



Monday Morning Memo: 2007.02.26



**An optimist is a person who sees a green light everywhere.**

**The pessimist sees only the red light.**

**But the truly wise person is color blind.**

Dr. Albert Schweitzer



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**NEW!!! Edupac electronic fax number: 086 680 5377**

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### **VACANCY**

RECEPTIONIST / EDUPAC ADMINISTRATOR

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### **SMS TIME STAMP CONFUSION**

Schools using the Edupac SMS module sends a SMS at a given time of day. When the recipient gets the SMS on their cellphone, the time on the message detail is sometimes hours away.

#### **WHAT WENT WRONG?**

From your PC the \*.sms file is sent to our Service provider (Activesms) and from there it gets sent to Vodacom (who is their Service provider).

Vodacom, then distributes the SMS's to all the different Service providers e.g.. MTN, Cell C etc. Because this is "Bulk SMS'S" the data packets is sent to SMS servers al over the world (Depending which one's are available).

Some of these servers are in the UK, India etc, because South African Cell phone networks does not have the infrastructure to distribute "Bulk SMS's".

The time on these servers are not always synchronised with South African Time.

Therefore, unfortunately we haven't got any control over this time stamp on your SMS!

Just for interest sake... 21 million SMS's are sent per day in South Africa.

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### **12 tips for better e-mail etiquette**

Don't you wish that every person who received a new e-mail account had to agree to follow certain rules to use it?

There *are* certain professional standards expected for e-mail use.

Here are some things to keep in mind regarding professional e-mail conduct:

1. Be informal, not sloppy.
2. Keep messages brief and to the point.
3. Use sentence case. USING ALL CAPITAL LETTERS LOOKS AS IF YOU'RE SHOUTING.
4. Use the blind copy and courtesy copy appropriately.
5. Don't use e-mail as an excuse to avoid personal contact.
6. Remember that e-mail isn't private.
7. Be sparing with group e-mail.
8. Use the subject field to indicate content and purpose.
9. Don't send chain letters, virus warnings, or junk mail.
10. Remember that your tone can't be heard in e-mail.
11. Use a signature that includes contact information.
12. Summarize long discussions.

Read more at: <http://office.microsoft.com/en-us/workessentials/HA012054101033.aspx>

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**Kahlil Gibran**

Generosity is giving more than you can, and pride is taking less than you need.

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