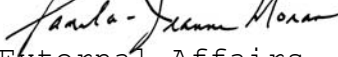


April 9, 2004

MEMORANDUM TO Thrift Savings Plan Coordinators

FROM: Pamela Jeanne Moran 
Deputy Director of External Affairs

SUBJECT: Introduction of the PRO-MAIL System for Ordering
Thrift Savings Plan Forms and Publications

The Federal Retirement Thrift Investment Board (Board) has implemented an electronic ordering system for **authorized** TSP representatives to use to order forms and publications. This system, called PRO-MAIL[®], offers an overall automated package including order entry, warehousing, inventory control, and shipping of TSP products. To use this system, TSP representatives must have an internet connection and Internet Explorer software.

The PRO-MAIL[®] system allows representatives to logon using an assigned username and password provided by the Board. Once in the system, representatives can place and monitor orders by using a "shopping cart" approach. After orders have been placed, representatives will receive a confirmation e-mail with a tracking number. They will also be notified when their orders are shipped.

Representatives who do not have access to the internet, may continue to order TSP materials by faxing the Forms and Publications Order Form (TSP-40 or TSP-U-40) to the Board's printing office. However, we strongly urge you to use the new system because it will help us ensure that your orders are handled promptly and correctly. If you have any questions, please call the Board's printing office at (202) 942-1673. If you want to provide us with your feedback and comments about the PRO-MAIL[®] system, send an e-mail to agyhelp@tsp.gov.