

ARCS PROCEDURE: Author: S. Smith	FOREIGN CONTACTS CALLS & FAXES	PRO(TWPPO)-043.000 January 6, 2000 Page 1 of 2
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Foreign Contacts Calls & Faxes

I. Purpose:

The purpose of this procedure is to provide instructions on how to deal with foreign faxes and phone calls.

II. Cautions and Hazards:

None.

III. Requirements:

None.

IV. Procedure:

A. Steps:

Foreign faxes:

1. ALL incoming foreign faxes MUST be copied to Bill, Steff and Larry.
2. ALL incoming foreign faxes MUST be distributed to recipient immediately. If they're:
 - in the office - walk it to their office
 - on travel- fax it to the hotel they are at (if not there yet, write "HOLD FOR CHECK IN" on the fax cover page, if they're returning from a trip, page the recipient (this is where you will have to use your best judgement or ask someone)
 - working at home - call or page the recipient, and let them determine if they want it faxed to them
 - on vacation - put a copy in their box and make sure someone else sees it

Foreign phone calls:

1. ALL incoming phone calls/messages MUST be given to anyone immediately. If they're:
 - in their office or in a meeting with the door closed - knock on the door and let them know who is calling
 - working at home or at AIS - give them the recipient's home number. They can call them at home or we can call that person at home and have them call back

ARCS PROCEDURE: Author: S. Smith	FOREIGN CONTACTS CALLS & FAXES	PRO(TWPPO)-043.000 January 6, 2000 Page 2 of 2
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- on travel - take a message with number, page and email them right away
- on vacation - ask if someone else can help first, if not, take a message with number. Email message and put in box.

NOTE: Use your best judgement. Stop and think “what would be the fastest and best way to get the message to the recipient” for example: emails a good way to get a message to someone, but, are they checking email?

Remember: If in doubt – ask someone!

V. References:

None.

VI. Attachments:

None.