

**OFFICE OF THE GENERAL COUNSEL  
Division of Operations-Management**

MEMORANDUM GC 20-03

November 15, 2019

TO: Regional Directors, Officers-in-Charge, and Resident Officers  
FROM: Peter B. Robb, General Counsel  
SUBJECT: Guidance on Electronic Issuance of Deferral, Dismissal, Withdrawal and Appeals Letters

In August 2018, the Division of Operations- Management began a pilot program in which Regions delivered deferral, dismissal, and withdrawal letters to parties electronically (E-Issuance). Due to the efforts of the pilot Regions, we are now able to expand electronic delivery to all Regions.

Effective immediately, all deferral, dismissal, withdrawal and appeals letters (DEF, DIM, DIS, WDR, APF and APD document types) will be issued electronically to parties who have provided their e-mail addresses. Docket letter templates have been modified to include the following language:

*If the Agency does not issue a formal complaint in this matter, parties will be notified of the Regional Director's decision by email, if an email address has been provided. Please ensure that the agent handling your case has your current email address.*

Parties will be e-mailed a link to the electronically issued document(s) being served or delivered in their case. This will constitute formal service or delivery of the electronically issued document(s) – physical copies of the document(s) will not be delivered to parties. Documents that are not electronically issued by the Agency will continue to be served or delivered in hard copy via customary means. Parties should designate GovDelivery.com and [e-Service@nlrb.gov](mailto:e-Service@nlrb.gov) as approved senders in their spam filter configuration. Agency documents sent to the email address provided that are rejected by the recipient's spam filter will be regarded as having been served or delivered

E-Issuance will provide significant cost savings and efficiency to the Agency We would like to thank Regions 1, 3, 7, 9, 13, 14/17, 18/30, 20, 21, 31, and 32 for their participation in the pilot.

/s/

P.R.B.