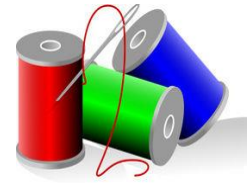


How to Manage Email Threads



Definition - What does *Email Thread* mean?

An email thread is an email message that includes a running list of all the succeeding replies starting with the original email. The replies are arranged visually near the original message, usually in chronological order from the first reply to the most recent.

Do I need to retain both the original message and the reply?

The requirement is to create and maintain a record documenting activities. Some replies to email messages contain enough information from the original message that they can stand on their own, but most do not. The simplest way to ensure understandability of email messages that will become part of the record is to incorporate the original message in any reply and maintain them as a unit. If an email is sent back and forth and the most recent message has the entire sequence of messages, you need to keep only the final message (including the previous messages and replies) as long as it also contains attachments and other data such as the sender, receivers, date, and time that are necessary for a complete record.

Who is responsible for filing outgoing email messages?

The sender (originator) of the initial email is responsible for filing any significant email and attachments, both externally and internally, to ensure that the official departmental email record is retained and properly imported into Laserfiche.

Who is responsible for filing incoming emails?

You are responsible for determining which emails you receive are significant business records that need to be filed.

If an email record is sent to several recipients, which copy is the official record?

It depends. Different copies of the same message may be records. If you take any official action related to a message and if the message is needed for adequate and complete documentation of the action, the message would be a record regardless of whether copies are retained elsewhere. If the record is saved in Laserfiche in the appropriate LGMA record series, then your copy is not a record and you may delete it. If you receive a message only for information and do not take action related to it, your copy would not be a record.

*If an email is sent to several recipients and must be filed in Laserfiche, the first person on the recipient list is responsible to file it.