

# APMAA Communication Protocol for Members

*Asia-Pacific Management Accounting Association (APMAA)*

Revised: 2026 Edition

---

## 1. Purpose

This protocol provides communication standards for all APMAA members, including authors, moderators, reviewers, and headquarters staff.

Its aim is to promote professionalism, clarity, and mutual respect across our international academic community.

---

## 2. Respectful Address

### Why It Matters

- Builds mutual respect
- Maintains professionalism
- Creates a collegial and inclusive atmosphere

### In Writing (Emails, Documents)

Use titles (Prof., Dr., Mr., Ms., etc.) in formal communication.

✓ *Dear Prof. Tanaka,*

✗ *Dear Tanaka,*

### In Speech (Meetings, Presentations)

Using a title is polite, though some colleagues may prefer first names.

✓ *Professor Lee, may I ask a question?*

✓ *John, thank you for your comment.*

(Use first names only when the person has invited you to do so.)

---

## 3. Email Etiquette

### 3.1 Write the Recipient's Name at the Beginning of the Email

Always begin the email text with the recipient's name and title.  
This ensures clarity and prevents confusion in multi-party communication.

- ✓ *Dear Prof. Chen,*
- ✓ *Dear APMAA Headquarters (Attn: Prof. Ueno),*
- ✗ Starting the message without an addressee
- ✗ Using vague expressions such as *"To whom it may concern"*

---

### 3.2 Respond Promptly

Aim to reply within 3–5 days.  
Acknowledge receipt when immediate action is not possible.

- ✓ *Thank you for your message. I will follow up shortly.*

---

### 3.3 Use Clear and Complete Messages

Address all questions or requests in the original email.  
Avoid one-line replies that may appear abrupt or incomplete.

- ✗ *Noted.*
- ✓ *Thank you. I have noted the information and will proceed accordingly.*

---

### 3.4 Maintain a Professional Tone

Keep messages polite, concise, and respectful.  
Avoid slang, overly casual expressions, or ambiguous wording.

- ✗ *OK, got it.*
  - ✓ *Thank you. I understand and will take the necessary steps.*
-

### 3.5 Include a Proper Signature

Provide your full name, title, and affiliation.

#### Example:

Best regards,  
Dr. Maria Santos  
University of Manila

---

### 3.6 Use Clear Subject Lines

Make the purpose of the email immediately understandable.

- ✓ *Revised Manuscript for Session 3*
  - ✓ *Inquiry Regarding Review Deadline*
- 

## 4. Quick Tips

- When in doubt, use the title.
  - Follow the person's stated preference.
  - Keep communication respectful at all times.
  - Write emails that are clear, complete, and easy to understand for an international audience.
  - Always begin the email with the recipient's name and title.
- 

## 5. Final Reminder

Courtesy is more important than strict formality.

Use titles and professional email practices as the default, but adapt when a colleague prefers otherwise.

Clear, respectful communication strengthens APMAA's international community and supports the success of our academic activities.

---

# Appendix: APMAA Email Style Guide (Concise Version)

## **A. Basic Email Structure**

### **1. Greeting**

- *Dear Professor \_\_\_\_\_,*
- *Dear Dr. \_\_\_\_\_,*

*A greeting is an essential part of formal academic communication.*

---

### **2. Opening Sentence**

- *Thank you very much for your message.*
  - *I appreciate your kind reply.*
- 

### **3. Main Message**

- Use short, complete sentences
  - Provide dates, names, and details clearly
  - Avoid one-word replies (e.g., *OK, Noted, Can*)
  - Avoid chat-style expressions
- 

### **4. Closing Sentence**

- *Thank you again for your cooperation.*
  - *I appreciate your continued support.*
- 

### **5. Signature**

Include:

- Full name
- Title / Position
- Affiliation / University

- Email (optional)
- 

## **B. Recommended Tone**

- Clear and polite
  - Professional but concise
  - Respectful across different cultural backgrounds
- 

## **C. Example Email Format**

Dear Professor \_\_\_\_,

Thank you very much for your message.

I would like to confirm the following:

1. ...
2. ...

Thank you again for your cooperation.

Best regards,  
[Full Name]  
[Title / Affiliation]  
[University]

---

## **D. Note**

This guide is for reference only.

It aims to support smooth and professional communication within APMAA's international academic community.

---