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Dear partners

You are going to use e-mail as one form of communication. The following are rules and ethics to be aware of using e-mail.

It is important to follow these rules to make sure that no misunderstandings arise, and no communication is lost.

- Be precise about the addresses. Always make sure that you send your e-mails to the right partners.
- Always write the subject of your letter in the subject line
- Be short, precise and friendly (use the words "please" and "thank you")
- If you make an answer, be clear about what you are answering to
- Remember that English is a foreign language for all partners
- If you are asked to attach documents, please do so
- Always remember to use WinZip, when you attach documents (Word, Auto-Cad, Pictures, etc.)
- Read through your own letters before you mail them, make sure that they are easy to understand, and that your message is clear.