



Internal - Incoming and Outgoing mail

Internal mail

With Ares, all DGs and services work in the same database. Documents exchanged across DG's "stay" in Ares, are considered INTERNAL MAIL and can be consulted by all DG's.

This is why we should not register other DGs' Ares documents as Arrivals: they are already available in the database for transmission and assignments inside DGT. A rule that you should be aware of: **only the author DG can register** a document in Ares.

Ares is not only a registration system, it is also a transmission tool: when you register a document in Ares, it becomes immediately available to its addressees within Ares: there is **no need to send registered documents by e-mail**

More details: [ARES\(2011\)1045720](#)

Incoming mail

It is the mail received by DGT from **external correspondents** other than Commission services. We still need to register documents formally received from external persons and organisations. The same rules apply as in the past:

- ④ Mail addressed to the Director General or to DGT without specification of unit or name, will be registered by the CAD;
- ④ Mail addressed ONLY to your unit will be registered by yourselves;
- ④ Mail addressed to more than one unit will be registered by the *Chef de File* unit (if this is not clear, please send it to DGT-CAD).

Outgoing mail

It is the mail sent by DGT to external correspondents, other than Commission services.



Special attention to...

- Ⓢ Mail exchanged between Commission services is INTERNAL mail.
- Ⓢ **Documents with handwritten signature:** The handwritten signature on the original document is required, as a condition of validity of the document (essential formal requirement), only for a limited number of documents, related to established procedures. Most documents, particularly those exchanged between the Commission services, do not require a signed original in order to be valid.
Annex 2 of SG's note [D\(2008\)5842](#) gives some examples of documents requiring a handwritten signature as well as examples of Commission documents which do not.
- Ⓢ A DGT document can either be internal or outgoing mail.
- Ⓢ **When mail coming from other DGs** is registered by DGT, **ONLY DGT RECIPIENTS** should be added in your record !
- Ⓢ If DGT is the author of the document / mail **ALL** recipients should be added in your record.
- Ⓢ **Management of personnel files via Ares:** Within the framework of the correspondence with DG HR and PMO, which have to manage personnel matters; it is important to distinguish what needs to be registered and transmitted via Ares and what **must continue to be transmitted via other means** (mail, e-mail or specific applications)
For more details: [ARES\(2010\)319607](#) - [A few examples in Ares\(2010\)403886](#)
- Ⓢ If the addressees have access to Ares, they will get your document via Ares as soon as you finalise and register it: no need to send by e-mail in parallel !
- Ⓢ If the addressees are not Ares users, remember to send them your documents by e-mail or use the external transmission functionality.
- Ⓢ Add an **INFO** assignment for ve_dgt.cad in all **NON PERSONAL** documents you receive/create. In order to allow the CAD to access most of the documents registered in the application and to ensure the continuity of work. In case you have already requested an action to CAD via an ASOC or a CLASS assignment ([filing for Directorates A, B, C and D being centralised in CAD](#)), there is no need to add a new assignment.
- Ⓢ Until the harmonization Eurolook/Ares is operated, the Ares reference mentioned in the notes should be: logo of the Directorate or unit as indicated in Sysper2/author's INITIALS /secretary's initials - (year)Save Nr: DGT.S/FdV/BE/ak - (2014)67890.
If you wish to copy/paste the reference from Ares: Edit - Paste Special - Unformatted text in the document or after having inserted the number, select the whole line and reapply the Eurolook format "Reference" .