



Internal - Incoming and Outgoing mail - Note to the file

Please note that since March 2018 (Ares 3.0) you do no longer have to select the document type (incoming mail/internal mail/outgoing mail/note to the file) in the Ares application. This will now be calculated automatically by the system based on the sender(s) and recipient(s) entered.

Internal mail

With Ares, **all DGs and services work in the same database**. Documents exchanged across DG's are encoded as INTERNAL MAIL and can be consulted by all DG's who are encoded as stakeholders of the document (or via an assignment task).

This is why we should not register other DGs' Ares documents: **the author DG** should register a document in Ares (*)

Ares is not only a registration system, it is also a **transmission** tool for **internal** Ares users: 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**.

Incoming mail

It is the **mail received** by DGT **from external correspondents** (also called "external entities") **other than** Commission services (**). We need to register documents formally received from external persons and organisations.

At DGT:

- Ⓢ Mail addressed to the Director General or to DGT without specification of unit or name, will be registered by the CAD;
- Ⓢ Mail addressed **ONLY** to your unit will be registered by yourselves/secretariats;
- Ⓢ 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.

Note that internal correspondents are automatically displayed in ARES. For external correspondents (external entities = EE) we need to create them in the ARES database. DGT-CAD centralises the creation of external entities to avoid the creation of various entries for the same person. If they have been created already you will be able to find them. You can also copy-paste an e-mail address to find an EE.

Note to the file

If you need to encode a note to the file, in the ARES application please **leave the recipients field "To" empty**. This way the application will encode your document as type of document: "note to the file". You can still add recipients in the "Cc" field or add assignments on the document.



Special attention to...

- ⓐ Before registration/transmission, verify if the documents you create need a **signature**. Most internal administrative documents such as letters, reports, declarations... **need a simple electronic signature** (= obtained via a SIGN task in the e-signatory tab of the Ares document).
- ⓐ For documents for which a **blue ink signature is legally required**, a **qualified electronic signature** can be used instead. Contact dgt.r.2 or the DMO team (FMB: DGT-CAD) for more detailed information.
- ⓐ If DGT is the author of a document, **ALL** recipients **as indicated in the attachment** (to attention of/copy to) should be encoded in the general tab of the Ares record.
- ⓐ **(**) Internal** Ares users are “all” colleagues working from the EC and Services (Executive Agencies). Over the years, also other EU institutions (EEAS, European Ombudsman Service and Court of Justice of the EU) and some Agencies from the EU (such as CdT, EEA, EIT, EASA...) are Ares users and are therefore considered as internal.

[Full list of already migrated EU institutions, Agencies and bodies](#)

- ⓐ Upon encoding the recipients of your Ares document, if you notice a name with a “**hand icon**” next to the name of the person (even if the service he/she works for is an ARES user)



, this means the person does **not have access to the Ares application** (no Ares user profile).

This might be the case for colleagues whose e-mail address finishes by **@ext.ec.eu**.

In this case, you should **send the information** to the colleague **via regular e-mail** or **via the “External Transmission” tab**. Also for the **external recipients** who do not have access to Ares, do not forget to transmit the documents.

- ⓐ Do **not** register documents concerning your **personal situation/rights in ARES**. Not even when you have received official information via ARES. Unless otherwise indicated, you should **reply via normal e-mail** (encrypted or not). Please note that for each document created by DGT, we should mandatory file it in a DGT file. As DGT is not dealing with this matter, we do not have a specific file for your personal rights/situation. If the e-mail/document should be registered in ARES, the service who receives your information will register it and file it in the correct file.
- ⓐ **(*)** For information transmitted by another EC service via regular e-mail, which you consider “*important to be registered*”, you may decide to register the e-mail in Ares. In this case, you **can choose to only add DGT recipients**. In addition, you should **add under title**: [already received via e-mail]. If you are in doubt, contact DGT-CAD.
- ⓐ Add an **INFO** assignment for ve_dgt.cad in all **NON PERSONAL** documents you **receive/create**. This to ensure the continuity of work and to allow the CAD to access most of the documents registered in the application. 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. For **personal documents** you received via ARES from a service which is not “DGT”, click on the “**not to be filed**” button in the filing tab of the document.
- ⓐ For documents prepared “for the signature of the Director General”, please consult [Ares\(2021\)695838](#) – “New Eurolook templates and reminder of good practices” and visit the [intranet page](#).