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CSS301

Assignment #2 Pre-writing

1. **Topic:** Netiquette
2. **Scenario:**

*Company name:* Wood Sales LLC.

*Job title:* Office Associate

*Job responsibilities:* The new hire will be compiling emails containing:

* accounts payable/receivable
* pricing requests
* shipping information

1. **Outline:**

# (Header with chapter name and company name)

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**Netiquette Guidelines**

Prompt Responses

Pricing Requests

~~Shipping Information Requests~~ (might not include)

Accounts payable/receivable requests

Importance of job - Respectful & prompt responses to requests (just a sentence after TOC)

# Netiquette Guidelines

## Prompt Responses

Rule: Professional Responses that must be given within 24 hours of receiving them.

Why: To give proper respect to the buyer, and to promote sale. Faster response means the company has a higher chance of making a sale.

**Going to use graphic here displaying importance of responding quickly by illustrating loss of sales as response time increases**

## Pricing Requests

Rule: Provide the entire price list, regardless of what the customer originally requested price information for. Highlight their requested item.

Why: Multipurpose: could entice buyer to purchase more goods, give them other options, and impress them with our selection as a small business.

## ~~Shipping Information Requests~~

(might not include depending on word need)

Rule: Use “bad news” letter format. Provide only the shipping information (pricing), including contact information of shipper only if their product has shipped, ship date, and estimated delivery date.

Why: They are requesting shipping information for a good that they’ve already selected, they don’t need to and shouldn’t know the details of our shipping partners unless the goods have shipped. Giving out shipper information prematurely could result in loss of income.

## Accounts Payable/Receivable Requests

Rule: 100% formal “bad news” letter format, promote maximum professionalism, keep messages short and straight to the point.

Why: We need our money now, they want their money now. There doesn’t need to be a conversation.