



## **NSSC Responsiveness Program Procedures**

### ***Out of Office E-mail***

When out of the office for one day or more, employees will have the following components in their message:

- You are out of the office
- When you're expected to return
- When you will reply to the customer's e-mail
- That the customer may e-mail the Customer Contact Center at:  
nssc-contactcenter@nasa.gov
- That the customer can call the Customer Contact Center toll free at 1-877-677-2123

Example:

Thank you for your e-mail, I'm out of the office until \_\_\_\_\_. I will respond to your e-mail when I return. If you need immediate assistance, you may e-mail the Customer Contact Center at nssc-contactcenter@nasa.gov or you may call them toll free at 1-877-677-2123.