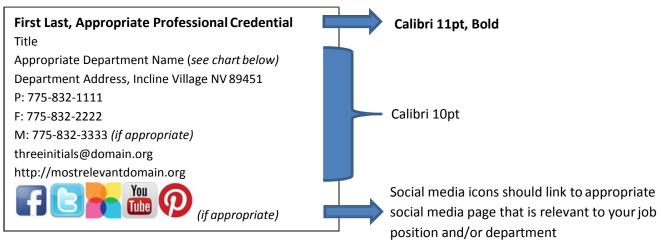
IVGID Email Best Practices

To ensure that IVGID is referred to correctly and consistently in email signatures, the following standards should be applied to your email body and signature files.

Detailed signature

Use a detailed signature when sending messages to new contacts.



Appropriate Department Names:

Work Area	Department Name
Administration	Incline Village General Improvement District
Public Works	Incline Village General Improvement District
Diamond Peak	Diamond Peak Ski Resort
Golf	The Golf Courses at Incline Village
Parks & Recreation	Incline Village Parks & Recreation Department
Facilities	Incline Village Facilities & Events Office

Samples:

Joseph J. Pomroy P.E.

Interim General Manager/Director of Public Works Incline Village General Improvement District 1220 Sweetwater Rd, Incline Village, NV 89451

P: 775-832-1269 F: 775-832-1331

M: 775-233-7069

jjp@ivgid.org

http://ivgidpublicworks.com



Mike Bandelin

Interim General Manager

Diamond Peak Ski Resort

1210 Ski Way, Incline Village NV 89451

P: 775-832-1125

F: 775-832-1281

M: 775-830-1179

mlb@diamondpeak.com

http://diamondpeak.com





Effective 12-12-13 Page 1 of 3

Additional Samples:

Indra Winquest

Parks & Recreation Director

Incline Village Parks & Recreation Department

980 Incline Way, Incline Village NV 89451

P: 775-832-1323

F: 775-832-1380

M: 775-298-2056

isw@ivgid.org

http://inclinerecreation.com



Susan A. Herron, CMC

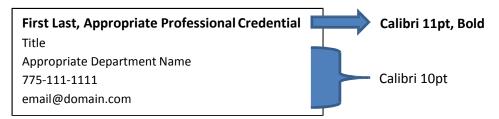
Executive Assistant/Clerk to the Board of Trustees Incline Village General Improvement District 893 Southwood Boulevard, Incline Village, NV 89451

P: 775-832-1207 F: 775-832-1122 M: 775-846-6158

sah@ivgid.org
http://ivgid.org

Brief signature (optional)

Use a brief information signature when sending messages to internal and regular contacts.



Samples:

Joseph J. Pomroy P.E.

Interim General Manager/Director of Public Works Incline Village General Improvement District 775-832-1269

jjp@ivgid.org

Mike Bandelin

Interim General Manager
Diamond Peak Ski Resort

775-832-1125

mlb@diamondpeak.com

E-mail signature best practices

- Use Calibri font type as specified with no colored text.
- A signature shall be included on all email communications, both internal and external.
- Use the shortest form of URL possible. At IVGID, it is not necessary to include "www." or to end the URL with a backslash "/". Be sure to test the URL to ensure it is correct.
- Do not include:
 - Quotations: The quote may not represent IVGID, and you risk offending business associates.
 - Other non-work related information such as your personal Twitter, IM or Skype details

Effective 12-12-13 Page 2 of 3

Images, logos and attachments in signatures

- IVGID and affiliated department names should be represented in text, not in logo format.
- Do not create the signature as a graphic image. Many email clients store images as attachments. If you present your signature as an image, your correspondents will have a hard time knowing when you have sent a genuine attachment.
- Do not include a vCard in your standard message, although you may consider attaching it for first-time correspondence.

Email body best practices

- Do not use images and backgrounds in email messages unless relevant to the message content.
- Use Calibri 11pt font type with no colored text.

Use of Reply All

• The practice of replying to all recipients on an email message should be used only when the reply is relevant to all recipients. Use discretion when replying to all recipients, especially when the recipient list is a "Group" list.

Assistance & Resources

 For assistance setting up your signature, contact the IT Help Desk at x2901 or reference the following online resources:

Outlook 2007:

http://office.microsoft.com/en-us/outlook-help/create-and-add-an-e-mail-message-signature-HA010102351.aspx

Outlook 2010:

http://office.microsoft.com/en-us/outlook-help/create-and-add-an-email-message-signature-HA010352514.aspx

These best practices are subject to revision.

Effective 12-12-13 Page **3** of **3**