

## **CHAPTER 3**

# **ADMINISTRATIVE PROCEDURES**

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## **CHAPTER 3**

### **ADMINISTRATIVE PROCEDURES**

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## **ADMINISTRATIVE COMMUNICATIONS**

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### **A. General Orders (G.O.)**

1. General Orders are only issued by the Superintendent to:
  - a. Direct procedures for the indefinite future.
  - b. Disseminate information, instructions, or direct the action of personnel in specific situations or circumstances.
  - c. Adopt or revise policy in the NRP Manual affecting the entire agency
2. A General Order supersedes all other orders in conflict therewith and will be complied with
3. When a General Order is issued, any manual pages affected will be printed by each Officer for their Policy Manual. The electronic version will be updated accordingly.
4. The Planning Section will retain the record copy of all General Orders.

### **B. Special Orders (S.O.)**

1. The Superintendent, chiefs, commanders, and directors issue Special Orders. They announce policies or procedures related to a specific circumstance, event, policy, or procedure that is of a temporary or self-canceling nature.
2. A Special Order issued by a chief, commander, or director must only impact the personnel within the bureau, region, area, division, or unit under which the Special Order is issued and will be identified by the unit code.
3. A Special Order issued by a chief, commander, or director will be forwarded to the Planning Section. The Planning Section will review to insure it is not in conflict with current policy and to determine if the policy is appropriate for Agency-wide application.
4. Bureaus, regions, areas, divisions or units that issue a Special Order will maintain the record copy electronically.
5. Special Orders will be distributed to those it affects and will be complied with.
6. Drafts of Superintendent's general orders, special orders, and memoranda will be submitted to the Planning Section through the proper chain of command.
7. The Planning Section will:
  - a. Review the draft to insure continuity with existing policies procedures or regulations, as well as format.
  - b. Distribute drafts through the Communications and Strategic Planning Division Commander to the Command Staff and other appropriate commanders for comments and recommendations.
  - c. Prepare orders consistent with the staff response for the Superintendent's approval and signature.
  - d. Assign a number to the orders or memoranda.
  - e. Arrange for the distribution of orders electronically.
  - f. Maintain a log for all orders and memoranda.
8. Required or suggested revisions to the Manual will be forwarded by detailed report to the Planning Section.

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### C. Personnel Orders

1. NRP Personnel Section will prepare personnel orders to announce the following:
  - a. Appointment of new personnel.
  - b. Reassignment of employees.
  - c. Promotion of personnel.
2. Personnel Orders will only be prepared with the Superintendent's approval.
3. Personnel Orders will be distributed to all members of the Natural Resources Police electronically
4. The Personnel Section will maintain the record copy of all personnel orders electronically.

### D. Cancellation and Amendment of Orders

1. All orders remain in effect until the termination date, it is amended, superseded, or canceled.
2. Orders will be amended by the issuance of a new number containing the specific change, or will be rewritten as a new order rescinding the original.
3. An order that amends, rescinds, supersedes, or refers to previous orders, will include the appropriate notation (order number, etc.) necessary to locate the material to be corrected or canceled.
4. The Planning Section will maintain a current list of active orders issued by the Superintendent

### E. Indexing and Codes

1. Indexing
  - a. Orders will have a numerical designator identifying the originator. It will consist of the:
    - (1) Unit code
    - (2) Last two digits of the calendar year issued.
    - (3) Sequential numbers beginning with 0 for each type of directive issued from the beginning to the end of the calendar year.
  - b. Subsequent calendar years will again be numbered consecutively beginning with 01.
2. Example: 100-9801
  - a. 100 - Office of the Superintendent
  - b. 98 - Year issued
  - c. 01 - First order of that type issued that year.
3. Codes
  - a. The Planning Section assigns a code number to each NRP unit.
  - b. The code numbers are as follows on the next two pages:

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<b>CODE</b>	<b>UNIT</b>
100	<b>Office of the Superintendent</b>
105	Special Projects Officer
110	Executive Assistant
115	Adjutant
120	Legislative/Labor Relations Liaison
125	Public Information Officer
200	<b>Deputy Superintendent</b>
205	Internal Affairs Unit
300	<b>Special Services Bureau</b>
305	Special Operations Division
310	Criminal Investigations Section
315	Covert Operations Unit Section
320	Dangerous Substance Abuse Task Force Unit Section
325	Response Team Services
330	Aviation Section
335	Homeland Security Section
400	<b>Field Operations Bureau</b>
405	Reserve Officer Program
410	Eastern Region
411	Area 1 - Johnson
412	Area 2 - Hillsboro
415	Southern Region
416	Area 3 - Broadneck
417	Area 4 - Indian Creek
420	Central Region
421	Area 5 - Gwynnbrook
422	Area 6 - Gwynnbrook
425	Western Region
426	Area 7 - Echo Lake
427	Area 8 - Townhill
500	<b>Support Services Bureau</b>
505	Technical Services Division
510	Supply Services and Safety Ed Unit
515	Safety Education Section
520	Marine Maintenance Section
525	Training and Recruitment Unit
530	Communications & Planning Division
535	Comm Center / Planning / Records Unit

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<b>CODE</b>	<b>UNIT</b>
540	Communications Center Section
545	Planning, Records and Warrants Section
<b>600</b>	<b>Office of Administrative Services</b>
605	Personnel Support
610	Fiscal Support – General Direction
615	Fiscal Support – Field Operations

4. Receipt or Appraisal of Orders and Manual Revisions. Commanders or their designees will:
  - a. Insure that all personnel under their command receive all directives and publications issued by the NRP that are directed to those employees.
  - b. Institute a system of accountability using Form NRP-512 (Receipt of Materials Acknowledgement Form). This will insure that affected employees receive and acknowledge receipt of all directives and publications intended for their information.
  
5. Accountability: An acknowledgment on Form NRP-512 by employees will constitute official notification of, and accountability for such communications.
  
6. All orders shall be maintained by the individual officer.

**F. Sample Format for Orders and Detailed Reports**

1. General Instructions
  - a. Orders will be issued 8 2" x 11" paper.
  - b. The first sheet will bear the official NRP letterhead.
  - c. Enter the date on the left side of the page, two spaces under the letterhead.
  - d. The left margin will be 1.5 inches.
  - e. The right margin will not be less than one inch.
  - f. Single-space all text.
  - g. Double-space all paragraphs.
  - h. Number all pages except the letterhead page.
  - i. Center page numbers one inch from the bottom of the page.
  - j. The final paragraph of an order will reference any order that will be superseded or canceled.
  
2. Letterhead
  - a. Letterhead bearing the DNR logo and title along with “Natural Resources Police,” shall be used for issuing official Agency orders and publications.
  
3. Capitalization and Punctuation
  - a. Use capital letters when referring to the Department of Natural Resources or the Natural Resources Police.
  - b. Use capital letters when referring to the Superintendent or specific bureau chief or commanders of units.
  - c. Capitalize “State” when referring to Maryland or any other state.
  - d. Only capitalize “general order”, “special order” or “memoranda” when referring to a specific

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- order or memorandum.
- e. In an outline, if the heading is a phrase, capitalize the first letter of major words; if the heading is a sentence, follow normal capitalization rules.
  - f. Period
    - (1) To complete a sentence.
    - (2) At the end of a list following a colon.
  - g. Quotation Marks
    - (1) A period or a comma is placed within quotation marks.
    - (2) A colon or semicolon is placed outside the quotation marks.
    - (3) Titles of articles or pamphlets are set off with quotation marks.
  - h. Underlining
    - (1) Titles of books and magazines are underlined.
    - (2) Titles and publications frequently used within the NRP are capitalized, e.g. Annotated Code of Maryland, Maryland Department of Natural Resources Laws, Policy, Procedures and Regulations Manual.
  - i. Usage of “a” and “an”
    - (1) Use an “a” before words beginning with a consonant or a consonant sound. A “y” and a “w” require an “a”.
    - (2) Use “an” before words and acronyms beginning with a vowel.

#### G. Letterhead Page Format; General, Special and Personnel Orders

1. The following contains an example of the proper format for letterhead pages for general, special and personnel orders and will be followed by all employees.
2. All NRP orders will follow the format described.

#### LETTERHEAD

(TWO LINES)

**DATE**

FOUR LINES)

(SPECIFY TYPE OF ORDER-GENERAL, SPECIAL, OR PERSONNEL) **ORDER NO. 00-0000**

(ONE LINE)

**TO:**

(ONE LINE)

**FROM:**

(ONE LINE)

**SUBJECT:**

(TWO LINES)

(TAB) **BODY**

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### H. Memoranda

1. Memoranda shall be a formal means of communication within the Agency. The memoranda will:
  - a. Direct the action of employee in specific situations or circumstances that do not warrant a General Order or Special Order.
  - b. Provide clarification, information, or instructions on compliance with policies, procedures, or regulations.
  - c. Not deviate from or conflict with established policies, procedures, or regulations unless approved by the Superintendent or their designee.
  - d. Affect the Agency on a statewide basis and will be identified by the unit code number, when prepared by the Superintendent or Deputy Superintendent.
  - e. Have a record copy maintained by the originating source.
2. Informal Memorandum Form NRP-510.
  - a. Will be used to convey informal information within the NRP or informal communications with another department or agency.
  - b. Will be used to announce training schedules, and other assignments.

### I. Detailed Reports

1. Detailed reports will be to transmit official information within the Agency on NRP Letterhead and will be initialed in ink by the originator to:
  - a. Convey NRP business
  - b. Submit a suggestion
  - c. Submit a request

### J. Routing Slip – Form NRP-511

1. Will be used to track and route written, communications through the chain of command.
2. The routing slip will be completed and the document will be forwarded.

### K. Training Publications

1. Training Publications are intended to be informative in nature.
2. A training publication may be used to define or emphasize a policy, procedure, or regulation.

### L. Communications Center Manual

1. The Communications Center Manual has been developed by the Communications Center Committee in order to establish standard operating procedures for personnel working in the DNR Communications Center.
2. The Manual shall be distributed to all employees of the Communications Center.
3. Procedures shall be adhered to by all employees of the Natural Resources Police. All changes authorized by the Committee will be distributed, incorporated into the Manual and noted on a change sheet.

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### **M. Command Staff Meetings**

1. Policies, procedures and regulations formulated as a result of command meetings will not be disseminated verbally for compliance unless the matter is of such urgency that this course of action is necessary.
2. In such instances, an appropriate written order will be prepared and distributed as soon as possible following the issuance of such a verbal order.

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## **CHAPTER 3 SECTION II PROCUREMENT**

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### **A. Corporate Purchasing Cards**

1. Each card will have an established credit limit of up to \$2,500.00 per transaction.
2. Corporate Purchasing Cards shall be used for authorized purposes. Purchases must be in compliance with State of Maryland COMAR requirements.
  - a. The Corporate Card may be used for the following fuel Purchases:
    - (1) State vehicles while traveling out of State on State business.
    - (2) Fueling of State vessels at marinas.
    - (3) In an extreme emergency, the card may be used to purchase fuel for the State vehicle. A written explanation must be submitted.
  - b. The Corporate Card may be used to purchase tires. Purchaser must ensure that the State contract price is used. Additionally, mounting and balancing of the tires must be charged to the Fleet Card.
  - c. Out-of-State Travel  
Training - a copy of the approved application for out-service training authorization and the request for out-of-State travel (form X-3a) must be included with invoices and submitted with the Corporate Purchasing Card Activity Log.
  - d. Food  
For meetings and events a list of attendees and agenda must be included with invoices, and submitted with the Corporate Purchasing Card Activity Log.
  - e. Data Processing (DP)
    - (1) No DP services, hardware or software of any type or dollar value may be purchased on individual corporate purchasing cards. Only DP Contacts may purchase these items.
    - (2) Expendable DP supplies such as, SD cards, flash drives, ink or toner cartridges etc. may be purchased on individual corporate purchasing cards with supervisory approval.
3. The Corporate Cards shall not be used for:
  - a. Cash advances are strictly prohibited.
  - b. The Corporate Card is not to be used in place of the Fleet Card or facilities.
  - c. It shall not be used for personal use.
  - d. The Corporate Purchasing Card is not to be used in place of the state fuel net facilities.
4. The State Tax Exempt number (30002563) is printed on the Corporate Purchasing Card. It is the cardholder's responsibility to ensure that sales tax is not included in the Corporate Card Purchase.
5. All purchases and credits must be reported on the Corporate Purchasing Card Activity Log (8-½" x 14" legal size).
  - a. The original Corporate Card statement and all receipts in date order are to be paper clipped to the Corporate Purchasing Card Activity Log.
    - (1) If an employee does not receive a Corporate Card statement for the period when charges have been incurred, the fiscal officer should be contacted for assistance.
    - (2) Not receiving a statement for the period when charges have been incurred on the Corporate

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Purchasing Card does not preclude an employee from completing a Corporate Purchasing Card Activity Log.

- (3) Under certain circumstances, a copy of the page from the Department's Corporate Purchasing Card Database (INFOSPAN), outlining the list of charges may be used in place of the missing statement.
  - b. The Corporate Purchasing Card Activity Log and the Corporate Card statement must both be signed and dated by the cardholder, and the cardholder's immediate supervisor (Manager's Signature).
  - c. The Corporate Purchasing Card Activity Log shall be submitted to the NRP Fiscal Services Section by the 22nd of the month following the month for which the log is completed.
6. If your Corporate Purchasing Card is lost or stolen, you must telephone the toll free 24 hour customer service number and fill out an Exhibit C form to close account.
7. Fill out an Exhibit D form for all Fraud or Disputed charges.
8. Use a black China Marker to cross out all credit card numbers on receipts and statement. Do not use white out.
9. Tape all small receipts to an 8 ½ X 11 piece of paper.
10. For additional information refer to the [State of Maryland's Corporate Purchasing Card Program Policy and Procedures](#) and [COMAR, Title 21](#).