

MESSAGING AND DIARIES

THE CHARTER OF GOOD PRACTICES

OBJECT AND CONTENT OF AN EMAIL

MANAGE RECIPIENTS

WRITING RULES

THE ART OF ATTACHMENT

USE YOUR MESSAGING

WRITING RULES

Create effective emails to be read and understood

Use an adapted vocabulary

- Abbreviated, SMS style, curtailed sentences ...
- ✓ Customers, clients, and suppliers deserve to receive a quality e-mail. This will avoid many misinterpretations and misunderstandings. To write well is simply to construct complete and intelligible sentences that include a subject, a verb and a complement while being courteous.

Spelling and Grammar

- ✓ The politeness of a writing does not lie solely in its formulation. It is essential, during replay, to track down possible spelling errors.
- ✓ Moreover, if you are not sure of your talents in this field, and especially in a foreign language, do not hesitate to quickly copy your message in your word processor so that the spell checker notes the most flagrant errors.
- ✓ Do not rely completely on the machine and re-read: "When do you think? " instead of a " what do you think? " can have unsuspected consequences...
- ✓ Finally, if the mail is important, do not hesitate to have it re-read by a third party.

Be courteous

- Hey you!!!!!!!!....
- ✓ The mail, to be treated at best by your recipient, must be efficient as well as courteous.
- ✓ "Greetings" or "good day to you" may be enough.
- ✓ Know how to adapt the courtesy forms to your recipient...
- ✓ Do not use multiple exclamation marks, multiple question marks, etc.

Facilitate the readability of the message

- THANK YOU FOR YOUR EMAIL....
- ✓ Too small characters, a massive use of italic and aggressive colours are all elements that tire out the eye, influence the readability, etc. and finally influence the treatment of your message.
- ✓ Writing at least in size 10, even 12, in black on a white background, with a current font (Arial) type and limit the use of bold to highlight some important points will prove quite enough in any situation.
- ✓ Also avoid words and especially capitalized sentences.

- ✓ Finally, think about airing your text: one theme per paragraph and a blank line between each paragraph

Remember

- ✓ Using the right vocabulary to check and correct spelling
- ✓ Recipients, signatures and copies are some rules not to be omitted and **carefully applied**.

MANAGE RECIPIENTS

Process to follow

Know who to send a copy to.

The first recipient should be to those who must treat it, a second copy should be for information to those who need to know. The hidden copy is rather to be avoided, because there's always a risk of negative interpretation - except in the case of mass mails, which will avoid the "reply all..."

Finally, unless explicitly stated by your hierarchy or special case agreed in advance, it is useless to put the hierarchy of your recipient in copy to speed up the processing of your message.

List of recipients

Your messaging allows you to create lists of recipients. It only makes sense if you need to contact the same recipients regularly.

Always remember to update these lists so you don't forget anybody when sending big multiple shipments.

Company Signature

A good signature shapes very simply: the full name, the name of the company, the title of his function, the e-mail address, the landline number and mobile number and any other relevant information.

Example:

Ahmed Ogoyinka

Ringardas Nigeria Ltd

Management control

ahmed.ogoyinka@scanigeria.com

w: (234) 703 XXX XXXX / m: (234) 803 XXX XXXX

MANAGE ANSWERS

The ideal answer

Your answer must be short and adapted to what is asked of you.

In case of absence

Your email allows you to record "Out of office" messages. Do not hesitate to do it, it reassures your recipient. Specify in your message the name and contact details of the person to contact in the event of your absence (in agreement with your hierarchy).

Typical messages

Do not hesitate to save time by setting up standard e-mails for recurring requests.

Reply to all?

When responding to a group email, except in certain instances, **do not answer to all** but only to the sender

Remember

- ✓ Prevent the use of hidden copies
- ✓ Save absence messages
- ✓ Create recipient lists for regular group mails
- ✓ Have a signature including at least the complete name, e-mail address, phone number and the company name
- ✓ Use standard messages
- ✓ Do not unnecessarily reply to all

THE ART OF ATTACHMENT

Do not clutter the messages of your recipients

An email remains difficult to read.

In the case of a long and structured response, it is often better to send a document (Word or PDF) as an attachment, it remains easier to read and especially can be classified elsewhere than in his mail.

A message of "size"

It's important to know what to send to your recipients. If the mails are always very "Light", the same is not true of attachments. Pay attention to the size of the attachment. You may slow down considerably the couriers of your recipients, or to be blocked if you try to send messages exceeding 10 megabytes. Always choose the lightest formats: the PDF of course or the compressed ZIP file type.

Format of attachments

Watch out for image formats like JPG for example. According to the couriers, it happens frequently that the image is integrated into the body of the mail which makes it difficult to extract once the mail is received. To avoid this, it is also possible to compress the image into ZIP. In this way, it will not be integrated into the body of the mail. It's important in choosing your formats from attachments to consider if your recipient will need to rework them or not.

The PDF is perfectly suited for documents in consultation. On the other hand, it can be better to send the source of work (Word, Excel, PowerPoint...) if you expect a participation from your recipients.

Remember

- ✓ Put the long messages in attachments
- ✓ Check the size ("weight") of attachments
- ✓ Send PDFs or compressed files
- ✓ Put JPG images in ZIP so that they do not fit into the mails

USE YOUR MESSAGING

Manage, sort, organize. Know how to save time and quickly find what you need

Manage emails and priorities

All couriers can mark and classify e-mails. If the technical process is very simple, the ranking principle is sometimes more complicated. There are, however, some simple rules that will allow you to earn time and especially not to lose in efficiency!

Message filters

With the method of classification chosen, it is necessary to automate it. It gains you considerable time. For this you have a filter manager that allows you to enter as many criteria as you like and to distribute the mails as soon as they arrive.

Storage and archiving space

Do not confuse your email with a storage and archiving space. If you send or receive a lot of attachments, the allocated space of your messaging will soon be saturated. It suits so to save your attachments as files, on your hard drive.

This practice has two advantages: you release memory space for your mail, so you can store more mails without attachment. The working papers sent as attachments are found ranked according to your own criteria in your directories.

Delete messages

Delete your obsolete, useless... or confidential messages

Do not forget that an email is now recognized as a legally admissible element. So be careful what you write, and be careful on what you keep

Remember

- ✓ Classify your mails
- ✓ Save attachments out of email
- ✓ Delete messages as often as necessary

MANAGE CALENDARS AND MEETINGS**Organization and group work****Diaries and meetings**

To make your organization easier, consider using the calendar function, which allows you to organize appointments and meetings.

Organize a meeting

Use the calendar function to schedule your meeting. Invitations will be launched directly to your tool. This will help you check the availability of your internal interlocutors. Avoid inserting attachments in the meeting invitations. It is often difficult to find these attachments later and PDA owners will have difficulties in processing this information.

Confirm your presence

To confirm or deny your presence, use the same tools; the organizer will be directly informed of your participation or not. Remember to indicate any useful comments (e.g. possible delay) or reason for the refusal response to a meeting request.

Edit a meeting

Again, the use of the calendars allows to easily manage modifications of meeting. All potential participants are automatically informed (e.g. room, report, deletion, adding a participant...)

Delegation of Rights (punctually or permanently)

You can declare who you want as reader or organizer of your appointments temporarily or permanently. Think about it this can also make it easier for your task especially during your absences from the office (holidays, trips...)

Remember

- ✓ Organize and plan your meetings. Thanks to the electronic diaries.
- ✓ Avoid attachments in invitations
- ✓ Pay attention to time differences
- ✓ Temporarily or permanently delegate your access rights

WHY AN EMAIL?

The principle of writing a professional email is to facilitate the task of the recipient. First, because of politeness, but also because he has every interest in the message being understood and treated in the best possible way.

The mail is not always the right solution

A phone call or a detour through the office neighbour may be more appropriate than sending an E-mail.

An email is also a legal document...

Do not forget that an email is now recognized as a legally admissible element. So be careful what you write and be careful of what you keep.

Know how to use electronic tools

Any mail sender through definition is also a potential recipient. Therefore, it is also important to know what you receive, how to classify and how to prioritize your emails to be able to process them as soon as possible and in an efficient way.

ELECTRONIC MESSAGING

Conditions for personal use

Messaging services and the associated infrastructure are provided by RINGARDAS to Users for professional use and work-related correspondence only.

Use of Messaging services for personal purposes should only be used in case of emergencies and should not interfere with the work of the user nor the security of the IT network of the Company. Should you need arise to send a personal email and record should be kept, please ensure that the document or email are tagged or saved under a personal folder.

Any electronic message tagged or saved as “*personal*” or with a clear indication of its personal character by storing the messages in a separate folder called “Personal Mails” shall be entitled to right of privacy and secrecy. The Company is not entitled to access files and mails that are identified as such in the subject of the user’s messages or messages stored in a personal mail folder. Failing this identification, the company reserves its rights to access the whole mailbox.

Attached please find also additional information regarding e-mail policies within an organisation.