WICEN – Message Handling

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Summary Slide

Communications Procedures
Formal Message Procedure

- Introduction
- Types of Message
- Rules for use of Precedence
- Security Classification
- Clear Procedure
- Basic Message Format
- Offering a Formal Message
- Transmitting a Formal Message
- Completing operator details on Message Form

An essential skill of any WICEN operator is the ability to accurately and efficiently pass messages which have been entrusted to us. Of the two accuracy must be paramount but for WICEN to do its job, efficiency, provided by practice and training is almost as important.

The principles expanded on during this presentation are contained in a number of publications. Unfortunately no one publication contains it all.

 In order of availability to the trainee WICEN operator they are :-

Australian Emergency Manual - Communications sections 6.21 to 6.33

At the end of this presentation it is expected that you will have the necessary knowledge to accept or transmit formal messages using the current WICEN (Vic.) Formal Message pad and should be able to understand the format and use of Formal Message pads from other services.

Types of Message

- Service
  - related to net integrity and operation
- Informal
  - delivery and accuracy not guaranteed
- Pre-arranged Voice Conversations
- Formal
  - Delivery and accuracy guaranteed
  - Short message
  - Long message

MESSAGE TYPES:

SERVICE: Relates to any phase of traffic handling, communications facilities or circuit conditions between communications personnel.

INFORMAL OR UNREGISTERED: Informal query. Can give verbally or have it written down. Doesn't require a WICEN serial but no guarantee of delivery. An Informal Message consists simply of the users text with an indication of the addressee.

PREARRANGED VOICE CONVERSATIONS: Where representatives of an agency other than WICEN require one on one discussion using WICEN facilities. Associated with the FETCH/WAIT OUT/HERE IS set of prowords.

FORMAL: Is written down and signed by Originator. Delivery and accuracy are guaranteed.

- SHORT MESSAGE - generally message text may be sent in under 30 seconds (one transmission).

- LONG MESSAGE - message text will require more than one 30 second transmission to send.

Rules for Use of Precedence

- PRECEDENCE:
  - Should be entered by Originator.
  - PAN
    - » Life threatening.
  - URGENT
    - » Value of message relies on quick delivery.
  - SERVICE
    - » Only used by WICEN stations for NET structure and operations.
  - ROUTINE
    - » Most common message to be delivered with minimum delay.

Precedence is an indication of the priority that should be accorded to a message. It is normally assigned and entered by the accepting operator having ascertained from the originator the importance of rapid delivery, sometimes a little advice from the operator accepting the message for transmission can save hassle.

Most message should be accorded ROUTINE precedence unless special circumstances apply. Some messages will deserve a higher priority URGENT when the value of the message will be degraded if delivery is in any way delayed.

The precedence PAN should only be used where the subject of the message relates to a life threatening situation. PAN SHOULD NEVER BE USED IN AN EXCERCISE SITUATION. PAN messages override all other network traffic and if offered all other traffic should immediately be put on hold.

The SERVICE precedence is specifically for WICEN usage and indicates that the message relates to net structure and operations.

Security Classification

- The transmission of classified information by WICEN is unlikely.
- Originators must be advised that confidentiality is not guaranteed
- The WICEN Distribution box is used to indicate classification.
- In the event that secure information must be passed the net must be prewarned.
  - Headphones must be used
  - Bystanders must not be able to overhear or sight the messages
  - delivery must be by hand to recipient or delegated deputy.

It is extremely unlikely that you as a WICEN operator will be asked to handle secure traffic, if a message with a security classification (most likely to be CONFIDENTIAL) is offered to you for transmission you need to advise the originator that due to the nature of the service/medium confidentiality cannot be guaranteed.

Having said that, should you need to transmit classified messages the following applies.

1. Use the WICEN distribution box to contain the security classification.

2. Before transmitting the message the Net Control Station (NCS) must be notified that classified traffic is forthcoming and a warning message must be transmitted to the net from NCS to allow all stations to take precautions as detailed below.

3. All stations must immediately don headphones, if not already in use, and any other precautions necessary to prevent unauthorised bystanders from overhearing or sighting the message contents must be taken.

4. The recipient station must hand deliver the message to the addressee (or delegated deputy). All stations with hard copy of the message must ensure that it is not seen by unauthorised personnel. The classification of a message is generally time dependent, the only person who can legitimately downrate a security classification is the originator of the message, in unusual circumstances the classification of a message may be upgraded by the recipient but only after notification to the originator.

Basic Message Format

- Formal Messages consist of
  - Routing Instructions
  - Precedence Indicator
  - WICEN Serial Number
  - Message Date/Time
  - FROM
  - TO
  - Message Text
    - » including
      - Originators Serial Number (optional)
      - Originators Signature
  - Operator entered Information

The majority of the information presented in the following slides relates to use of the WICEN (Vic.) Message Pad version 3.2.1.

That is not to say that the principles presented are applicable only to use of that pad! All of the many message pads in use by the various state WICENs or Emergency Services have similar structures and the principles herein are applicable to all.

Any formal message consists of three major parts

- Where to send it (and how)

- Who sent it (and its identity)

- Message Text (the real information)

A message is identified by its WICEN serial and the date/time on which it was accepted, the who sent to and from is obvious.

For our own protection a fourth section is added which allows tracking of the message through the system, the operator entered details.

```
DISPLAN MESSAGE FORM          WICEN
PRECEDENCE    2  WICEN    3                              WICEN DISTRIBUTION              1
• PAN            SERIAL                                  RELAY TO        WIB ,
• URGENT         S001
⊙ROUTINE         DATE/TIME      4
                 201353                                  relay WIC via AWI
FROM          NAME/DESIGNATION    ORGANISATION      5
          J Bloggs      NVIS Team                        FROM
TO            NAME/DESIGNATION    ORGANISATION      6
          Red Cross Meenyin Shelter
          Team Leader Catering, Nurmurkah
                                                   7    DATE/TIME ACCEPTED
                                                        D 201351
                                                        DATE/TIME DESPATCHED
     SEND TWO CHAINSAWS TO VOILET                          201358
                                                        SYSTEM
                                                              HF
     TOWN POLICE STATION                                OPERATOR 3AAA

                                                        DATE/TIME RECEIVED
                                                        R 201358
                                                        SYSTEM
                                                              HF
                      ORIGINATORS SERIAL No.       8    OPERATOR
                              RXN2702                      3ZAA
                      SIGNATURE                    9    ACTIONED
                              JI Bloggs                    201402
```

Here we have a typical formal message.

You will note that the pad is effectively partitioned into two areas, to the left of the heavy line is the material to be transmitted, to the right is informational material to assist in routing and tracking. The form is broken into a number of boxes each with its own identifying sequence number. If you as an operator follow this numbering scheme it will be difficult to make a mistake.

First (1) determine how to get the message to its recipients, then (2) determine its precedence, (3) assign an identifying serial, (4) transmit the date and time that the message was accepted into the system, (5) transmit who its from, (6) transmit the address(es) then (7) the message text (possibly including (8) the originators identifying serial number). Finally do the necessary office work on the right hand side to allow tracking how the message proceeded through the system. Note that only one of the **D** or **R** blocks would be completed dependent on whether or not you are the transmitting or receiving station.

All messages should be handled in this order, if done little chance for confusion can arise and the net will work most efficiently. Now let's examine things in more detail.

```
┌─────────────────────────────────────┐
│  WICEN DISTRIBUTION              1    │
│  RELAY TO                             │
│ ┌───────────────────────────────────┐│
│ │   relay Delta                     ││
│ │   viaCharlie                      ││
│ │ FROM                              ││
│ │     Bravo                         ││
│ └───────────────────────────────────┘│
└─────────────────────────────────────┘
```

Routing Instructions - WICEN Distribution

– Indicate the route the message should follow.

– May indicate that the message needs relaying to a third WICEN station.

» relaying station takes responsibility for delivery.

– May indicate that the receiving station use another system to on-forward.

– Should be completed before message is offered.

– May contain security classification (unlikely).

WICEN DISTRIBUTION: Contains callsigns of stations to be called or to be relayed to or instructions. Eg. Relay by phone to SES HQ. This is box 1 of the form and should be completed by the transmitting operator prior to touching a microphone. Usually the routing will be obvious by the addressees, if not contact the net control with an informal message and ask how the message should be routed.

There appears to be some uncertaincy as to how indication of the need to relay a message should be shown. There is no approved method but a simple and clear way is shown above, in general indicate the final destination and the FIRST station in the line necessary to get it there.

In the above block two destinations are indicated, the first can be directly contacted (Bravo) , the second is not directly contactable but AWI can reach the final destination (Delta) and is being used as a relay. Consequently the stations to be called are Bravo and Charlie.

In the unlikely circumstances that secure traffic is handled this can also contain the security classification. Eg. Confidential, Secret or Top Secret. In transmitting such a message the Net should be informed that secure traffic is forthcoming and other operators can then take precautions to avoid the message being overheard by bystanders.

```
┌─────────────────────────────┐
│  PRECEDENCE          2      │
│  • PAN                      │
│  •URGENT                    │
│                             │
│  ⟨ROUTINE⟩                  │
└─────────────────────────────┘
```
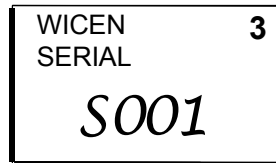
Precedence

- Box 2 on the message form
- Is entered onto the form by the transmitting operator taking into account the originator's assessment of priority for the message
- SERVICE is only used by WICEN and must be written in as required

PRECEDENCE:

As already said in an earlier slide the message precedence depends on the priority of the message assigned by its originator. Again this is a field that should be assigned by the transmitting operator taking into account the originators wishes and current network traffic conditions. It too should be assigned before picking up the microphone.

Most messages will go with ROUTINE priority, a few with URGENT and very few (we hope) with PAN priority.

SERVICE messages are originated within the WICEN system and should never (well hardly ever) be addressed outside of the system. They relate purely to network operation and the ensuring of its reliability. Given that they will be transmitted before any waiting ROUTINE traffic consider whether the matter is not one which could be slotted into the normal traffic pattern before assigning this priority.

```
┌─────────────────────────┐
│  WICEN        3          │
│  SERIAL                  │
│                          │
│      S001                │
│                          │
└─────────────────────────┘
```

WICEN Serial Number

- Generally the last letter of the originating station callsign plus a three digit number.
- On each day the number starts at 001 and increases by one for each formal message sent. Number reverts to 001 at 2400 hours
- Is the means by which messages are identified
- Alpha prefix may be directed by Net Control to be other than the last character of the call.

WICEN SERIAL NUMBER:

All messages must be tagged with some form of ready identification, in our case it is the combination of the WICEN Serial and the Date/Time accepted.

The WICEN Serial Number is generally formed by taking the first letter of the originating (first transmitting) station plus a sequence number which increases by one for each message transmitted. These sequences generally start at 001, increase by one for each message and revert to 001 at 2400 Hours (Date change).

Where a station is operating on two or more frequencies and operators are separated such that coordination of number assignment cannot be guaranteed then a separate series of numbers should be used. Say 001 through 200 for the HF operator and 500 through 700 for the VHF operator. On no account should the same WICEN serial be attached to differing messages originating from a station on the same date!

Under unusual conditions the Net Control station may direct that a different prefix (possibly the two or three character call of one of the station operators) be used by a field station in place of the last letter of the station call. This will generally occur where W calls are not in use or too many stations exist and a chance of confusion exists if only the last letter were used.

Date/Time Group (DTG)

- **The date and time when the message was written.**
- **Six digit number comprising**
  - **Numeric Day of the month (in this case 20)**
  - **Hour and Minute (always in 24 hour format)**
  - **If operation extends across timezones NCS will generally direct that UTC (ZULU) will be used.**
- **Box number 4 on the form**
- **If not already entered by originator should be entered on acceptance of the form by WICEN operator.**

Box 4 on the form is the DATE/TIME Group. This with the WICEN Serial uniquely identifies a message.

This box indicates when the message was originated (which may differ from when WICEN accepted it for transmission) and would in most cases be entered by the message originator, or if they do not have sufficient knowledge the transmitting operator.

It is based on the current day of the month plus the standard 24 hour clock with two digits to represent the hours and two the minutes (prior midday is 0000 to 1159, post midday 1200 to 2359). So the format of the Date/Time Group is DDHHMM. In the event that operation will be across differing time zones (eg. across the VIC/SA border) Net Control may direct that UTC Time be used for DATE/TIME Groups (in which case it may be necessary to alter data entered by the originator, this is one of the few occurrences where this is permissible).

FROM	NAME/DESIGNATION	ORGANISATION	**5**
	Bloggs	NVIS	

TO	NAME/DESIGNATION	ORGANISATION	**6**
Team	Red Cross	Meenyin Shelter	
	Team Leader Catering, Nurmurkah		

Address Lines

- **Form the address of the originator and recipients of the message.**
- **Boxes 5 and 6 on the form**
- **Where a location/organisation only is specified it is assumed the senior officer from that organisation in attendance at that location is the intended recipient**

The ADDRESS Lines form boxes 5 and 6 on the form. These will always be entered by the originator (or the transmitting operator under the originators instruction). The form is relatively obvious, box 5 says who the message is coming from and may at the originators discretion include a rank. Box 6 may include multiple addresses, where an organisation/location is specified as the addressee it should be assumed that the Officer in charge from the organisation at that location is to be the recipient.

Before accepting a message for transmission it is the responsibility of the operator to ensure that both the originating and recipient address(es) are unambiguous, and to seek clarification if not clear.

In the example above the originator name and organisation is clear, the message is addressed to two separate people. The first by implication is the senior Red Cross Officer at the Meenyin Shelter, the second explicitly the Catering Team Leader at Nurmurkah. Note that there could be more than one operational location at Nurmurkah and this would need be checked with the originator before accepting the message for transmission.

Message Text

- **Box 7 on Form**
- **Contains the Text of the message**
- **Will generally be written by the originator of the message**
- **Should be read by the operator before accepting for transmission**
- **If text not clear seek clarification**
- **Check for illegible and/or unusual words**

Box 7 is the guts of the message. This contains the real information that we undertake to move between locations, the message text.

Normally this will be written, in block capitals, by the originator. Before accepting the message for transmission it is the responsibility of the transmitting operator to scan the text to ensure all words are legible and any unusual words are clear to the operator.

When receiving a message write down exactly what is transmitted, do not abbreviate unless you receive abbreviations, do not guess words/spellings - if in doubt with unclear or unusual words request that the transmitting station spell phonetically. If transmitting deliberately use phonetic spelling of words that could cause trouble, use the prowords I SPELL to prefix these spellings.

ORIGINATORS SERIAL NR	8
RXN2702	
SIGNATURE	9
JI Bloggs	

Originator's Serial & Signature

- **If it's not signed don't accept it for transmission**
- **Originator's serial is optional, it is not a WICEN Identifier**
- **The originator's serial is transmitted as part of the message**
- **It is not necessary to transmit the signature, the FROM block identifies the originator**
- **The signature is to protect you and authorises you to transmit the message**
- **Even if you write the message it must be signed by the originator (rank optional)**

Boxes 8 and 9 comprise the originator's serial number (optional) and her/his signature (non-optional).

If a message is not signed do not accept it for transmission, the signature is your permission to transmit the message under the originators authorisation and protects your rear parts when the brown stuff hits the rotating blades. Even if you write the message get the originator to sign it!

The originators serial is not part of the WICEN identifier for the message and is optional to allow the originators organisation to track its messages. It may take any form that organisation cares to adopt. If provided it forms part of the message text and should be transmitted.

The originators signature on the other hand is not to be transmitted, the FROM line identifies the originator, the signature protects you.

Offering a Formal Message
(1)

- Before transmitting ensure all details are present
    - Routing - Ensure you know where the recipients are!
    - Determine if message is to go to multiple stations.
    - Precedence
    - WICEN Serial No.
    - Date/Time Group
    - FROM/TO Information
    - Message Text
        » Determine logical breaks in the text to insert pauses
        » Breaks should be at end of each line or at end of natural phrases
        » DON'T Break in the middle of phonetics or Figures
        » Each segment should not take more than 20-30 seconds to transmit

Finally we get to the nub of the matter. How to offer and transmit a formal message!

First PUT DOWN THE MICROPHONE.

Having scanned the message you have checked that its signed, the originator and recipient addresses are clear and unambiguous and that you can read the text.

From the address list determine which stations are the appropriate ones to call to get the message to the recipient(s), enter these in the routing block (1). Assign a precedence (box 2), a WICEN serial (box 3) and if not already present fill in the date/time group (box 4).

Examine the message text and plan how it will be transmitted, look for where breaks should be inserted taking into account the points on the above slide.

Having done all this then it's permissible to push the PTT button and begin the offer/transmit procedure.

Offering a Formal Message
(2)

- If the message is longer than 15 words use "LONG MESSAGE" procedure
- Use Prowords
  - MESSAGE or
  - LONG MESSAGE

  to indicate to receiving station that a formal message will need to be written down.

- eg. "Delta THIS IS Echo, ROUTINE MESSAGE, OVER" This allows Delta to tell Echo to "WAIT, OUT TO YOU". If they have traffic of a higher precedence.

Depending on the message length (and its complexity) either of two procedures will need be adopted.

The first the SHORT MESSAGE Procedure applies to messages of less than 15 words (or thereabouts) and is identified to the receiving station by the use of the proword MESSAGE.

For longer or complex messages it will be necessary to use LONG MESSAGE Procedure. This is signalled to the receiving station by the use of the proword LONG MESSAGE when offering it.

In either case the use of the prowords MESSAGE or LONG MESSAGE indicates to the receiving station that a formal message which must be written down is forthcoming.

For multiple stations there are different response required.

Transmitting a Formal Message

- **Call NCS if in a Controlled Net and seek permission to call recipient station(s)**
  - **Include message precedence**
- **Call the recipient station and indicate with prowords that a formal message is forthcoming**
- **Send message in order of boxes on the form**
- **Only send that portion within the heavy lines (boxes 2 to 7)**
- **The message should be transmitted at writing speed**
  - **Don't rush**
  - **Speak distinctly and pitch your voice slightly higher than normal**
  - **Beware of dropping your voice at the end of phrases**

When offering a formal message first call NCS and ask permission to pass a message to designated stations, if in a controlled net, otherwise directly call the recipient station(s) and indicate via prowords that a formal message is forthcoming.

Transmit the message box by box from the form, only sending the contents of boxes 2 through 7.

When transmitting the addresses and/or text send at a comfortable writing speed, pitch your voice slightly higher than normal (particularly male speakers) and beware that you do not tail off in volume at the end of phrases.

Only transmit for 15 to 30 seconds at a time and leave breaks to allow transmissions of higher priority to break in. Listen before starting the next segment of the message. Use prowords MORE TO FOLLOW to seek acknowledgement where you feel necessary.

Indicate the end of the message with the prowords MESSAGE ENDS.

The next two slides give examples of how to offer and transmit both a short and a long message.

Transmitting a Formal Message
Short Message

ECHO   AWI THIS IS ECHO – ROUTINE FORMAL MESSAGE - OVER
AWI   KILO THIS IS AWI - SEND – OVER
ECHO WICEN SERIAL E004 - DATE/TIME 201357 (PAUSE)
FROM F SLASH C JONES VIC POLICE (PAUSE)
TO BRINDIBELLA SES – MORE TO FOLLOW – OVER
AWI   ROGER OVER
ECHO SEND TWO CHAINSAWS TO VOILETTOWN POLICE STATION –
MESSAGE ENDS - OVER

AWI   AWI IS IN RECEIPT OF YOUR E004 OUT

Note that in offering this short message the first transmission from ECHO to AWI identifies the fact that a formal message is forthcoming and that it has routine precedence. If AWI was aware of messages of higher priority forthcoming ECHO would be told to STANDBY, if AWI was not ready to write down the message ECHO would be told to WAIT. However in this case AWI has no higher priority traffic and is ready to write down the message.

ECHO then proceeds to read the message out box by box in blocks of about 15 to 30 second duration with pauses between segments. Note that at the end of the address block a confirmation that all has been received up to that point is sought by ECHO. The prowords WICEN SERIAL, DATE/TIME, FROM and TO indicate the progression through the form. Having received a ROGER from AWI indicating all has been received OK to that point ECHO continues with the message text. When complete the prowords MESSAGE ENDS are used and OVER to indicate that the transmission from ECHO is complete but that a reply indicating correct reception is expected. Note that even at comfortable writing pace the text would not take much in excess of 30 seconds to send

By its acknowledgement with the proword AWI IS IN RECEIPT OF YOUR E004 – OUT. indicates it has the particular message and then with the proword OUT indicates it has finished transmitting and does not expect a reply from ECHO.

The above slide indicates the procedures to be followed when offering and transmitting long (or complex) messages.

Again first the call to indicate the precedence and that a formal message is forthcoming. By using the prowords LONG MESSAGE it is indicated that the long message procedure will need to be followed.

As before the early parts of the pad are transmitted box by box with intervening pauses. However having prescanned the form the KILO operator knows that Yackandar will need to be spelt out and indicates this with the prowords I SPELL. Having spelt out the address it is reasonable to check if it was received OK so the prowords MORE TO FOLLOW are used.

Having received the ROGER from the receiving station KILO continues transmitting the message text breaking it up into manageable segments, leaving pauses between segments and checking as necessary that the message is being received OK by using the prowords MORE TO FOLLOW.

This sequence would continue until the message text (possibly including originators serial) was all sent then as before the prowords MESSAGE ENDS would be used to indicate that the message was complete. From here the procedure is as for the short message procedure AWI IS IN RECEIPT OF YOUR MESSAGE K065 - OUT.

Note the use of the prowords FIGURES and FULLSTOP to indicate specific portions of the message or its punctuation.

Transmitting a Formal Message to multiple stations.

This procedure is a variation on the FORMAL MESSAGE or LONG FORMAL MESSAGE
- Determine which Stations are to receive the message.
- Call in the stations in turn.
- Transmit the message as per the FORMAL or LONG FORMAL MESSAGE procedure.
- Receiving station respond with their Station Identification (not ROGER OVER)
- Receiving Stations respond in the order they are call.
- If the station before you on the list doesn't respond, then you WAIT. The Control station will control the net.
- Other Prowords can also be used.   e.g. SEND ALL AFTER

Having determined that the message needs to go to multiple stations. If not NCS, then seek permission from NCS to call others stations and transmit the message.

Call in the other and advise you have a formal message.

Message is sent as a FORMAL MESSAGE or a LONG FORMAL MESSAGE.

The FORMAL MESSAGE and LONG FORMAL MESSAGE handling requires ROGER as a response.   Receiving stations are to respond with their Station identification.   The Control station will indicate the order receiving stations are to reply.   Eg Alpha, Charlie and Delta.

Station should ONLY reply in the order requested.   If the station before you in the list doesn't reply.   WAIT   The Sending Station has control of the net and call for the station to respond. You only respond when requested.

Station can respond with other Prowords like SEND ALL AFTER having waited for your turn in the station order.

Completion of Operators
Details on the Message Form
1. Transmitting Station

- DATE/TIME ACCEPTED entered on accepting message
- SYSTEM entered when routing determined
- OPERATOR should uniquely identify the transmitting operator
- DATE/TIME DESPATCHED is time of the recipients final ROGER to the message as a DATE/TIME Group

Now we move into an area which differs according to whether the person filling out the form is the transmitting operator or the receiving operator. In either case the area of the form to the right of the heavy line is used. If the transmitting (Despatching) operator use the upper 4 boxes, if the Receiving operator use the lower four boxes.

The above slide indicates the information to be entered by the despatching operator. When accepting the message the date and time of acceptance would be entered into the uppermost box. Having determined the appropriate routing the system box would be completed and at the same time the operator identity entered. The last box DATE/TIME DESPATCHED is entered when the final ROGER indicating complete reception is received. There is no need to transmit this date/time or for the receiving station to transmit the date and time it received a message.

DATE/TIME RECEIVED	
R	*201358*
SYSTEM	*HF*
OPERATOR	*3AB*
ACTIONED	*201404*

Completion of Operators
Details on the Message Form
1. Receiving Station

- DATE/TIME RECEIVED is the time of the last ROGER sent by the receiving station
- SYSTEM is the system on which the message was received (HF/VHF/Phone etc.)
- OPERATOR is the unique identifier of the person who took the message (Your Call Sign)
- ACTIONED is the DATE/TIME Group of the time when the message was relayed or handed to the addressee.

For a **R**eceiving station the lower four boxes on the right of the heavy line need be completed. All would be entered after the message is fully received.

The date/time received is the date/time when the final ROGER indicating full receipt was transmitted. Having entered this the system on which the message was received should be indicated and which operator received it.

The ACTIONED box is completed with a date/time group indicating when the message was on-relayed or if the destination station when it was handed/delivered to the addressee. When the message is delivered to Addressee it id signed in Box 9 by the Addressee.

Having got this far the formal message has been successfully transmitted, received and delivered. We have done our job and have a provable audit trail of our performance. Well done now prepare for the next message, assuming of course you have logged transmission/reception of the message. Logging will be the subject of another instructional session. The operator then hands him the white copy and retains the pink copy for WICEN records.

Recap (1)

- **Transmitting Station Checklist**
  - Scan the message for readability
  - check addresses are unambiguous
  - check if signed
  - enter date/time accepted
  - determine routing and precedence
  - determine and enter WICEN Serial
  - offer and transmit message boxes 2 through 7
  - complete the operator details
  - log the transmission

Recap (2)

- **Receiving Station Checklist**
  - **On being offered a formal message**
    - » **write down the message box by box**
    - » **when completely received fill out the date/time received operator details box.**
    - » **identify the system on which it was received**
    - » **identify who took the message**
  - **log the receipt of the message**
  - **deliver the message, or relay it to its destination**
  - **complete the operator details box Actioned with a date/time of actioning.**
  - **log the date/time of actioning (optional)**

Summary

- **You should now be familiar with the WICEN (Vic.) message pad**
- **You should now be aware of the procedures to be followed when offering and transmitting formal messages**
- **You should now have some familiarity with the use of prowords for punctuation and offering/confirming message transmission**
- **With the knowledge you now have you should find little trouble in navigating your way around "foreign" message forms.**

DISPLAN MESSAGE FORM

WICEN

PRECEDENCE	2	WICEN SERIAL	3				
• PAN							
• URGENT							
• ROUTINE		DATE/TIME	4		WICEN DISTRIBUTION RELAY TO	1	

FROM	NAME/DESIGNATION	ORGANISATION	5
TO	NAME/DESIGNATION	ORGANISATION	6

FROM

7	DATE/TIME ACCEPTED D
	DATE/TIME DESPATCHED
	SYSTEM
	OPERATOR
	DATE/TIME RECEIVED R
	SYSTEM

ORIGINATORS SERIAL No.	8	OPERATOR
SIGNATURE	9	ACTIONED

This is sample of WICEN VIC Message Pad. Not for presentation, to be deleted before production.