

# Tip of the Week

*February 28, 2005*

*Related Standard Operating Procedure: [DOC-00](#)*



## Unlock Your Mailbox – 4D Style

One of the great problems facing modern businesses is the black hole of information that resides in everyone's email box. Mixed in with all the spam promising "personal enhancement", there's probably one or two emails in your box that contain relevant project-related information. Unfortunately, as long as they remain trapped in your email box, this information will benefit virtually no one that is interested in learning something about the project six months from now.

There is a solution...an easy one at that.

Send all emails that contain project-related information to the 4D Server at the [projects@cleanair](mailto:projects@cleanair) email address. If it is still at the proposal stage, send it to [proposals@cleanair](mailto:proposals@cleanair) instead. Make sure you put the project number (or proposal number) in the Subject Line of the email. You can put other information as well in the subject line, but the project or proposal number must be the first numeric entry in the line (see [examples](#)).

So, if you are sending an email to someone concerning a project or proposal, either internally or externally (say, a client), then **cc:** the message to the 4D server address. If you prefer, you can **bcc:** it so that the 4D address is not visible to the human recipients. Similarly, if a client sends you an email, then forward it to the appropriate 4D address.

You're probably asking, "what if I have an important email but it is not specific to any one project?" Well, **cc:** it to [clientcontacts@cleanair](mailto:clientcontacts@cleanair) instead. In this case, the email will get attached to the specific 4D contact that the email was addressed to (the Subject Line is unimportant here). Of course, this requires that the person be a contact in the 4D database already...something you should verify (and fix, if necessary) prior to doing this. So how do you do this if the email originated from the client? Just forward it back to the client under the guise of an acknowledgment (i.e., "Thanks for the reply..."), and **bcc:** it to [clientcontacts@cleanair](mailto:clientcontacts@cleanair).

By doing this simple step, all project-related emails become part of the corporate domain and can be accessed by anyone through 4D. Attachments are stripped off of the emails before they get posted, but we do have the ability to go back later and retrieve them if necessary.

## Examples

Send project information to client and Projects:

To...	joeclient@company.com
Cc...	projects@cleanair.com
Subject:	CleanAir Project No. 1234

Send proposal information to client and Proposals:

To...	potentialclient@company.com
Cc...	proposals@cleanair.com
Subject:	CleanAir Proposal No. 54321

Forward project information directly to Projects:

To...	projects@cleanair.com;
Cc...	
Subject:	FW: Corrections to CleanAir Report 1234

Be careful. 4D will pick up on the first number in the subject line.  
For instance, the following will not work because of the first "2":

To...	projects@cleanair.com;
Cc...	
Subject:	Unit 2 Data for Project No. 1234

But this one will work:

To...	projects@cleanair.com;
Cc...	
Subject:	Project No. 1234, Unit 2 Data

Send to a client contact instead of a project:

To...	client@company.com
Cc...	
Bcc...	clientcontacts@cleanair.com
Subject:	FW> Technical Question
Thanks.	