.	Twelve years passed before he returned to the bureau. He returned to the bureau 12 years later.
Use figures to express mixed fractions, but spell out fractions standing alone.	The report was 9-1/2 pages long, but the synopsis was only one-tenth of that.
For percentages, use a figure and spell out the word "percent."	There is a 30-percent chance of rain tomorrow.
With two separate figures, use "percent" only once.	There is a 20- to 25-percent chance of rain today.
Use the words "million," "billion," and "trillion" for large numbers.	150 million people, $12.5 billion, 6.5 trillion stars
Use numerals rather than letters for figures or illustrations.	The graph in Figure 2 displays the rate of increased compensation.
Use numerals to explain sequential steps, especially when giving instructions.	1. Type in the Web address. This will bring you to our home page. 2. Mouse click on "Contact Us." 3. Type in your message.

2 FAH-1 H-114.6 Time of Day

(CT:FPH-1; 08-16-2004)

Follow these guidelines when citing time of day. See also GPO Style Manual (Chapter 12) for measurement and time.

Concept	Example
Use a.m. and p.m. with a 12-hour clock cycle.	Send us your report by 10:30 a.m. Monday.

Omit minutes when citing time on the hour.	Send us your report by 10 a.m. Monday.
Always write "noon" and "midnight" (and NOT "12 a.m." or "12 p.m.").	The passport office must receive the application by noon tomorrow.

2 FAH-1 H-114.7 Dates

(CT:FPH-1; 08-16-2004)

a. Write out specific dates within sentences or as part of a heading.

Concept	Example
Date within a sentence	We received advanced notice of the inquiry on June 15, 2003.
Date in a heading	January 15, 2003 The Director of Operations U.S. Department of State Washington, D.C. 20520

b. Use figures when referring to specific dates.

Example
the 4th of April (specific month) but, the fourth day of the month (nonspecific month)

2 FAH-1 H-114.8 Punctuation

(CT:FPH-1; 08-16-2004)

a. **Apostrophe.** Use an apostrophe to show possession.

(1) Place an " 's " at the end of a singular word, or at the end of a plural word that does not end in "s."

Example
The Court's decision on the women's claim is under review.

(2) Place the apostrophe only at the end of plural words ending in "s."

> **Example**
>
> We updated our analysts' research strategies this quarter.

(3) With a possessive involving two subjects, determine whether both parties own the item together or separately.

> **Example**
>
> State and AID's policy regarding . . . .

In this case, State and AID share the same policy. In the next example, we have two different administrations.

> **Example**
>
> Carter's and Reagan's administrations were . . .

Exception: Don't place an apostrophe after names of countries or organized bodies ending in "s."

> **Example**
>
> a United Nations meeting; the United States policy

b. **Bullets.** Use bullets to highlight key thoughts or for a short list of items. Bulleted items should not be complete sentences.

> **Example**
>
> Any proposed new organizational structure should strive to achieve a proper balance among:
>
> - Mission needs
> - Efficiency of operations
> - Effective employee utilization

c. **Colon.** In general, refer to GPO Style Manual (Chapter 8) for accepted use of colons.

d. **Comma.** Use a comma:

(1) To join two complete sentences with "and," "or," "but," "yet," and so on.

> **Example**
>
> State enacted needed improvements, and these actions benefit all U.S. Government agencies at posts abroad.

(2) After introductory words and phrases.

> **Example**
>
> By July 1998, the new program was ready for review.
>
> Furthermore, policy alone cannot revoke this decision.

(3) Between two or more consecutive adjectives instead of the conjunction "and."

> **Example**
>
> The program is a simple, cost-effective method of purchasing.

(4) Before the word "and" or other conjunctions in lists of three or more words, letters, phrases, or figures.

> **Example**
>
> We have more control, lower turnover, and better relations.

(5) With nonessential or secondary information.

> **Example**
>
> They studied the best data-gathering practices, sending questionnaires across the world, and presented the findings and recommendations to management.

(6) In dates, between the day and the year.

> **Example**
>
> You must submit the complete report by May 22, 2004.

Exceptions: Do not use a comma when the day is missing, or when referring to a specific year.

> **Example**
>
> The new program began in May 2004.
>
> This policy will expire in the Year 2004.

e. **Em dash.** Use an em dash to give a longer pause than a comma, although two hyphens are also acceptable. Also use the em dash:

(1) To interrupt a thought.

> **Example**
>
> We agreed that we could provide a more pleasing environment than a separate building—away from headquarters.

(2) To emphasize a point, or to separate your emphasis from the main part of the sentence.

> **Example**
>
> Employee satisfaction rates rose to 85 percent--meeting our internal goal--with the survey return rate reaching 55 percent.

(3) To summarize a series of items at the end of your sentence.

> **Example**
>
> A second attempt would require additional office space—fully supplied with costly furniture and equipment.

f. **Hyphen.** Use a hyphen:

(1) With a prefix, if the first letter of the base word is capitalized.

> **Example**
>
> pro-Marxist,   anti-American

(2) With compound modifiers.

> **Example**
>
> We had a face-to-face meeting.
>
> Our reviewer is a part-time contractor.

Exceptions: Do not hyphenate:

(a) Compound modifiers using "very" and adverbs ending in "ly."

> **Example**
>
> The Department participated in very successful meetings.
>
> A quickly forgotten decision is no decision at all.

(b) Compound predicate adjectives:

> **Example**
>
> Our reviewer works full time.

g. **Semicolon.** In general, refer to GPO Style Manual (Chapter 8) for accepted use of semicolons.

2 FAH-1 H-115 PUBLICATION STANDARDS

2 FAH-1 H-115.1 FAM Template

(CT:FPH-1;   08-16-2004)

a. Create or modify all FAM materials in a document based upon the FAM templates available from A/RPS/DIR.

b. To update an existing volume:

   (1)   Access the document that you need to update, plus the new FAM/FAH volume template, from the DIR Web site, and save them to your desktop;

   (2)   Make any needed additions, deletions, or changes to the document text;

   (3)   Copy and paste the entire revised document text into the new FAM/FAH volume template; and

   (4)   Apply the new FAM styles (located on the style menu button bar) or from the application's Style dropdown menu.

c. When creating a new subchapter, the coordinator can copy, populate, and save the FAM template as a document.

2 FAH-1 H-115.2 Fonts and Typefaces

(CT:FPH-1;   08-16-2004)

a. The official versions of the FAM and FAHs use electronic-based fonts for their publishing standards.

b. The FAM uses Verdana for both heads and text. Body text, table text, and CT lines are 12 points; and heads vary from 14 to 22 points within chapters. (The FAM/FAH Templates include preformatted styles for both heads and text and are available as menu buttons and from the application's Style dropdown menu.)

c. Visual aid to readers: Although Verdana is a proportional font, place two letter spaces between sentences in normal text.

d. Bold—Use bold for emphasis.

e. Italic—Use italics to show new or revised words, sentences, or sections. Do not italicize entirely new or significantly revised subchapters. Also see the GPO Style Manual (Chapter 11) for other uses of italics.

f. Text styles are flush left, single-spaced, with 6 points of space before and after each paragraph. The text styles most frequently used are:

(1) **FAM Body Text (Text):** The paragraph style following a section or subsection heading; used when only one paragraph is needed.

(2) **FAM Body Text abc (Text abc):** The basic style for the initial lettered paragraph level; used for multi-paragraph text following a section or subsection heading.

(3) **FAM Body Text 123 (Text 123):** A numbered first subparagraph level style; used as a subset of the FAM Body Flush or FAM Body abc paragraphs.

g. Section 2 FAH-1 H-113.1-1 partly describes heading styles. They are flush left and have two letter spaces between the number and title.

h. Underline—Use underlines **only in forms** to show the reader where to fill in information.

Example
_____
Signature
Address: _____

2 FAH-1 H-115.3 Using Color

(CT:FPH-1;   08-16-2004)

a. The FAM structure uses color to enhance the user's reading and retention of information and to help the reader visualize information. When printing in black and white, the color text prints as black or dark grey.

b. A/RPS/DIR uses color text as an additional signal to identify specific FAM information. The Electronic and Information Technology Accessibility Standards, which implement Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), prohibit using color alone to identify information (see 36 CFR 1194.21(i)). Standard FAM colors:

(1) Heads are darkblue. This contrasts with standard text, which is black. (Heads are in bold and vary from 14 points to 22 points. Use template buttons H14 to H22 to set style and color.)

(2) New or revised material is darkmagenta and in *italics*, for example, *Published changes show both in darkmagenta and italic.* (Use template button Change to set style and color.)

(3) Change transmittal (CT) lines (formerly transmittal letter (TL)

lines) are saddlebrown and in italics. "CT" also signals them. (Use template buttons CT Centered and CT Flush to set style and color.)

(4)　The color **firebrick** is used for emphasis beyond bolding or for contrast in figures or charts. (Use the template button Emphasis to set style and color.)

Note: The four colors chosen here were taken from the Browser Safe Web Pallet and do not precisely match the standard Windows pallet.

2 FAH-1 H-116 FAM CLEARANCE PROCESS

2 FAH-1 H-116.1 Drafting Bureau or Office Clearances

(CT:FPH-1;   08-16-2004)

a.　Senior management of each bureau or independent office typically assigns responsibility for obtaining directives clearances to the volume coordinator, who may in turn assign this responsibility to the various drafting officers. If you do not know how this clearance process works in your organization, contact your volume coordinator or senior management. For the names of volume coordinators and their clearance responsibilities, check A/RPS/DIR's Web site.

b.　Generally, you (as a drafting officer) will seek clearances for new or revised directives within your bureau or office before seeking other office clearances. However, depending on your circumstances, you may seek the views of subject matter experts outside your organization as you draft. In the case of personnel regulations or directives, or any other regulations that may affect the terms and conditions of employment, the drafting officer may wish to contact DGHR/PC/LM early in the drafting and clearance process with respect to consultation or negotiation with employee unions. (See also 2 FAH-1 H-116.5.) Your bureau or office may or may not have a policy on this. Check with your volume coordinator to be sure.

c.　Upon obtaining all drafting bureau or office clearances, the volume coordinator is ready to seek required clearances from outside the organization—i.e., other Department bureaus or offices, and possibly other agencies. In most organizations, the volume coordinator handles all external clearances.

2 FAH-1 H-116.2 Internal Department Clearances

(CT:FPH-1; 08-16-2004)

a. Upon obtaining all drafting bureau or office clearances, the volume coordinator provides A/RPS/DIR with a copy of the draft in the required format (see 2 FAH-1 H-110 Exhibit H-111). On a separate page of the draft, list all other Department offices you are asking to clear, and indicate if any of those have already cleared—L and OIG normally **must** be included. (OIG is a mandatory review and comment office, but does not "clear" Department directives.)

b. A/RPS/DIR will post the draft on its Web site and immediately alert all Department executive offices and volume coordinators that a proposed directive is available for review and comment. The date the alert is sent is called the "alert date" and the posting period is normally 30 calendar days.

c. The executive office representative or the volume coordinator for a clearing bureau or office must alert everyone in their organization who may wish to comment on the posted draft. The representative or the volume coordinator for the clearing bureau or office must compile and consolidate all comments received. This is an important function. Consolidation establishes one bureau or office position on the draft and speeds the clearance process.

   (1) The executive office representative or volume coordinator for a demurring bureau or office then submits the consolidated comments to A/RPS/DIR. DIR will immediately send the comments to the drafting bureau's volume coordinator and post the comments to DIR's Web site.

   (2) If A/RPS/DIR receives comments, its staff will request the drafting office to review and respond to those comments, and work out any differences. The drafting office may receive an additional 30 days to reach a compromise.

   (3) If a compromise is not reached in 60 calendar days from the original posting of the draft (see 2 FAH-1 H-116.2 b.), A/RPS/DIR will report the impasse to the Standing Committee on Directives, and post the impasse issues on DIR's Web site.

2 FAH-1 H-116.3 Other Agencies (External) Clearances

(CT:FPH-1;   08-16-2004)

a. The external clearance process is identical to the internal (Department) process above except that, when a FAM change requires external clearances, the drafting office:

  (1) Must list both the internal (Department) and external clearances on a separate page of the draft; and

  (2) Must indicate when it intends to seek each external clearance during the 30-day review period or thereafter.

b. External reviews occurring after the 30-day review period may result in substantive changes to the draft text. In the event of substantive changes, the drafting office must resubmit the revised draft to A/RPS/DIR for an additional posting. Normally, this posting period is 30 calendar days. However, the drafting office may request an expedited internal review.

2 FAH-1 H-116.4 Expedited Reviews

(CT:FPH-1;   08-16-2004)

a. The drafting bureau or office volume coordinator may request an expedited review if:

  (1) The subject matter is not controversial; or

  (2) The directive requires immediate publication.

b. The A/RPS/DIR FAM supervisor can set an expedited review period after discussing the matter with the volume coordinator. The expedited review normally should be a period of 5 business days.

c. A/RPS/DIR will alert via e-mail all volume coordinators that it has posted an expedited request requiring all clearances by the date specified.

d. Any clearing bureau or office may request A/RPS/DIR to extend the expedited review period. The A/RPS/DIR FAM supervisor can reset the period after discrepancies, if any, are discussed with the drafting and clearing organizations.

2 FAH-1 H-116.5 Final Steps

(CT:FPH-1;   08-16-2004)

a. If the draft would modify personnel policies or practices, or affect terms and conditions of employment for employees who are represented by a

labor union, the volume coordinator is responsible for providing the draft to the Chief, Labor Management Relations (DGHR/PC/LM) following the internal and external clearance process but in advance of publication. The draft provision may not be published until DGHR/PC/LM has cleared it. See 3 FAM 5112.1 b.

b. When the draft is fully cleared and the volume coordinator has given final approval, DIR will publish the draft as the new or revised FAM section.

2 FAH-1 H-117 THROUGH H-119 UNASSIGNED

2 FAH-1 Exhibit H-111
FAM Format

(CT:FPH-1;   08-16-2004)
(Office of Origin: A/RPS/DIR)

0 FAM 000 Purpose of Standards

(CT:FPH-1;   08-16-2004)
(Uniform State/USAID/Commerce/Agriculture)

Please note that the FAM style and layout, including fonts and select colors, are designed primarily for electronic use. Printing the material in either color or in black and white will produce a legible copy.

0 FAM 000.1 Using Color

(CT:FPH-1;   08-16-2004)
(Uniform State/USAID/Commerce/Agriculture)

a. The FAM structure uses color to enhance the user's reading and retention of information and to help the reader visualize information. When printing in black and white, the color text prints as black or dark grey.

b. A/RPS/DIR uses color text as an additional signal to identify specific FAM information. The Electronic and Information Technology Accessibility Standards, which implement Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), prohibit using color alone to identify information (see 36 CFR 1194.21 (i)). Standard FAM colors:

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(3)   Change transmittal (CT) lines (formerly transmittal letter (TL) lines) are saddlebrown and in italics. "CT" also signals them. (Use template buttons CT Centered and CT Flush to set style and color.)

(4)   The color **firebrick** is used for emphasis beyond bolding or for contrast in figures or charts. (Use the template button Emphasis to set style and color.)

Note: The four colors chosen here were taken from the Browser Safe Web Pallet and do not precisely match the standard Windows pallet.

0 FAM 000.2 Fonts

(CT:FPH-1;   08-16-2004)
(Uniform State/USAID/Commerce/Agriculture)

a. The FAM uses electronic-based fonts: Verdana for both headers and text.

b. Visual aid to readers: Although this font is proportional, place two letter spaces between sentences in normal text.

0 FAM 000.3 FAM Styles

(CT:FPH-1;   08-16-2004)
(Uniform State/USAID/Commerce/Agriculture)

a. The selected FAM styles contain formatting that will work in most cases. (To see FAM styles, go to the "Format" menu, and select "Style….") FAM drafting officers should begin by creating a separate draft using one style ("normal") for all their text. Then, using the templates that DIR has provided, copy and paste changes into the template. Finally, format the new material using the FAM styles from the template style palette.

b. You can find specifications for FAM styles by viewing them in the Style window under the "Format" menu, or in the part of this handbook which outlines style standards.

c. The predominant text styles are FAM Body Text, FAM Body Text abc (such as this lettered paragraph), or FAM Body Text 123—indented and numbered in parentheses. Styles for a lower level, centering text, text with bullets, and table text are also available.