Before you send that reply

Keep the original notes beside the draft. Check what it says before you send it.

- [ ] **Match names and numbers**

  Read names, amounts, quantities, and contact details against the original. Correct changed or invented details.

- [ ] **Check dates and promises**

  Confirm dates, times, deadlines, and commitments. An update date is not a promised completion date.

- [ ] **Trace the claims**

  Find support for each factual claim in your notes or a current, reliable source. Open and check any cited source.

- [ ] **Leave missing facts open**

  If the source does not say, ask or leave a clear blank. Do not turn an unknown into a confident answer.

- [ ] **Read as the recipient**

  Check the tone, request, and next step. Remove unnecessary private details and promises you cannot make.

- [ ] **Make the sending decision**

  You decide whether the reply is ready. Get the appropriate person's review when the consequences call for it.

One thing I corrected, or still need to confirm:

_____

_____

Optional review by: _____ Date: _____

This aid supports a checking habit; it cannot certify an answer or remove the consequences of using it.