

WELCOME MAIL TO NEW COLLEAGUE Ebook

Welcome mail to new colleague is a crucial element in fostering a positive and professional onboarding experience. Sending a well-crafted welcome email not only helps the new team member feel valued and included but also sets the tone for their journey within the organization. A thoughtful introduction can ease anxieties, clarify expectations, and promote a sense of belonging from day one. In this comprehensive guide, we will explore the key components of an effective welcome email, best practices for onboarding communication, and sample templates to help you craft the perfect message for your new colleague.

Understanding the Importance of a Welcome Email

Why Send a Welcome Email?

A welcome email serves multiple vital purposes:

- Creates a positive first impression: It demonstrates professionalism and warmth, showing your new colleague that they are appreciated.
- Provides essential information: It offers logistical details, such as start date, working hours, and company policies.
- Encourages engagement: It fosters early communication, making the new hire feel comfortable reaching out with questions.
- Reduces onboarding anxiety: Clear, friendly communication alleviates uncertainties and helps the new employee settle in faster.

The Impact on Employee Engagement and Retention

Research indicates that effective onboarding communication significantly influences employee engagement and retention. A warm welcome sets the stage for a positive employment relationship, boosts morale, and encourages loyalty to the company.

Key Elements of an Effective Welcome Mail

1. Warm Greeting and Personalization

Begin with a friendly greeting that addresses the new colleague by name. Personalization shows genuine interest and makes the message more inviting.

2. Introduction to the Company

Provide a brief overview of the organization's mission, values, and culture. This helps the new employee understand the broader context of their role.

3. Practical Details and First-Day Information

Include essential information such as:

- Start date and time
- Office location or virtual meeting links
- Dress code (if applicable)
- Contact person for questions
- Parking or transportation details

4. Team Introduction

Introduce the immediate team members or key contacts. Sharing team structure or a brief bio of teammates can help the new hire feel more connected.

5. Resources and Onboarding Materials

Attach or link to onboarding documents, employee handbook, company policies, or any relevant resources.

6. Encouragement and Support

Express enthusiasm about their arrival and reassure them that support is available. Invite them to ask questions or share concerns.

7. Contact Information

Provide your contact details or those of the HR representative for any follow-up questions.

Best Practices for Writing a Welcome Email

1. Keep the Tone Friendly and Professional

Strike a balance between warmth and professionalism to make the message approachable yet respectful.

2. Be Clear and Concise

Avoid overwhelming the recipient with too much information. Highlight key points and provide links for further details.

3. Use a Positive and Enthusiastic Tone

Show excitement about their joining and convey confidence in their abilities.

4. Personalize the Message

Include specific details relevant to the role or background of the new employee to make it more meaningful.

5. Proofread Carefully

Ensure the email is free from grammatical errors and typos to maintain professionalism.

6. Make It Visual

Consider adding a welcoming image, company logo, or team photo to make the email more engaging.

Sample Welcome Email Templates

Template 1: Formal and Professional

...

Subject: Welcome to [Company Name], [Employee Name]!

Dear [Employee Name],

We are delighted to welcome you to the [Company Name] family! We're excited to have you onboard as our new [Job Title], starting on [Start Date].

At [Company Name], we value innovation, collaboration, and integrity. We believe you will be a great addition to our team and look forward to working with you.

Your first day will begin at [Time] at our [Location/Virtual Meeting Link]. Please find attached the onboarding schedule and necessary documents. If you have any questions before your start date,

feel free to reach out to me at [Your Contact Details].

Meet your team members:

- [Name], [Role]
- [Name], [Role]

We encourage you to explore our employee handbook and familiarize yourself with our policies here: [Link].

Welcome again! We're excited about your journey with us and are here to support you every step of the way.

Best regards,

[Your Name]

[Your Position]

[Company Contact Info]

...

Template 2: Warm and Friendly

...

Subject: Welcome Aboard, [Employee Name]!

Hi [Employee Name],

I hope this message finds you well! I'm thrilled to welcome you to the team at [Company Name]. We're so excited for you to start as our new [Job Title] on [Start Date].

Everyone here is eager to meet you and help you settle in. Your first day will kick off at [Time], either at our office [Location] or via the virtual link: [Link]. Please feel free to reach out if you have any questions beforehand.

Here's a quick rundown of what to expect:

- An introduction to our team and company culture
- A tour of our workspace or virtual onboarding session
- Setting up your work tools and accounts

You'll find attached some helpful resources to get you started. Also, here's a little about your colleagues:

- [Name], our [Role], who will be your go-to for [specific task]
- [Name], your onboarding buddy, who will help you navigate your first weeks

We're confident you'll do great things here and look forward to seeing your contributions. If there's anything you need, don't hesitate to reach out! I'm here to support you!

See you soon,

[Your Name]

[Your Role]

[Your Contact Details]

...

Follow-Up After the Welcome Email

- Personal Check-In: Reach out a few days before their start date to confirm details and answer any last-minute questions.
- First-Day Welcome: Greet them in person or virtually, introduce them to the team, and provide a tour or onboarding session.
- Ongoing Support: Schedule regular check-ins during the first few weeks to address concerns and gather feedback.

Conclusion

A well-crafted welcome mail to a new colleague is more than just a formal greeting—it's an essential tool to foster engagement, clarify expectations, and build a foundation for a successful working relationship. By including warm language, relevant information, and a supportive tone, you can make your new team member feel valued from the outset. Remember, the first impression counts, and a thoughtful onboarding email can set the stage for a positive and productive collaboration.

long-term.

Whether you prefer a formal or friendly tone, customizing your message to reflect your company culture and the individual's role will always make your welcome more impactful. Invest time in creating a compelling and informative welcome email—it's an investment in your new colleague's confidence and your organization's success.

Welcome Mail to New Colleague: A Comprehensive Guide

Starting a new job is an exciting yet often nerve-wracking experience. One of the first impressions a new employee receives is through the welcome mail sent by their team or manager. A well-crafted welcome mail to new colleague can set the tone for their onboarding process, foster a sense of belonging, and lay the foundation for a positive working relationship. In this article, we will explore the key elements of an effective welcome email, why it matters, and how to craft one that truly resonates with your new team member.

Understanding the Importance of a Welcome Mail

A welcome email is more than just a formality; it is a strategic communication tool that:

- Creates an initial positive impression of the organization.
- Provides essential information to facilitate a smooth onboarding.
- Demonstrates warmth and openness, encouraging engagement.
- Sets expectations and clarifies next steps.

A thoughtfully written welcome mail can boost the new colleague's confidence, reduce anxiety, and foster a sense of inclusion from day one.

Key Components of an Effective Welcome Mail

A successful welcome email should be comprehensive yet concise, friendly, professional, and informative. Here are the critical elements to include:

1. Warm Greeting and Personal Touch

Start with a friendly greeting that expresses enthusiasm about their joining. Personalization, such as mentioning their name or referencing their role, adds sincerity.

Example:

"Dear [Name],

We are thrilled to welcome you to [Company Name]! We're excited to have you onboard as our new [Job Title]."

Features:

- Sets a positive tone from the outset.
- Establishes a personal connection.

Pros:

- Builds rapport quickly.
- Reduces first-day anxiety.

Cons:

- Overly casual language might seem unprofessional if not balanced properly.

2. Introduction to the Organization and Team

Provide a brief overview of the company's mission, values, and culture. Introduce the immediate team members and key contacts.

Example:

"Our company prides itself on innovation and teamwork. You'll be working closely with the Marketing and Product Development teams, who are eager to welcome you."

Features:

- Helps the new colleague understand the organizational environment.
- Clarifies reporting lines and collaboration points.

Pros:

- Promotes a sense of belonging.
- Clarifies who to approach for various needs.

Cons:

- Too much detail can be overwhelming; keep it concise.

3. Practical Information and Next Steps

Include logistical details such as start date, reporting time, location (if physical), or login credentials and onboarding portals (if remote).

Example:

- Your first day is scheduled for Monday, at 9:00 AM, at our main office.
- You will receive an email with your login details for our internal systems.
- HR will meet you at the reception to guide you through the onboarding process.

Features:

- Provides clarity on expectations and logistics.
- Minimizes confusion or delays.

Pros:

- Ensures a smooth transition into work.
- Demonstrates organization and professionalism.

Cons:

- Details may need updating; ensure accuracy.

4. Resources and Support

Point out available resources such as company policies, handbooks, or training materials. Mention who they can contact for support.

Example:

"Attached is our employee handbook. Feel free to reach out to Jane from HR or your team lead, Mark, if you have any questions."

Features:

- Equips the new employee with tools for success.
- Shows support and openness.

Pros:

- Encourages proactive engagement.
- Helps them become productive faster.

Cons:

- Overloading with information may be counterproductive; include only essentials.

5. Warm Closing and Invitation for Dialogue

End with an upbeat closing that invites communication and reassures support.

Example:

"We are excited to see you thrive here! Please don't hesitate to reach out if you have any questions before your start date. Looking forward to welcoming you onboard."

Features:

- Reinforces approachability.
- Opens lines for communication.

Pros:

- Builds trust.

- Reduces apprehension.

Cons:

- Overly casual closings might undermine professionalism if not balanced.

Tips for Crafting the Perfect Welcome Mail

To ensure your welcome email hits the right notes, consider the following tips:

1. Personalization is Key

Avoid generic templates. Tailor the email to the individual, referencing their role, background, or specific onboarding plans.

2. Keep the Tone Friendly Yet Professional

Strike a balance that reflects your company culture. Use warm language but maintain professionalism.

3. Be Clear and Concise

Provide necessary information without overwhelming. Use bullet points and headings to improve readability.

4. Include Visuals When Appropriate

Adding photos of the team or the workspace can make the email more engaging.

5. Proofread Carefully

Check for typos and errors to maintain credibility.

Sample Welcome Email Template

Subject: Welcome to [Company Name], [Name]!

Dear [Name],

We are delighted to welcome you to [Company Name]! As our new [Job Title], your skills and

experience will be a valuable addition to our team.

Our organization is driven by innovation, collaboration, and a commitment to excellence. You'll be working with the [Department] team, led by [Team Lead's Name], who is eager to support your success.

Your first day is scheduled for [Start Date], at [Start Time]. Please arrive at our office located at [Address], or log in via the link provided in your onboarding email if remote.

Before then, here are some resources to help you prepare:

- Employee Handbook (attached)
- Company Culture Video (link)
- IT login credentials (will be sent separately)

Should you have any questions or need assistance before your start date, feel free to reach out to me directly at [Your Contact Info].

We're excited about the journey ahead and look forward to working with you. Welcome aboard!

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]

Benefits of a Well-Written Welcome Mail

Investing time in crafting a thoughtful welcome email offers several advantages:

- Enhanced First Impressions: Sets a positive tone for the employee's experience.
- Increased Engagement: Encourages proactive communication.
- Faster Onboarding: Provides clarity and resources upfront.
- Stronger Team Connection: Fosters a sense of belonging and trust.

Common Pitfalls to Avoid

While creating a welcome mail, be wary of these common mistakes:

- Being Too Formal or Too Casual: Find a balance aligned with your company's culture.
- Overloading with Information: Provide essentials; additional details can follow.
- Ignoring Personalization: Generic emails can seem impersonal and less welcoming.
- Neglecting Proofreading: Typos and errors can undermine professionalism.

Conclusion

A welcome mail to new colleague is a crucial component of effective onboarding. It not only conveys essential information but also communicates warmth, professionalism, and support. By including personalized greetings, organizational insights, logistical details, and encouragement, you set your new team member up for success and foster a positive work environment from the very first interaction.

Remember, the tone and content of your welcome email reflect your organizational culture and values. Taking the time to craft a thoughtful message demonstrates your commitment to your employees and can significantly influence their engagement and retention in the long run. Whether you're a manager, HR professional, or team member, mastering the art of the welcome mail is a valuable skill that pays dividends in building a cohesive and motivated workforce.

Question What should be included in a welcome email to a new colleague? A welcome email should include a warm greeting, an introduction to the team and company, relevant onboarding details, contact information, and any initial tasks or resources they need to get started. **Answer** When is the best time to send a welcome email to a new employee? It's ideal to send the welcome email a day or two before their start date to make them feel prepared and welcomed, and to provide necessary information beforehand. How can I make a welcome email more engaging for a new colleague? Personalize the message by mentioning their role, express enthusiasm about them joining, include a friendly note from the team, and offer assistance for their first days. Should I include company policies or resources in the welcome email? Yes, including links or attachments to key policies, onboarding documents, and resources helps the new colleague prepare and understand company expectations from the start. What tone should I use in a welcome email to a new team member? Use a warm, friendly, and professional tone to make the new colleague feel valued and comfortable as they begin their journey with the company. Is it helpful to introduce the new colleague to team members in the welcome email? Absolutely, introducing team members or providing a team overview helps the new employee start building relationships and understand the team structure. How can I encourage engagement through a welcome email? Encourage questions, offer to set up a virtual or in-person meet-and-greet, and invite the new colleague to share their

expectations or interests to foster connection.

Related keywords: welcome message, new employee, onboarding email, introduction email, team welcome, greeting email, new hire, workplace greeting, colleague introduction, onboarding communication

scout mail call 2014

Scout Mail Call 2014

Scout Mail Call 2014: A Look Back at an Iconic Scouting Tradition

scout mail call 2014 is a phrase that instantly brings nostalgia to many scouting

enthusiasts who participated or observed the memorable moments of that year's mail call tradition. For those unfamiliar, mail call is one of the most anticipated events during scout jamborees, camps, and gatherings, where scouts receive letters, packages, and messages from home, friends, family, and fellow scouts. The 2014 edition of this event holds a special place in the hearts of many due to its unique atmosphere and the ways it embodied the spirit of scouting.

Understanding Scout Mail Call and Its Significance

Mail call in scouting is more than just the delivery of letters and parcels; it's a morale booster, a moment of connection, and often a highlight of the camp experience. Especially during large events like the National Scout Jamboree, mail call serves as a vital link between scouts and their support networks.

What Makes Mail Call Special?

Scouts spend days or weeks away from home, immersed in outdoor activities and learning new skills. Mail call offers a welcome break where the anticipation of receiving a letter or a care package can uplift spirits. It's a communal event where scouts gather, hear their names called out, and share smiles and stories.

In 2014, mail call was particularly notable for the volume of messages delivered and the creative ways scouts and their families communicated. From handwritten letters to small gifts and even postcards, the mail call became an integral part of the scouting experience.

Highlights of Scout Mail Call 2014

The 2014 mail call captured the essence of scouting camaraderie and the blend of tradition with the modern touch of communication.

Increased Participation and Engagement

One of the key features of scout mail call 2014 was the surge in participation. Scouts and their families embraced the opportunity to send thoughtful notes, creating a vibrant exchange of encouragement and stories. The use of social media alongside traditional mail also enhanced the experience, as many scouts shared their mail call moments online, spreading the joy beyond the campgrounds.

Creative Mail and Personalized Touches

Many scouts received not just letters but personalized packages filled with snacks, badges, and small keepsakes. This attention to detail made the mail call even more meaningful. Some families took extra care to decorate envelopes or include drawings and inspirational quotes, which resonated deeply with the recipients.

Tips for Making the Most of Scout Mail Call Events

Whether you are a scout attending a jamboree or a family member wanting to support a scout, understanding how to optimize mail call can enhance the experience.

For Scouts: How to Prepare

Keep Your Address Updated: Make sure your family and friends know the exact

1.

mailing address and deadlines to send your mail during the event.

Be Patient: Mail delivery can take time, especially in large events with thousands

2.

of participants.

Share Your Interests: Let your family know what kinds of messages or items

3.

you'd appreciate most to make mail call more engaging.

For Families and Friends: Sending the Perfect Scout Mail

Include Encouraging Words: Scouts thrive on motivation. Personal messages

1.

that celebrate their achievements or encourage them during challenging moments are invaluable.

Small Gifts Matter: Lightweight, practical items like trail snacks, stickers, or

2.

badges can brighten a scout's day.

Respect the Guidelines: Always check the event's mailing instructions and

3.

restrictions to avoid delays or lost packages.

The Role of Technology in Scout Mail Call 2014

By 2014, technology had started to complement traditional mail in scouting events. While the core of mail call remained physical letters and parcels, digital communication began playing a supportive role.

Social Media Sharing

Many scouts documented their mail call experiences through photos and videos shared on platforms like Facebook and Instagram. This allowed families who couldn't attend the event to feel connected and involved in real-time.

Email and Online Messaging

Some scouting organizations introduced email updates or online portals where families could send messages that volunteers printed and delivered during mail call. This hybrid approach ensured that no scout missed out on receiving words of encouragement, even if physical mail was delayed.

Why Scout Mail Call Continues to Matter

Looking back at scout mail call 2014, it's clear that this tradition remains a cornerstone of scouting culture. It fosters emotional bonds, builds community, and keeps the spirit of

adventure alive even when scouts are far from home.

Through mail call, scouts experience a tangible manifestation of support and friendship, reminding them that they are part of something bigger. The event's enduring appeal lies in its ability to blend nostalgia with the excitement of discovery—a letter or a package that carries not just words or items but the warmth of connection.

For anyone involved in scouting, whether as a participant, leader, or family member, mail call is a cherished ritual that enriches the experience and creates lasting memories.

As scouting continues to evolve, so too will mail call, embracing new forms of communication while preserving the heartfelt tradition that makes every letter and parcel so special. Scout mail call 2014 serves as a wonderful example of how this timeless practice can adapt and thrive in a changing world.

Question

Answer

What is Scout Mail Call

2014?

Scout Mail Call 2014 is an event or initiative where Scouts receive letters, messages, or mail as part of their scouting experience during the year 2014.

How did Scouts

participate in Scout Mail

Call 2014?

Scouts participated by sending and receiving letters or postcards, often as part of a pen pal program or a special event organized by scouting groups in 2014.

Was Scout Mail Call 2014

a nationwide event?

Yes, Scout Mail Call 2014 was organized by different scouting councils and groups across the United States, making it a widespread event among Scouts.

What was the purpose of

Scout Mail Call 2014?

The purpose was to encourage communication, build friendships, and enhance the sense of community among Scouts through exchanging handwritten mail.

Did Scout Mail Call 2014

include any special

themes or activities?

Some Scout Mail Call 2014 programs included themes related to scouting values, outdoor adventures, and community service to engage Scouts more deeply.

How can I find photos or

stories from Scout Mail

Call 2014?

Photos and stories from Scout Mail Call 2014 can often be found on scouting websites, social media pages, or archives maintained by local scouting organizations.

Are there any badges or

awards related to Scout

Mail Call 2014?

While there were no specific national badges, some local councils awarded participation patches or recognition for Scouts involved in Scout Mail Call 2014.

Can adults or leaders

participate in Scout Mail

Call 2014?

Yes, adult leaders often helped coordinate the mail call and sometimes participated by sending encouraging letters to Scouts.

Is Scout Mail Call 2014

still held annually?

Scout Mail Call was a popular event in 2014, and while similar programs may continue, the format and frequency

vary by local scouting groups.

How did Scout Mail Call

2014 impact Scouts?

It helped Scouts develop communication skills, fostered friendships, and reinforced scouting values through the meaningful exchange of mail.

Scout Mail Call 2014: An In-Depth Review and Analysis

scout mail call 2014 represents a notable chapter in the evolution of scouting

communication tools and community engagement within the Boy Scouts of America (BSA).

This event, product, or initiative?depending on the context?has garnered considerable attention among scouting enthusiasts, leaders, and historians for its role in fostering connectivity, enhancing communication, and promoting scout values through innovative mail and messaging formats.

In this article, we will explore the various facets of scout mail call 2014, examining its significance, features, and impact on the scouting community. By utilizing relevant LSI keywords such as ?scouting communication,? ?Boy Scouts mailing system,? ?scout troop engagement,? and ?scout leadership tools,? this analysis aims to provide a comprehensive understanding of the topic while optimizing for search relevance.

Understanding Scout Mail Call 2014

At its core, scout mail call 2014 refers to a structured mailing or communication event

within the Boy Scouts framework during the year 2014. The term "mail call" traditionally alludes to the practice of delivering messages, letters, or parcels to individuals or groups, often in military or organized settings. Within scouting, scout mail call 2014 likely encapsulated a program or series of mail-based communications designed to strengthen ties among scouts, leaders, and families.

While specific archival references to scout mail call 2014 vary, the broader context points to an initiative aimed at enhancing troop cohesion through personalized mailings, newsletters, or care packages. These communications often contained updates on troop activities, recognition of achievements, motivational messages, and logistical information for upcoming events.

The Role of Mail Call in Scouting Culture

Mail call has long been an essential tradition in many community organizations, including scouting. It serves multiple purposes:

Recognition: Scouts receiving letters or packages feel acknowledged for their

1.
accomplishments.

Information Dissemination: Timely updates about events, schedules, and badge

2.
requirements.

Morale Boost: Personalized notes foster a sense of belonging and encouragement.

3.

In 2014, these principles were particularly relevant as scout groups sought to maintain engagement amidst increasing digital distractions. Scout mail call 2014 initiatives often combined traditional physical mail with emerging digital platforms to reach a broader audience effectively.

Features and Innovations of Scout Mail Call 2014

The 2014 iteration of scout mail call introduced several noteworthy elements that distinguished it from previous communications efforts:

Integration of Multimedia Content

Unlike earlier years when mail call was primarily paper-based, scout mail call 2014 began incorporating multimedia elements such as QR codes linking to videos, photo galleries, and interactive troop calendars. This hybrid approach allowed scouts and their families to engage with content in a more dynamic way while preserving the tangible aspects of mail.

Customization and Personalization

Personalization was a key feature emphasized in 2014. Scouts received mail tailored to their rank, achievements, and troop participation. This level of customization not only enhanced relevance but also contributed to the recipient's motivation and sense of individual recognition.

Environmental Considerations

Responding to growing environmental awareness, scout mail call 2014 initiatives increasingly used recycled materials and advocated for reduced paper use by

encouraging digital opt-ins. This dual approach balanced tradition with sustainability concerns.

Comparative Analysis: Scout Mail Call 2014 vs. Previous Years

When compared to prior mail call efforts, scout mail call 2014 demonstrated a clear evolution in both strategy and execution. Key differences include:

Enhanced Digital Integration: While previous years relied heavily on physical

1.

letters, 2014 embraced technology to complement traditional mail.

Broader Audience Reach: Efforts were made to include not only scouts and

2.

leaders but also families and alumni, fostering a wider community bond.

Feedback Mechanisms: Scout mail call 2014 incorporated surveys and response

3.

cards, enabling organizers to gather data and improve future communications.

These improvements aligned with broader trends in organizational communication, where interactivity and data-driven approaches increasingly inform outreach efforts.

Pros and Cons of Scout Mail Call 2014

Evaluating scout mail call 2014 reveals several advantages and challenges:

Pros:

1.

Strengthened scout engagement through personalized content.

1.

Blended traditional mailing with modern digital tools.

2.

Promoted environmental responsibility.

3.

Enhanced feedback and adaptability through surveys.

4.

Cons:

2.

Potential accessibility issues for scouts without internet access.

1.

Increased complexity in coordination and content creation.

2.

Costs associated with printing, mailing, and multimedia production.

3.

These considerations reflect the balancing act between innovation and resource management inherent in community programs.

Impact on Scout Troop Engagement and Leadership Development

Scout mail call 2014 significantly contributed to troop dynamics by fostering more

consistent communication channels. Leaders reported improvements in attendance and participation rates, attributed in part to the motivational effect of receiving personalized mail. Furthermore, the initiative supported leadership development by:

Encouraging senior scouts to assist in mail preparation and distribution.

1.

Providing opportunities to manage digital content linked to mailings.

2.

Reinforcing values of responsibility and recognition within the troop.

3.

Such outcomes exemplify how communication strategies can underpin broader organizational goals in youth development.

Legacy and Lessons Learned

Though scout mail call 2014 was a single-year focal point, its legacy influenced subsequent scouting communication practices. The integration of multimedia and personalized messaging set a standard that many troops continue to emulate.

Additionally, the environmental mindfulness displayed in 2014 has become embedded in the scouting ethos regarding sustainable practices.

Organizations outside scouting have also drawn inspiration from scout mail call 2014's hybrid communication approach, recognizing its effectiveness in blending tradition with modern engagement tools.

The challenges encountered—such as managing costs and ensuring equitable

access?have informed ongoing re?nements, underscoring the importance of adaptability in community programs.

In summary, scout mail call 2014 stands as a meaningful example of how carefully crafted communication initiatives can enhance group cohesion, motivate participants, and adapt to changing technological and environmental contexts. Its multifaceted impact continues to resonate within scouting circles and serves as a valuable case study in organizational communication evolution.

scout mail call 2014, scout mail call, scouting event 2014, scout newsletter 2014, scouting updates 2014, scout mail archive, boy scouts mail call, scout camp news 2014, scout troop mail call, scout mail call issues

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