E-MAIL PACKAGING

CONSTRUCTION AND ETIQUETTES

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WHAT IS E-MAIL?

• e-mail means Electronic Mail

• It is an electronic means of distributing message(s) from one sender to one or more recipients

• It delivers messages instantaneously and is accessible from anywhere around the world

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TO, CC & BCC

To: e-mail address of recipients that the e-mail is originally intended for action or response

Cc (carbon copy): e-mail address of recipients who need to receive the e-mail but is not required to act on it.

Bcc (blind copy): e-mail address of recipients that you want to hide from the other recipients

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SUBJECT

• This field sets the tone of the mail
• It should start with a key or action word
• Be upfront with what you want
• Examples: “Request for more Bandwidth”
  “Weekly Report”
• Salutation

• Keep it short and precise

• Construct your mail in a way that it will be easily understood by the recipient

• Be aware of your tone, as your tone may change the meaning of the entire mail

• Be succinct and constructive without being rude
ATTACHMENT

• Attachment is used to add file(s) to a mail.

• Do not send numerous files as attachment, instead, compress them in a zip folder before attaching it to your mail
SIGNATURE

• Signature gives the recipient a knowledge of the sender.

• Keep the signature as short as possible, comprising.

• Your name, department, company and phone number.

• e.g. Matiluko Temitomi | CSIS | LMU | 08000000001

• LMU mail signature can be enabled and configured by going to Settings/identities

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• Delivery status notifications will notify you when the recipient opens your mail
• You can activate spell check to ensure that your mail is free of wrong spellings
DO’S AND DON’TS

DO

• Re-read the whole message before hitting the send button
• Use shorthand where applicable
• Use strong subject lines
• Make your mail body is detailed yet precise
• Use short signature

DON’T

• Capitalize the entire mail
• Bolden the entire mail
• Underline the entire mail
• Sound rude
• Send unofficial mails with your official e-mail address
• Send official mails with your personal e-mail address
THANK YOU

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