



OUTLOOK: DELEGATE REPLIES

Scenario: You're in charge of an event. You need to email dozens of people about the event. However, any questions or other responses should go directly to a colleague.

If you simply ASK, in the email, that people respond to someone else...inevitably some people will miss that part of the message, or forget – and you'll end up getting the replies that you didn't want.

Solution: Turn on the DIRECT REPLIES TO function.

1. Start the new email message.
2. Address it to whoever you need to.
3. Complete your subject and the body of the message.
4. BEFORE sending it:
 - a. Click the OPTIONS tab.
 - b. In the MORE OPTIONS sections (at the end of the ribbon) – click the DIRECT REPLIES TO button. (Never noticed it before, did you.)
 - c. At the PROPERTIES window – down in the DELIVERY OPTIONS section - you'll see that HAVE REPLIES SENT TO is already checked.
 - d. Either remove your name – and use the TO button to substitute someone else in there; or, leave your name (if you do want to also see the replies) and use the TO button to add another person(s).
 - e. Click OK.
5. Send the message.