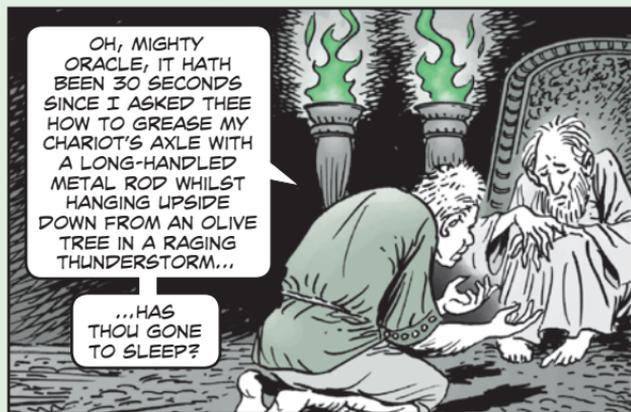




The Right Answers Can Take Time



PS offers a reader's service program to answer maintenance and supply questions. For many years, letters came to us courtesy of the US Postal Service. Then, when the Internet took off, we started getting more email. Eventually, email won out over paper mail. It's cheaper, faster and easier for both sides.

But even the marvels of modern times come with a few drawbacks. One is that many of us expect instant answers now, even to highly technical questions.

We've noticed a troubling trend. Some folks ask us questions and send follow-up email in a few minutes or hours, asking why they haven't gotten answers from us yet.

Here's why: Many technical questions require us to go to major commands and subject matter experts. We are dependent upon their schedules and responsiveness. That generally isn't measured in hours but days, sometimes even weeks. With maintenance, and especially safety-related issues, we won't shoot back instant answers unless we **know** they're right.

Once in a blue moon, an email is filtered into spam or lost in the incoming tide. That's why, if you haven't heard anything after 30 days, we **do** invite you to follow up. Email us at:

half.mast@us.army.mil or usarmy.redstone.logsa.mbx.psmag@mail.mil