



YOUR FIRST REFERENCE FOR STYLE AND USAGE IN WRITING

Why is style important?

The *EDS Style Guide* should always be your first reference for style and usage in written EDS communication. Using this guide ensures our writing is consistent companywide, presenting a professional image of EDS. As EDS' image is further defined, EDS Global Communications will provide additional guidelines to help you develop communication materials.

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Introduction

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Of course, this guide is not comprehensive. It concentrates on the most commonly used and misused elements of our everyday corporate communication. Because rules and ideas vary among stylebooks, entries reflect the simplest and most practical approaches for consistency throughout EDS. Many of the guidelines apply to the global corporation, but all entries are based on American English; therefore, you may need to tailor some of them for use in other countries.

This guide is easy to use. Simply look up a word or topic as you would in a dictionary; the entries are alphabetical. For topics not addressed herein, refer to the References section at the back of this guide for a list of recommended stylebooks, our primary sources.

A

a, an Use **an** before words in which the first sound is a vowel, except long **u**, and before words beginning with silent **h**. Use **a** when an abbreviation or initialism begins with *a, e, f, h, i, l, m, n, o, r, s,* or *x*. However, with an acronym (a group of letters pronounced as a word), use **a** before a consonant sound, a sounded **h**, or a long **u** and use **an** before a vowel sound.

Examples: **a** CE **an** M.A. degree **a** NASA mission **a** history **an** hour

a lot Avoid this phrase to mean **many** or **much**. If necessary to use, write as two words.

a while, awhile These words are often confused. **A while** means "a period of time." **Awhile** means "for a time." **For** is part of the meaning and shouldn't be added.

abbreviations, acronyms and initialisms Use acronyms and initialisms sparingly and only when their use helps simplify and clarify communication. If a term is used only once, do not abbreviate it. Spell out an acronym or initialism the first time it is used in each section of a document and follow that by the shortened form in parentheses. On subsequent references, use only the shortened form. Do not define acronyms in headings.

Example: information technology (IT)

Capitalize a term that has an acronym or initialism only if it is a proper name. Generic terms that have been given acronyms or initialisms, such as local area network (LAN), should always be lowercased when spelled out.

An **abbreviation** is a shortened form of a word or words that omits some letters and ends with a period.

Examples: company co.
 boulevard blvd.
 doctor of philosophy Ph.D.

An **acronym** combines the first letter or letters of several words. Acronyms are pronounced as words and spelled without periods.

Examples: North Atlantic Treaty Organization NATO
 computer-integrated manufacturing CIM
 Common Business-Oriented Language COBOL

An **initialism** combines the initial letter of each word in a term. Initialisms are pronounced as individual letters and spelled without periods.

Examples: quality improvement process QIP
 Society for Technical Communication STC
 automated teller machine ATM

Do not use an apostrophe with the plural form of an initialism.

Examples: WANs DASDs SMCs
NOT: WAN's DASD's SMC's

If the spelled-out first reference is plural or possessive, the shortened form should also be plural or possessive.

Examples: the systems engineer's (SE's) project
 two systems engineers (SEs)

- ability, capability, capacity** Use **ability** when referring to people. Use **capability** when referring to inanimate objects, such as information processing systems. (See **capacity**.)
- Example:** John has the **ability** to do the job.
NOT: John has the **capability** to do the job.
- Capacity** is not synonymous with **capability**. **Capacity** often refers to quantity, especially the ability to contain, hold, or accommodate. **Capability** is the quality or state of being capable, or a feature or faculty that can be developed. (See **ability, capability**.)
- Examples:** The study team's **capacity** for hard work seemed to diminish just before the holiday.
 The system's retrieval **capabilities** have been greatly enhanced.
- NOT:** The computer has word processing **capacities**.
- academic degrees** Abbreviate academic degrees only in informal text, resumes, or graphics where space is limited. (See **capitalization**.)
- | Degree | Abbreviation |
|---|---------------------|
| bachelor of arts degree | B.A. |
| bachelor of science degree, bachelor's degree | B.S. |
| master of arts degree | M.A. |
| master of business administration degree | M.B.A. |
| master of science degree, master's degree | M.S. |
| doctor of philosophy degree, doctorate | Ph.D. |
- acknowledgment** Spell as shown, not acknowledgement.
- acronyms** See **abbreviations, acronyms** and **initialisms**
- ad hoc** This phrase often is expendable because **ad hoc** is understood in the context. If used, write as two words.
- administer, administrate** Use **administer**.
- Adobe® Reader®** Write as shown and follow with a superscript ® on the first reference. See **trademark**.
- adviser** Spell as shown, not *advisor*.
- affect, effect** **Affect** as a verb means to influence. **Effect** as a noun means a result. As a verb, **effect** means to bring about or cause, implying a direct influence on outcome.
- Examples:** Computer downtime **affected** productivity.
 The **effect** was greater efficiency.
 She will **effect** many changes in the company.
- ages** Always use figures. Hyphenate ages expressed as adjectives before a noun or as substitutes for a noun. Follow the examples below for hyphenation.
- Examples:** a 5-year-old boy The girl is 3 years old. a 7-year-old
- alphanumeric** Write as one word.

- a.m., p.m.** Always use lowercase letters with periods to write the abbreviations **a.m.** (ante meridiem) and **p.m.** (post meridiem). Use **a.m.** and **p.m.** only with figures. Use a colon to separate hours from minutes, but :00 is unnecessary for on-the-hour times. Write out o'clock for formal invitations only.
- Examples:** 6 **a.m.** 6:15 **a.m.**
NOT: 6:00 **a.m.** or six **a.m.**
- among, between** Use **among** to denote three or more objects or people. Use **between** to denote only two objects or people.
- Examples:** Competition **among** the four bidders resulted in a lower price.
The meeting **between** the marketing representative and the customer led to contract negotiations.
- amount, number** Use **amount** with nouns denoting mass or unspecified quantities. Use **number** with nouns that you can count.
- Examples:** **amount** of work
a **number** of managers
- ampersand (&)** Avoid using in place of and unless it is part of a proper noun.
- Examples:** AT&T GM Truck & Bus
- and/or** Avoid using. Usually, just and or or will do.
- anti-** Always hyphenate this prefix except for a few words with specific meanings of their own, such as *anti-body*, *antidote*, and *antipasto*. This approach, which is an exception to *American Heritage* and *Webster's* dictionaries, has been adopted for readability and easily remembered consistency.
- anxious, eager** Use **anxious** when its subject is apprehensive or concerned. Use **eager** when describing great interest or desire.
- Examples:** She was **anxious** about the weather.
He was **eager** to attend the party.
- anytime** Always one word unless preceded by at, or unless used like, *Is there any time that's not good?*
- apostrophe** In general, use an apostrophe and **s** to indicate the possessive form of a noun. To indicate the possessive form of most nouns ending in **s**, place only an apostrophe after the word. (See **possessives** for more details about correctly using an apostrophe to form possessives.)
- Examples:** company's business Diane's account
Dallas' facilities EDS' clients
- Do not use an apostrophe to form the plural of initialisms or numbers.
- Examples:** BTUs 1960s IBM 3033s
NOT: BTU's 1960's IBM 3033's
- To avoid confusion, lowercase letters and abbreviations with two or more interior periods or with both capital and lower-case letters, form the plural with an apostrophe and an **s**.
- Examples:** b's and c's M.A.'s and Ph.D.'s
- Note: Capital letters used as words, abbreviations that contain no interior periods, and numerals used as nouns form the plural by adding **s**.
- Examples:** IRAs URLs
- Use an apostrophe to indicate omitted letters or figures.
- Examples:** rock 'n' roll 'Tis the season can't class of '75 the '50s

around

Do not use **around** to mean *approximately* or *about*.

Asia Pacific

Write as shown without a slash, not *Asia/Pacific*.

as, like

Use **as** to introduce clauses that contain a subject and a verb. Use **like** to compare nouns or pronouns; **like** requires an object.

Examples: The system correlates customer names and addresses, **as** it has done in the past.
The terminal is **like** a television screen.
The claims system, **like** the actuarial system, derives data from a central bank.

To determine whether **as** or **like** is correct when making comparisons, use **as** if you can substitute **the way**.

Examples: Jim blocks **like** a pro.
Jim blocks the linebacker **as** he should.

assure, ensure, insure

Assure, ensure, and insure all mean to make secure or certain. However, use **assure** only with reference to a person in the sense of *to set the mind at rest*. Use **ensure** to mean *make sure, certain* or *safe*. Use in conjunction with *that* - ensure that. Use **insure** only with insurance to mean to guarantee persons or property against risk.

Examples: He **assured** the leader of his loyalty.
The system **ensures** that all claims are paid promptly.
He **insured** his house against fire damage.

awhile, a while

See **a while**.

B

backup, back up	Write as one word when used as a noun or adjective. Write as two words when used as a verb. Examples: To ensure data security, the SEs will make a backup diskette. The SEs will back up the system for data security.
bar-code, bar code	Hyphenate when used as an adjective. Write as two words when used as a noun. Do not use bar code as a verb; use scan.
-based	When used as a suffix, always hyphenate. Example: computer-based
baseline	Write as one word.
because of, due to	See due to, because of .
BENEFITline	Write as shown. BENEFITline is EDS' telephone voice-response system that guides U.S. employees through the benefit selection process.
Best Shore	"EDS" should precede this term on first mention in a brochure or advertising document. Use a registered trademark symbol on first mention. Best Shore is a registered trademark of Electronic Data Systems Corporation. Example: EDS Best Shore®
between, among	See among, between .
bi-, semi-	Do not hyphenate as a prefix unless an awkward double-letter combination results. In general, do not use <i>biannual, semimonthly, biweekly</i> , or similar words. To avoid confusion about whether a term means <i>every other</i> or <i>twice every</i> specified period, substitute expressions like <i>every two months</i> or <i>twice a month</i> whenever possible.
bitmap, bitmapped	Write both as one word.
board of directors	See EDS Board of Directors .
boardroom	Write as one word.
bottom-line, bottom line	Hyphenate when used as an adjective. Write as two words when used as a noun.
brackets ([])	Use brackets to indicate corrections or comments made by an editor or another writer. Brackets are used to show another level of parenthetical information within parentheses. Example: The following year [1620] the Pilgrims landed at Plymouth.
brand	A brand comprises all the tangible and intangible qualities that make a product or service uniquely desirable to a broad range of people. For a discussion of brand, refer to Our Brand on infoCentre.
breakup, break up	Write as one word when used as a noun or adjective. Write as two words when used as a verb.
broadband	Write as shown. Example: The proposed architecture includes a broadband network.

buildup, build up

Write as one word when used as a noun or adjective. Write as two words when used as a verb.

bullets (•)

Use bullets to display a list of similar items. Always capitalize the first word of each bulleted item. In formal documents, such as proposals, introduce bullets with a complete sentence followed by a colon.

Example: The account manager's responsibilities include the following:

NOT: The account manager's responsibilities include:

Bullets should always be parallel - all beginning with verbs, beginning with nouns, being written in complete sentences, or being written in phrases.

Example:

- Gathering customer requirements
- Defining roles and responsibilities
- Standardizing part number identification

NOT:

- Customer requirements are gathered.
- Define roles and responsibilities.
- Standardizing part number identification

Use periods only at the end of bullets that form complete sentences. All other bullets should have no ending punctuation or conjunctions.

(See **dash** for subitems under bullets.)

**capitalization
(continued)**

Document references

Capitalize formal titles of sections.

Examples: Figure 5 the Proposed Solution section
Chapter 4 Section VI

EDS divisions, groups, and teams

Capitalize formal team names.

Examples: Global Communications
Editing and Print Purchasing team

Governments

Capitalize the names of official agencies or departments of national, state, or municipal governments. Lowercase general references.

Examples: Department of State Dallas Chamber of Commerce
Justice Department county courthouse
the welfare department

Headings and titles

Capitalize nouns, pronouns, adjectives, verbs (including forms of to be, such as is and are), adverbs, and all other words containing four letters or more in a heading or title. Capitalize *all*, *no*, *nor*, *not*, *off*, *out*, *so*, *up*, and *yet* in headings or titles.

Capitalize section names.

Examples: Executive Summary Appendix A

In a heading or title, capitalize both parts of a compound phrase. This does not apply to a word with a hyphenated prefix such as *non-*, *anti-*, or *self-*.

Examples: Cross-Reference List Non-negotiable Rules
Client/Server Technology Anti-war Demonstrations
Self-sustaining Reaction

Job titles

Lowercase and spell out job titles when they are not used with a person's name. Capitalize titles when they directly precede a person's name.

Examples: Jack Austin, vice president and general manager
The president of the United States issued a statement.
Managing Director Jack Austin said,
President Abraham Lincoln
Prime Minister Winston Churchill

Program names

Capitalize the official title of a program. Lowercase general references.

Examples: the SED Program a state welfare program

(continued)

**capitalization
(continued)**

Regions

Capitalize the names of widely recognized U.S. regions only.

Examples: the Midwest Western states
 Southern California the South

Refer to the *directions* and *regions* entry in *The Associated Press Stylebook* and *Briefing on Media Law* for more details.

Report and screen names

Capitalize exact report and screen names. Lowercase general references.

Examples: Aged Trial Balance Report accounts receivable report

System and subsystem names

Capitalize exact, official names of existing systems. Lowercase general references.

Examples: Procurement and Inventory Control System
 the inventory system

Lowercase subsystem names and file names.

Examples: the sales illustration subsystem
 the master provider file

CAS

Corporate Administrative Systems

cash-flow, cash flow

Hyphenate when used as an adjective. Write as two words when used as a noun.

CD-ROM

Write as shown.

center/centre

If Center or Centre is part of a proper noun, capitalize. Check with location contact to verify use of “er” or “re” in the spelling. Generally, use **center** when using an American English version and **centre** in a global version but you will find exceptions, for example, EDS Centre, in reference to our main headquarters building.

**chairman, chairperson,
chairwoman**

When writing this title, put in the following order: EDS chairman and chief executive officer. Do not use **chairperson** unless it is an organization’s formal title for an office.

checklist

Write as one word.

city names

Lowercase **city** when used with a city name unless it is part of the proper name.

Examples: the **city** of Chicago Kansas **City**

Certain large, widely recognized cities stand alone without being followed by a state name. Refer to the *datelines* entry in *The Associated Press Stylebook* and *Briefing on Media Law* to determine U.S. and non-U.S. cities that stand by themselves.

Example: The executive traveled to Detroit; Fresno, Calif.; Midland, Texas; and Miami.

clients, customers

Use **clients** when referring to the companies with which EDS does business. Use **customers** when referring to the companies with which EDS’ clients do business.

client/server

Write as shown; lowercase unless part of a proper name.

co-	Hyphenate as a prefix when forming nouns, adjectives, and verbs that indicate status or occupation. Examples: co-author co-host co-partner co-worker coinsurance
coast	Capitalize only when referring to a widely recognized region. Examples: the West Coast the East Coast
COBOL	Write as shown. Acronym for Common Business-Oriented Language.
COE	Consistent Office Environment
coinsurance	Write as one word, no hyphen.
collective nouns	Such nouns may be regarded as singular or plural: singular, if the word denotes a group acting as an individual; plural, if the word denotes the individuals that make up the group. Examples: class, committee, crowd, family, group, jury, team The article a usually precedes a plural collective noun; the article the usually precedes a singular collective noun.
colon	To introduce lists or bullets, use a colon following a sentence. Examples: The system performs the following audits: The system audits are the following items: NOT: The system performs: Capitalize the first word after a colon in narrative text only when the colon is followed by a complete sentence or a proper noun. Examples: The document lacked two elements: concrete examples and cohesiveness. Their manager promised this: The corporation would continue to support a quality improvement process. Only one company can provide these services: EDS.
comma	Adjectives, descriptions Use a comma between adjectives in a series or a pair if the adjectives are of equal significance; that is, if you can sensibly replace the comma with <i>and</i> . Examples: an exhausted, angry customer quick, easy solutions a large oak tree an integrated digital telecommunications network Commas help to organize and clarify the meaning of written sentences. Use the comma when the sentence structure requires it.

(continued)

comma (continued)

Conjunctions

Use a comma before the coordinating conjunctions *and*, *but*, *or*, *nor*, and *for* and before the connectives *so* and *yet* only when they are between independent clauses. Remember, an independent clause must have its own subject and verb, and it can stand alone as a separate thought.

Examples: The system includes reports, and each report contains five parts.
The system includes reports and is helpful for problem solving.
She arrived early for the meeting, but her customer arrived late.
She arrived early for the meeting but forgot her briefcase.

Dates and locations

Omit commas in month-year sequences.

Example: November 1988 was a profitable month.

Place commas after the day of the month and the year in month-day-year sequences. Place commas on both sides of a state name in a city-state sequence.

Example: The SE began working for EDS on July 20, 1987, at a Southfield, Mich., office.

In global or Web usage, separate the day of the month and the year with one space and no punctuation.

Example: 1 November 2003

See **dates**.

Essential and nonessential phrases and clauses

Do not use commas to set off an essential phrase or clause, that is, a phrase or clause that, if omitted, alters the meaning of the sentence.

Examples: The PC that is malfunctioning should be repaired. (The essential phrase identifies which PC needs repairs.)
The computer program QuarkXpress is easy to use. (QuarkXpress is not the only computer program.)
His daughter Jenny works here. (Because he has more than one daughter, inclusion of her name is essential for the reader to know which daughter is meant.)
He read the best-selling book *Reengineering the Corporation*. (Other books are best sellers.)

Use commas to set off a nonessential phrase or clause - one that adds information (continued) to the sentence but is not essential to its meaning. (See **that, which**.)

Examples: Ted's PC, which he bought last year, needs to be repaired.
(The clause adds extra information that isn't pertinent.)
The U.S. president's official residence, the White House, is located in Washington, D.C.
(The name is informative but nonessential.)
Mary's husband, Tom, is an engineer. (Mary has only one husband.)
We saw the 1975 winner of the Academy Award for best picture, *One Flew Over the Cuckoo's Nest*. (Only one movie won this award, so no other movie could have been meant.)

(continued)

comma (continued)

Conjunctions

Introductory phrases

Using a comma after a simple introductory phrase is optional, not imperative. However, the comma helps ensure clarity when the introductory phrase is longer than a few words.

Examples: In 1969, EDS built its first data center.
 In 1969 EDS built its first data center.
 When EDS built its first data center in 1969, the company was much smaller than it is now.

Serial commas

Do not use the serial comma in journalistic pieces, newsletters and brochures.

Examples: The convention will be held in June, July or August.
 The proposed system will save money, streamline operations and reduce downtime.

Even when not using the serial comma in a simple series, you must use it if one item in the series contains a conjunction.

Example: To register, send us your name, address, and telephone and fax numbers.
 The serial comma is recommended for formal and technical documents.

communication, communications

Use **communication** when referring to oral and written communication. Use **communications** when referring to the telecommunications or technical communications industry.

Examples: She has excellent **communication** skills.
 He purchased a **communications** satellite.

companywide

Write as one word, no hyphen. Do not use *corporatwide*; *corporate* is not a noun.

compared to, compared with

Use **compared to** to indicate similarities between objects from different categories. Use **compared with** to illustrate similarities or differences between objects from similar categories.

Examples: Life is often **compared to** a pilgrimage or a drama.
 This year's program costs are low **compared with** last year's.

complement, compliment

Use **complement** as a noun to mean a completing group, supplement, counterpart, or equivalent; use it as a verb to mean to complete or supply needs. Use **compliment** as a noun to mean praise; use it as a verb to mean to express praise.

Examples: The teams have a **complement** of writers and editors.
 The two systems **complement** each other to provide greater efficiency.
 The systems engineer received a **compliment** about his work on the implementation.
 The proposal manager **complimented** her team on winning the contract.

compose, comprise, constitute

Compose means to create or to put together and usually is used in the passive voice. **Comprise** means to consist of or to include; it is synonymous with *is made up of*. Avoid **comprised of**. The *of* is redundant because of the meaning of **comprise**. Remember that the whole comprises the parts, the whole is composed of the parts, and the parts constitute the whole.

Examples: The education committee is **composed** of six members.
 The package **comprises** both software and hardware.
 Twelve people **constitute** a jury.

compound adjectives

See **hyphen**.

comprise

See **compose, comprise, constitute**.

computer-integrated	Always hyphenate this adjective.
Consistent Office Environment	See COE .
constitute	See compose, comprise, constitute .
convince, persuade	Convince requires a state of mind; persuade a course of action. You may be convinced that something exists (such as facts) or be convinced of something. You must be persuaded to do something (actions) but not convinced to do it. Examples: Her manager persuaded her to take the class. He convinced his manager that the class was worthwhile. She was convinced of his innocence. NOT: She convinced him to attend the meeting.
Coordinated Universal Time (UTC)	Universal Time replaced Greenwich Mean Time in 1925 and is always written in a 24-hour format. Example: 20:28 UTC Note: UTC does <i>not</i> equal local civil time in the United Kingdom during the summer when British Summer Time is in effect.
cost-effective, cost-effectiveness	Always hyphenate.
co-worker	Always hyphenate. See co- .
criteria, criterion	Criteria is the plural. Criterion , meaning a standard or test, is a singular noun. Examples: The three criteria are listed below. Quality is the most important criterion .
cross-reference	Always hyphenate.
cross-section, cross section	Hyphenate when used as a verb. Write as two words when used as a noun.
cross-train, cross-training	Always hyphenate.
currency	See numbers .
currently, presently	These words are not synonymous. Currently , although usually expendable, can be used to mean now. Presently means in a little while or shortly, but it is better to use soon.
customers, clients	See clients, customers .
cutback, cut back	Write as one word when used as a noun. Write as two words when used as a verb.
cyber	Do not hyphenate this prefix. Examples: cybersecurity, cyberspace

D

dash

Use an en dash (-) to indicate a break in the sentence flow or to set off certain parenthetical phrases, especially those containing commas. An en dash should have a space before and after it. Consult your software users guide for how to correctly create dashes.

Examples: The manager presented a plan - it was unprecedented - to increase sales revenues.
The three R's - reading, writing, and arithmetic - are fundamental to success in the business world.

Use an en dash to show ranges. In this case, the en dash should have no spaces before or after it.

Example: 8-10 a.m. May 1-5

Also, use an en dash (-) to indicate subitems of a bullet. Align the dash under the first letter following the bullet.

Example:

- Components of an indexed file
 - Index
 - Prime area
 - Overflow

If you use two levels of headings under a bullet entry, use a bullet (•), em dash (-), and en dash (-) sequence.

Example:

- Components of an indexed sequential file
 - Index
 - Primary
 - Secondary

In proposals, you may use the following sequence to avoid creating different spacing for these dashes: bullet, em dash OR bullet, em dash, en dash.

data

Data is the singular and plural form. With a form of the verb to be, use **data** is, not **data** are.

database

Write as one word.

data entry commands

Type data entry commands in bold or italics. Do not type data entry commands in quotation marks because they may be misunderstood as part of the command.

**data processing,
information processing**

Avoid the term **data processing** unless it is specific to a client. Instead, use **information processing**.

dates

Omit commas in month-year sequences. Place commas on both sides of the year in month-day-year sequences within a sentence.

Examples: November 1988 was a profitable month.
January 1, 1990, marked the start of a new decade.

In month-day-year sequences, do not add ordinal number endings such as *-st*, *-nd*, *-rd*, or *-th* to days.

Examples: His anniversary is January 1, 1989.
March 8 is the deadline.

NOT: His anniversary is January 1st, 1989.
March 8th is the deadline.

(continued)

dates (continued)	To indicate plural years, use an s without an apostrophe before it. Examples: the 1900s the mid-1960s the '50s NOT: the 1900's the mid-1960's the 50's Do not spell out the abbreviations <i>A.D.</i> or <i>B.C.</i> when used with dates. For Web or other global applications, abbreviate the month with three letters (Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec). Separate the day of the month, the month, and the year each with one space and no punctuation. Examples: 1 Feb 1997 23 Sep 1998
day-to-day, daily	Use daily.
daylight-saving time	Not savings . When linking the term with the name of a time zone, use only the word daylight. Daylight time applies from 2 a.m. on the second Sunday of March until 2 a.m. on the first Sunday of November in areas that do not specifically exempt themselves.
decision-maker, decision-making	Always hyphenate.
Department of Defense (U.S.)	Write as DoD when abbreviating.
desktop	Write as one word.
dial-up, dial up	Hyphenate when used as an adjective. Write as two words when used as a verb.
Dial '8' network	Capitalize Dial and put '8' in single quotes. Do not hyphenate.
different from, different than	In a simple comparison, different uses the preposition from , not than . Example: The proposed screen format is different from the current format. NOT: The proposed screen format is different than the current format. However, when a clause, or an elliptical clause, follows different , using than is less cumbersome than using from . Examples: We use a different method than they do. (Rather than: We use a different method from the one they use.) The team is organized differently than it was last year. (Rather than: The team is organized differently from how it was organized last year.)
disinterested, uninterested	Disinterested means impartial, or not showing favor. Uninterested means indifferent or having no interest.
download	Write as one word.
downtime	Write as one word.
driver's license,	Write with an apostrophe as shown.

due to, because of

Due to generally is not synonymous with **because of**. Use it to mean *caused by* or *resulting from*. When in doubt, use **because of**.

Example: The accident was **due to** the icy road.

NOT: The car skidded **due to** the icy road.

In the first example, **due to** follows a linking verb and attaches to the subject – an accident **due to** the icy road. The second example has no word for **due to** to modify – the car was not **due to** the icy road.

Example: The defendant was acquitted **because of** insufficient evidence.

NOT: The defendant was acquitted **due to** insufficient evidence.

E

E, e

An uppercase E (as in EDS) should be used when referring to services and divisions that are proprietary to our company (for example, E-Day). The uppercase letter should be followed by a period or a dash and should not be placed in quotation marks.

The lower case e should be used in more generic situations. When it is used as a modifier (for example, e-commerce), it should be followed by a dash and not put in quotes. When it is used as a stand-alone character in place of the word “electronic” (for example, going “e”, brave new “e” world), it should be placed in quotation marks.

e-commerce

Write as shown. (Also see **E, e** above)

effect, affect

See **affect, effect**.

e.g.

Do not use this Latin abbreviation. Instead, write *for example* and follow with a comma, or write *such as*.

ellipsis points

Use ellipsis points to indicate an omission of one or more words in a sentence. Treat ellipsis points as a three-letter word, leaving a space before and after. Do not type three periods to create ellipsis points; consult your software users guide for how to correctly create ellipsis points.

Example: This approach ... provides a logical identification of data classes.

To indicate an omission at the end of a sentence, type a period followed by a space, then the ellipsis points.

Example: This approach ... provides a logical identification. ...

Avoid using ellipsis points in narrative passages to indicate a break in thought; instead, use an en dash. (See **dash**.)

e-mail

Always hyphenate. This term is acceptable for *electronic mail* in informal text.

EDS

The name Electronic Data Systems Corporation is no longer appropriate and meaningful in describing our diverse capabilities. Use **EDS** in all cases, except on legal forms, documents, and contracts.

EDS' See **possessives** (with singular proper names ending in s). Write as shown.

eds.com *eds.com* is the external Web site for EDS.

EDS address information **Example:** EDS
H4-1C-85 (this mail stop is only an example)
5400 Legacy Drive
Plano, Texas 75024-3199, USA
1 800 566 9337
Internet mail: info@eds.com
Internet address: <http://www.eds.com>

EDS Board of Directors Write as shown. Reference to the *board of directors of EDS* should be lowercase.

EDS business card **Examples:**
Short address with suite number
Paulette Hall *Production Manager*
Global Communications

5400 Legacy Drive, Suite 400
Plano, Texas 75024-3199
Ph: 972 604 4478
Fax: 972 604 3989
paulette.hall@eds.com

If the street address is very long and suite will not fit on the address line, suite should then go above the address.

Long address with suite number
Paulette Hall *Production Manager*
Global Communications

Suite 400
76653 West Garden of the Gods Avenue
Plano, Texas 75024-3199
Ph: 972 604 4478
Fax: 972 604 3989
paulette.hall@eds.com

EDS Confidential To protect the company's intellectual capital and strategic advantage and to safeguard the privacy of its employees, access to some information must be restricted. Include the following statement on every document that contains information that should be limited to internal distribution. Place the statement in an appropriate place, such as on the back cover of a brochure or at the end of a document.

All information in this document is EDS Confidential. This information is not to be discussed with or disclosed or distributed to any person who is not an EDS employee or who EDS has not authorized to receive it.

In addition to including this statement in its entirety, mark the bottom of each page with the following phrase:

EDS CONFIDENTIAL

See the following site for information security designations:

http://www.security.eds.com/epm/main/downloads/Information_Handling_Security_Requirements.pdf

EDS*LINK®	Write as shown, and follow with ® on the first reference. See trademark .
EDSNET®	Write as shown, and follow with ® on the first reference. See trademark .
EDS*WEB	Write as shown.
E-mail signature	<p>The EDS identity and image extend beyond our logo. To ensure consistency in e-mail correspondence, EDS recommends using the following elements in your e-mail signature.</p> <p>First Name Last Name, Title (optional) EDS Business Phone (include country code) Business Fax (include country code) Mail Stop (if applicable) Address (optional) City, State ZIP (optional) Country (optional) e-mail address eds.com</p>
EMEA	Europe, Middle East, and Africa
end-user, end user	Generally, user will suffice. When end user is necessary, hyphenate when used as an adjective, and write as two words when used as a noun.
ensure, assure, insure	See assure, ensure, insure .
entitled, titled	<p>Entitled means one's right or claim to something. Titled means the name of something.</p> <p>Examples: She is entitled to a refund. The article is titled "How to Survive."</p>
etc.	Do not use this Latin abbreviation. Instead, write <i>and others</i> or <i>and so forth</i> . However, etc. may be used in graphics or where space is limited.
euro	Write as shown. The euro is the common currency for 12 European Union countries: Austria, Belgium, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal and Spain.
European Union	Write as shown.
exclamation point	Avoid using exclamation points.

everyday, every day Use **everyday** as an adjective. Use **every day** as an adverb.
Examples: For many commuters, traffic jams are an **everyday** event.
She goes to work **every day**.

everyone, every one **Everyone** means all people. **Every one** means each one.

exclamation point Avoid using exclamation points..

expect, suppose **Expect** means to look forward to. **Suppose** means to assume to be true.
Example: I **suppose** that you should record the episode.
NOT: I **expect** that you should record the episode.

F

farther, further Use **farther** to indicate distance. Use **further** to mean additional or continued.

Examples: How much **farther** is it to the Sacramento IPC?
The study team needed **further** information before completing the document.

fax Always lowercase to mean *facsimile*. You may use **fax** as a noun, verb, or adjective.

Fax-on-Demand EDS' term for automated facsimile service that sends commonly used EDS administrative forms by fax machine.

federal Always lowercase unless it is part of a proper name.

Examples: the **federal** government a **federal** law
the **Federal** Trade Commission

feel **Feel** is inappropriate to express belief or thought. Use *believe* or *think*.

fewer, less, under Use **fewer** for numbers or for individual items that can be counted. Use **less** when referring to amount or quantity. Use **under** when referring to spatial relationships.

Examples: The auditorium has **fewer** than 1,500 seats.
Attendance was **less** than expected.
The box is **under** the table.
EDS completed the processing cycle in **less** time and with **fewer** steps than others bidding for the contract.

fiber-optic, fiber optics Hyphenate (and drop the s) when used as an adjective. Write as two words when used as a noun.

file name Write as two words.

fine-tune, fine-tuned Hyphenate when used as a verb or an adjective.

first-come, first-served Write as shown.

firsthand Write as one word.

flier Use this preferred spelling for a handbill or an aviator.

flip chart Write as two words.

flowchart Write as one word.

follow-up, follow up Hyphenate when used as a noun or adjective. Write as two words when used as a verb.
Examples: The **follow-up** will begin in two weeks.
The **follow-up** study has been completed.
The team will **follow up** on the study results.

fractions Spell out and hyphenate all numbers less than one.

Examples: one-half two-thirds

For fractional amounts more than one, use numerals and fractions.

Examples: 1½ 3¼

Do not use full-size numbers divided by a slash mark to create a fraction. Consult your software users guide on how to correctly create fractions.

framework Write as one word.

front-end, front end Hyphenate when used as an adjective. Write as two words when used as a noun.

FTP File Transfer Protocol

full-time, full time Hyphenate when used as an adjective. Write as two words when used as a noun or adverb.

Examples: One **full-time** position is available.
The operators work **full time**.

function, functionality Do not use **functionality**; use **function**.

fund-raiser, fund-raising, fund raising Hyphenate when used as a noun or adjective. Write as two words when used as a verb.

Examples: A **fund-raiser** was hired.
He planned a **fund-raising** campaign.
Fund raising is difficult.

further See **farther, further**.

G

gender-neutral references Use gender-neutral references whenever possible.

Examples:

Gender-specific	Gender-neutral
mantime	staff time
manpower	work force
salesman	salesperson
businessman	businessperson, executive
man-hours	work-hours, labor hours
workmen's compensation	workers' compensation

Avoid gender references by using plural subjects and plural pronoun antecedents for agreement.

Examples: A manager should discuss the issue with his employees. (*gender-specific*)
A manager should discuss the issue with his or her employees. (*wordy*)
Managers should discuss the issue with their employees. (*better*)

General Motors Corporation, GM Spell out on first reference and follow with the initialism in parentheses; thereafter, use **GM**.

Example: **General Motors Corporation (GM)** is among the world's five largest corporations.

For the correct spelling, capitalization, hyphenation, and so forth of GM organizations, refer to the current edition of the *Information Handbook*, published by GM Public Relations.

GIF Graphics interface format

global industry group (GIG) Write as shown.

Global Share Plan Write as shown.

government Always lowercase unless it is part of a proper name.

Examples: federal **government**
the **government** of the United States

U.S. **government**
Office of **Government** Affairs

grade, grader

Hyphenate the adjective forms of **grade** and **grader**.

Examples: a **fourth-grade** student a **12th-grade** girl

Always hyphenate grader when used with a grade number.

Examples: first-grader second-grader 10th-grader

**Greenwich Mean Time
(GMT) Greenwich Time**

See **Coordinated Universal Time (UTC)**. GMT was discontinued by the Royal Greenwich Observatory in 1925. Use **Coordinated Universal Time (UTC)** instead.

H

hands-on

Always hyphenate this adjective.

headquarters

Headquarters is a singular noun. Do not use as a verb.

Example: EDS **headquarters** is in Plano, Texas.

healthcare

Always write as one word.

help desk

Write as two words.

high-tech

Write as shown.

home page

Write as two words.

hotline

Write as one word.

HTML

Hypertext markup language

HTTP

Hypertext transfer protocol

hub

Lowercase this generic noun unless used in the proper name of a *hub*, for example, U.S. Central Region Hub.

hyphen

Hyphenate words chiefly to clarify them and to express the idea of a unit. Do not confuse the hyphen with a dash. (See **dash**.)

Compound adjectives

Hyphenate a compound of two or more words used as a single modifier before a noun. In general, do not hyphenate a compound adjective when it follows the word it modifies unless ambiguity could result.

Examples: a team-oriented approach
The woman is quick-witted.
His fame was well deserved.

Do not hyphenate a compound if the first word is an adverb ending in *-ly*.

Examples: the newly hired executive a wholly owned subsidiary

Hyphenate compound adjectives that include numbers except when referring to monetary amounts or percentages.

Examples: 180-day installation five-month operation
 100 percent increase 40-hour week
 \$300 billion budget

Compound numbers

When you must spell out large numbers (at the beginning of a sentence), use a hyphen to connect a word ending in “y” to another word; this applies to numbers from twenty-one to ninety-nine.

Examples: forty-three seventy-six thousand nine hundred fifty-one

(continued)

hyphen (continued)

Dangling (suspension) hyphens

When similar compound adjectives modify a noun, use the dangling hyphen followed by a space to avoid unnecessary repetition.

Examples: three- and four-hour classes
 high- and low-resolution output
 35- to 40-hour week

NOT: three-hour and four-hour classes
 high-resolution and low-resolution output
 35-hour to 40-hour week

Dividing words at the end of a line

At line endings, break hyphenated compounds at the hyphen. Otherwise, do not hyphenate.

Examples: court-/martial cost-/effective
NOT: court-mar-/tial cost-effec-/tive

Refer to Webster’s Instant Word Guide for how to correctly hyphenate individual words at line endings.

Prefixes

The following prefixes are treated as part of the word (closed compounds) and do not need hyphens:

ante	infra	mid	pre	super	anti	inter	mini	pro	supra
bi	intra	multi	pseudo	trans	bio	macro	non	re	ultra
co	meta	over	semi	un	counter	micro	post	sub	under
extra									

Examples: nonviolent subsystem postdoctoral

Use a hyphen when its omission would produce a word of different meaning or an awkward or confusing combination of letters:

Examples: re-create semi-incandescent hull-like design

Use a hyphen when a letter is doubled:

Examples: multi-institutional post-text
 non-nursing semi-independent

Exceptions include *reengineering*, which has become accepted without a hyphen, and words that have their own meaning, such as *cooperate*.

Hyphenate prefixes preceding proper nouns or acronyms.

Examples: un-American pro-European

Always hyphenate the prefixes *ex-* (meaning former), *self-*, and *all-*.

Examples: ex-governor self-made all-inclusive

(continued)

hyphen (continued)

Whole numbers

Spell out and hyphenate all numbers less than one.

Examples: three-fourths one-half

Express in figures quantities consisting of both whole numbers and fractions. Use hyphens to separate a fraction from the noun it modifies. (See **fractions**.)

Examples: Please type all reports on 8½-by-11-inch paper.

The editors and writers attended a 4½-day seminar.

I

i.e. Do not use this Latin abbreviation. Instead, write *that is* or *in other words* and follow with a comma.

impact Avoid using as a verb to mean have an effect on. Use *affect* instead. To **impact** means to drive or press closely into something. Use **impact** only as a noun.

imply, infer **Imply** means to suggest or say indirectly. **Infer** means to deduce or conclude. That is, the speaker **implies**, the listener **infers**.

Examples: I did not mean to **imply** that the project was ineffective.
What did you **infer** from the speech?

industrywide Write as one word.

in, into Use **in** to indicate location. Use **into** to indicate motion.

Examples: The book is **in** the room.
She walked **into** the room.

Inc. Abbreviate and capitalize as **Inc.** when used as part of a corporate name. It usually is not needed, but when it is used, do not set off with commas.

in-depth Hyphenate.

infoCentre Write as shown. **infoCentre** is the internal Web site for EDS employees.

information processing See **data processing, information processing**.

information security See **EDS Confidential**.

information technology (IT) Always lowercase unless part of a proper name. Spell out on first reference and follow with the initialism in parentheses; thereafter, use **IT**. Do not use a slash in the initialism.

in-house Always hyphenate.

initialisms See **abbreviations, acronyms, and initialisms**.

input Do not use **input** as a verb. Instead, use *enter* or *type*. As a noun, **input** means something that is put

in; an amount of something entered. Do not add an s to make plural.

Example: The increased *input* of information created a heavier workload for employees.

NOT: He *input* the data.

insure

See *assure, ensure, insure*.

interface

Use interface to show a relationship between inanimate objects. Use interact to show a relationship between humans.

Example: The IBM PC *interfaces* with the digital map plotters to draw maps of specified areas.

NOT: The employees *interface* with management.

Internet

Always capitalize.

Example: EDS' Internet address: *http://www.eds.com*.

intranet

Always lowercase.

interoffice

Write as one word.

italics

Use italics for titles of magazines, newspapers, books, newsletters, movies, and television shows. (See *titles*.)

Use italics sparingly in text for emphasis.

Example: Henry thought they would *never* finish the project.

iterative

Repetitious, as in *iterative* process.

it is Avoid using this awkward phrase. Rewrite the sentence with a specific noun and active verb. (See **there is, there are.**)

NOT: *It is* clear the two systems are different.

Better: The two systems are clearly different.

it, they Use *it* instead of *they* when referring to a singular collective noun, such as a company.

Example: EDS has grown significantly, and **it** continues to grow every year.

NOT: EDS has grown significantly, and **they** continue to grow every year.

its, it's

Its is the possessive, meaning *belonging to it* or *of it*. **It's** is the contraction, meaning *it is* or *it has*.

Examples: The system is known for **its** reliability.

It's not the same thing.

It's been years since she was here.

J

jpeg Write as shown. A compressed file format for images. Frequently used on the Internet.

judgment Spell as shown, not *judgement*.

K

kickoff, kick off Write as one word when used as a noun or an adjective. Write as two words when used as a verb.

Examples: The *kickoff* meeting is scheduled for next Friday.
The chairman will *kick off* the meeting with an overview of the business plan.

L

lead-time, lead time Hyphenate when used as an adjective. Write as two words when used as a noun.

legal requirements To protect our trademarks and all original materials created by EDS, we are required to include certain legal notices on materials that we produce. The statements, which are as follows, should appear on all published materials in an appropriate place, such as on the back cover of a brochure or at the end of a document.

EDS and the EDS logo are registered trademarks of Electronic Data Systems Corporation.

EDS is an equal opportunity employer and values the diversity of its people.
Copyright © 2006 Electronic Data Systems Corporation. All rights reserved.

The first line must be used whenever the EDS logo appears or when using the letters *EDS* as a trademark rather than as our corporate name. The initialism *EDS* can be used in the copyright line if space considerations make it impractical to use the full name; it is also legally acceptable to omit the word *Copyright*, using only © if space is limited. The phrase *All rights reserved* ensures greater international rights.

less See ***fewer, less, under***.

leverage Avoid using this confusing verb. Instead, use take advantage of or use.

like, as See ***as, like***.

lighted, lit Use ***lighted***, not ***lit***, as the past-tense form of the verb *to light*.

line of business (LOB) Write as shown.

local area network (LAN) Write as shown.

log on, logon, log off Use ***log on*** to refer to connecting to a network and ***log off*** to refer to disconnecting from a network. Do not use *log in, login, log onto, log off of, log off from, logout, sign off, or sign on*. An exception is when other terms are dictated by the interface.

Examples: You are prompted for your password while **logging on**.
Reconnect when you **log on** to the network.
Remember to **log off** the network.

NOT: *Log in* before you start Windows.
Remember to *log off* of the network.

Use **logon** only as an adjective, as in *logon password*, not as a noun.

Example: Some networks support this **logon** feature.

NOT: You are prompted for your password during *logon*.

long	Do not hyphenate when used as a suffix. Examples: monthlong yearlong lifelong
long-range	Always hyphenate, and use only as an adjective. Example: The long-range goals have been established.
long run	Do not hyphenate, and use only as an adverb. Example: The business plan will benefit the company in the long run .
long-term, long term	Hyphenate when used as an adjective. Write as two words when used as an adverb. Examples: The long-term goals have been established. The business plan will benefit the company in the long term .
lowercase	Write as one word.
M	
mail room	Write as two words.
mail stop	Write as two words.
mainframe	Write as one word.
management	Do not use to mean <i>managers</i> ; use to mean <i>the process of managing</i> .
marketplace	Write as one word.
may, can	See can .
media, medium	Media is plural. Medium is singular. Examples: The media are sometimes guilty of bad grammar. TV is a popular medium for sharing information.
megabits (Mb)	Write as shown; when abbreviated, there is no space between the number and the abbreviated form. Example: 4Mb
megabytes (MB)	No space between the number and the abbreviated form. Example: 4MB
megadeal	Write as shown.
metroplex	Always lowercase. Example: the Dallas metroplex
microcomputer, minicomputer	Write both as one word.
migrate	Do not use to mean <i>transfer</i> .
MOC	Management Organization Corporation

more than, over

Use **more than** with numbers. Use **over** when referring to spatial relationships.

Example: The SE leapt **over** the building in a single bound and broke **more than** 100 bones in the ensuing fall.

multi-

Do not hyphenate as a prefix unless an awkward double-letter combination results.

Examples: multiorganizational multimedia
multimillion multi-industry

myself

Myself and the rest of the “self” words (*yourself, himself, herself, itself, ourselves, yourselves, themselves*) should **not** take the place of the pronouns **I** and **me, she** and **her**, etc. They are used for two purposes:

• **Emphasis**

Example: I wrote the draft **myself**.

• **Refer back to the subject**

Example: She solved the problem **herself**.

N

names of companies or organizations

On the first reference to a corporate name, spell out and capitalize *company* or *corporation* if it is part of the official name. Omit in subsequent references.

Use *Inc.* or *Incorporated* when part of a company’s proper name. Do not use a comma before *Inc.* or *Ltd.* unless the company uses one. Do not use a comma after *Inc.* or *Ltd.* unless the sentence structure requires one.

In most cases, do not punctuate the abbreviated names of agencies, companies, corporations, and organizations.

Examples: FBI FHA GE CBS FTC

NOT: F.B.I. F.H.A. G.E. C.B.S. F.T.C.

the Net

Always capitalize as an abbreviation for **Internet**. Use **Internet** in formal writing.

Netherlands

Write as **the Netherlands** or **Netherlands** as the sentence construction dictates.

Netscape

Write as shown and follow with a superscript [™] or [®] on the first reference. A corporation that makes a product called Navigator, which allows users to browse Web sites on the Internet.

non-

Do not hyphenate as a prefix unless an awkward double-letter combination results.

Examples: nontechnical nonoperational
nondirective nonengineering
non-nuclear non-negotiable

Hyphenate when combining **non-** with acronyms or proper names.

Examples: **non-U.S.** **non-EDS** **non-European**

noon

Always lowercase; do not write *12 noon*.

number, amount

See **amount, number**.

numbers

Spell out all numbers one through nine; use figures for numbers 10 and greater. With numbers 1 million or greater, use a combination of figures and words.

Examples: nine days \$1 million
10 books 1,408,178 claims
910 telephone lines 9 million files

84,450 work-hours \$4.6 billion

Spell out numbers that begin a sentence, headline, or bullet, or rewrite the sentence to avoid having the number appear at the beginning. An exception is calendar years, which may be written in figures even at the beginning of a sentence.

Examples: One hundred twenty-two days lapsed between meetings.
 The last meeting was 122 days ago.
 In 1776, the colonists declared their independence from English rule.
 1994 was a good year.

Mixing figures and spelled-out numbers in a sentence is entirely acceptable.

Examples: The 14-year-old has saved \$500 in two years.
 Forty-five percent of the employees preferred to work four 10-hour days each week; 55 percent preferred to work five eight-hour days.

(continued)

numbers (continued)

ages

Always use figures. Hyphenate ages expressed as adjectives before a noun or as substitutes for a noun. Follow the examples below for hyphenation.

Examples: a 5-year-old boy The girl is 3 years old. a 7-year-old

Comma

Use a comma in numbers greater than 999, except in street addresses, model and serial numbers, and calendar years.

Examples: 1,758 people IBM 3033 1600 Pennsylvania Avenue

Compound adjectives that include numbers

See *hyphen*.

Compound numbers

See *hyphen*.

Computer models

For computer model numbers, use the correct title given to the computer equipment by the manufacturer.

Examples: IBM 3033 processor IBM 370/148

Add an s without an apostrophe to indicate plurals of computer model numbers.

Example: IBM 3033s

NOT: IBM 3033's

Currency

Use figures for all monetary amounts. Do not add .00 on whole dollar amounts. Spell out *cents* for amounts less than a dollar.

Examples: \$15,398 \$5
 \$431.95 \$6.31

8 cents

Spell out **million** or **billion** if they appear in running text.

Example: \$2.56 **billion**

If using millions or billions in dollars in a graphic, you may use abbreviation of **M** or **B**.

Example: \$2.56B \$3.12M

In differentiating U.S. currency, use the following format: US\$2 billion (no space between US, dollar symbol, and number).

See the currency standard on the Web Standards site for information on displaying currency on the Web.

Decimals

Always use figures for decimal amounts. For amounts less than one, use a zero before the decimal.

Examples: 22.5 feet 77.3 percent 0.6 liters 25.3 million

(continued)

numbers (continued)

Align numbers in a column by the decimals.

Example: 1,234.5
44.01
0.6
0.5

Fractions

For amounts greater than one, use figures to express fractions. Do not use full-size numbers separated by a slash to create fractions. Consult your software users guide for how to correctly create fractions.

Examples: 24½ feet 75⅔ yards 9½-year-old

Spell out and hyphenate all numbers less than one. (See **hyphen**.)

Examples: one-half two-thirds

Measurement

Use figures to express heights and dimensions. Hyphenate all adjectival forms before nouns.

Examples: She is 5 feet 5 inches tall.
The 6-foot-6-inch man walked briskly.
The farm measures 4 miles by 8 miles.

BUT: She ran a four-mile course.
He needed seven yards of rope.

Spell out the words *inches*, *feet*, *yards*, *meters*, and other units of measurement. Use abbreviations or symbols only in graphics where space is limited.

Page references

Use figures for page number references, and lowercase page.

Examples: page 27 graph on page 4

Percentages

Always use figures and spell out percent. Use the symbol % without space between % sign and numeral only in graphics where space is limited.

Examples: 100 percent 5 percent 73.5 percent

For amounts less than 1 percent, precede the decimal with a zero.

Example: The volume decreased by 0.6 percent.

Plural

Add an s without an apostrophe to form the plurals of figures. (See **apostrophe**.)

Examples: 1040s 1099s 1980s
'80s (decade) 80s (temperature Fahrenheit)

Range

When expressing a range of numbers (not percentages), state the entire comparative term each time for clarity. Do not separate with a dash or hyphen.

Examples: \$7 billion to \$10 billion 60 million to 75 million people

NOT: \$7 to \$10 billion 60-75 million people

(continued)

numbers (continued)

Roman numerals

Use Roman numerals only when the name of a particular item requires it. When a Roman numeral is part of a name, capitalize the first letter of the words that make up the name.

Examples: Phase I Stage III Section V

Rounding

When rounding numbers 1 million or greater, use a combination of figures and words.

Examples: \$1.5 million 17.3 million tickets 1,459,000 people

Generally, use no more than two decimal places for rounding a number.

Example: 7.51 million claims

Indicate rounded numbers by words such as *approximately* or *about*. Do not use *around* as a synonym for these words.

Telephone numbers

See ***telephone numbers***.

Titles

Use figures to express numbers in titles only if the figure is part of the proper name.

Examples: Volume I Section 3 Chapter 5
The GM Four-Phase Development Process

O

offline

Write as one word.

off of, outside of

Omit of.

Examples: He fell **off** the chair.
The committee included EDS employees and people from **outside** EDS.

off-site, on-site

Always hyphenate.

OK

Do not use *okay*.

on

Do not use **on** to mean *about* or *concerning*.

Example: She gave a presentation *about* performance appraisals.

NOT: She gave a presentation **on** performance appraisals.

on board

Adjective use of adverb phrase.

Example: There were several executives **on board**.

onboard

Onboard is an adjective.

Example: The ship has many **onboard** services.

Onboarding is an HR term that refers to bringing on new employees. **DO NOT** use this term to refer to system conversion, system implementation, system rollout or system deployment.

ongoing

Write as one word.

online

Write as one word.

Open Door Policy

Write as shown.

ORGID

Write as shown.

output

Output is a noun. Do not use as a verb. Do not add **s** to make plural.

Example: The **output** is measured after each shift.

NOT: This system **outputs** data twice as fast as the other system.

over, more than

See **more than, over**.

P

- pan-** Do not hyphenate as a prefix when combined with a common noun. Capitalize and hyphenate with a proper noun.
Examples: panchromatic Pan-American Pan-European
- parentheses** Generally, use parentheses only when introducing acronyms or initialisms. Otherwise, use commas or dashes. (See **comma** and **dash**.)
Examples: This document presents the results of the Defense Medical Systems Support Center's (DMSSC's) analysis.
 This division is implementing a quality improvement process (QIP).
- part-time, part time** Hyphenate when used as an adjective. Write as two words when used as a noun or adverb.
- per** Use **per** to mean for each when the context is statistical or economic.
Example: The meals range from \$10 to \$20 **per** person.
NOT: Please make the changes as **per** my instructions.
- percent** Always use figures to express percentages and spell out **percent**. Use the symbol % only in graphics where space is limited. (See **numbers**.)
- PerformanceShare** Write as shown. No space between the two words.
- period** End all complete statements or commands with a period. Generally, however, do not use end punctuation in headlines, even if they are complete sentences. Place periods inside closing quotation marks. Use only one space after a period. (See **word spacing**.)
- persons** Use people.
- persuade, convince** See **convince, persuade**.
- policyholder** Write as one word.
- possessives** Rules for forming possessives vary. The following guidelines, taken from *The Associated Press Stylebook* and *Briefing on Media Law*, are fairly comprehensive and practical.
With singular nouns not ending in s
 For consistency, always use an apostrophe and s with words ending in x, z, or ce.
Examples: fox's Butz's prince's Xerox's
With singular common nouns ending in s
 Use an apostrophe and s unless the next word begins with s.
Examples: the business's employees the business' stock
 the witness's answer the witness' story
With singular proper names ending in s
 Use only an apostrophe.
Examples: Achilles' heel Dickens' novel
 Kansas' schools EDS' capabilities

(continued)

possessives (continued)

With joint possession, individual possession

Use the possessive form after only the last word if ownership is joint.

Example: Fred and Sylvia's apartment

Use the possessive form after both words if objects are individually owned.

Example: Fred's and Sylvia's cars

With quasi-possessives

Generally, use the possessive form if you can substitute *of* in the longer form. Use the plural, not possessive, form if you can substitute *for* or *by* in the longer form.

Examples: two weeks' vacation (two weeks of vacation)
users guide (a guide *for* users)
a Teamsters request (a request *by* Teamsters)

post- and pre-

Do not hyphenate as a prefix unless an awkward double-letter combination results or the word that follows is a proper noun.

Examples: post-tax pre-election
post-World War II pre-Christmas
postwar prearrange

premier

This adjective means *first in status or importance*.

Example: EDS is the **premier** provider of information technology services.

premiere

This noun means a *first appearance*.

Example: She went to the play's **premiere**.

presently, currently

See **currently, presently**.

principal, principle

Principal is both a noun and an adjective. As a noun, it means the chief official of a school, a person in authority in a business, a person chiefly liable in a legal proceeding, or a sum of money drawing interest. As an adjective, it means chief, primary, or most fundamental. **Principle** is a noun only. It means a fundamental truth, belief, or law.

Examples: She was the high school **principal** for many years.
The **principal** reason is this.
He is a man of **principle**.

printout, print out

Write as one word when used as a noun. Write as two words when used as a verb.

prior, prior to	Use <i>before</i> or <i>previous</i> .
problem-solving, problem solving	Hyphenate when used as an adjective. Write as two words when used as a noun.
program, programme	Check with the program/programme owner to see official spelling if used in a proper name. In generic uses, use program unless you need to use the British spelling, programme .
proved, proven	Use proved only as a verb. Use proven only as an adjective. Examples: The new approach has proved to be effective. A proven method is a safe method.
provide	Avoid overusing provide . It is vague and often can be substituted with a more precise or active verb. Consider these synonyms: <i>give, supply, contribute, offer, furnish, accommodate, equip, afford, yield, produce, issue</i> . Examples: The system <i>gives</i> customers new capabilities. The system <i>controls</i> correspondence. NOT: The system provides customers with new capabilities. The system provides control of correspondence.

Q

quotation marks

Use quotation marks around titles of articles, poems, and songs. Enclose in quotation marks only the exact words of a speaker or writer. For quotes that are nine lines or fewer, use quotation marks. For quotations that are 10 lines or longer, indent from both right and left margins and do not use quotation marks.

Always place periods and commas inside closing quotation marks. When two punctuation marks belong in the same spot – for example, a comma and a question mark – use only the stronger one.

Example: “Don’t you mind?” she asked.

Place a question mark, exclamation point, dash, colon, or semicolon inside the quotation marks only when it is part of the quotation. Otherwise, place these marks outside the closing quotation marks.

Examples: The team leader asked, “Can we complete the project by tomorrow?”
What do you learn about quality when a customer says, “I know it when I see it”?
He left after saying, “See you tomorrow”; I stayed for another hour.
The teacher called out, “Listen to me!”
She said, “Do your homework” – then collapsed.

If a quotation is dependent on the rest of the sentence, no introductory comma or capital letter is necessary.

Examples: Franklin admonishes us to “plough deep.”
He reminded his readers that “there is nothing to fear but fear itself.”

Do not enclose in quotation marks simple one-word restatements in narrative text:

Examples: I said yes.
The answer was no.
She said hi to me.

R

ratios

Use figures and hyphens. If using *of*, also spell out *to*.

Examples: The ratio was 2-to-1. a 2-1 ratio a ratio of 2-to-1

re- Rules of prefixes apply. In general, no hyphen unless an awkward double-letter combination would result.

Examples: reinvent rearrange re-enact

Exception: reengineer (no hyphen)

real-time, real time Hyphenate when used as an adjective. Write as two words when used as a noun.

Examples: The **real-time** data was recovered.

The system analyzed the data in **real time**.

recordkeeping Write as one word.

redundant phrases Avoid redundant phrases. The following lists frequently used redundant phrases and suggested revisions.

Redundant	Revised
advance planning	planning
ask the question	ask
assembled together	assembled
at this point in time	now
background experience	experience
completely eliminate	eliminate
component part	component
consensus of opinion	consensus
continue on	continue
cooperate together	cooperate
each and every	"each," "every," or "all"
end result	result
estimated at about	estimated at
few in number	few
final end	end
in close proximity to	near
in order to	to
reason why	why
refer back	refer
revert back	revert
root cause	cause
true facts	facts
viable alternative	alternative
widely diverse	diverse

reengineer Write as shown. This word is an exception to the rule of prefixes.

R.S.V.P. Write as shown.

road map Write as shown.

rollout, roll out Write as one word when used as a noun or adjective. Write as two words when used as a verb.

run-time, run time Hyphenate when used as an adjective. Write as two words when used as a noun.

S

scalable	Spell as shown, not <i>scaleable</i> .
section, subsection	See volume, section, subsection .
self-	Always hyphenate this prefix. Examples: self-evaluation self-confident
semi-	Do not hyphenate this prefix unless an awkward double-letter combination would result. See bi-, semi- .
semicolon	Use a semicolon between independent clauses of a compound sentence when the conjunction is omitted. Example: The evidence is clear; it cannot be denied. You cannot use a comma in the above example because you do not have a conjunction joining the two independent clauses. Use semicolons to separate elements of a series when the elements contain commas. Examples: This department handles all communications, adjustments, and inquiries; responds to system maintenance requests; and updates job files.
serve, service	These words are not interchangeable. People are served , individually or in groups. Inanimate objects - systems that are maintained, inspected, supplied, or repaired - are serviced . Example: He served the customer. NOT: He serviced the customer.
service management center (SMC)	Lowercase this generic noun unless used in the SMC's proper name.
setup, set up	Write as one word when used as a noun or an adjective. Write as two words when used as a verb. Examples: The setup took three hours. We anticipate setup time to be two days. The study team set up 20 interviews.
shareholder	Write as one word.
shutdown, shut down	Write as one word when used as a noun or adjective. Write as two words when used as a verb.
sign-on, sign on; sign-off, sign off	Hyphenate when used as a noun or adjective. Write as two words when used as a verb.
since, because	These words are not synonyms. Since is related to time references. Because provides a reason or condition. Examples: Production has increased 50 percent since the new system was installed three months ago. Production has increased 50 percent because we are using a new system.
slash (/)	Avoid using a slash as a substitute for <i>and</i> or <i>or</i> . Use a slash only in certain cases. Do not add spaces before or after a slash. Examples: I/O devices APV/GM300 client/server
smart card	Write as shown.
Social Security number	Write as shown.

- solution centres** Lowercase this generic noun.
- spreadsheet** Write as one word.
- stakeholder** Write as one word.
- stand-alone** Always hyphenate this adjective.
- start, start-up** Do not use **start up** as a verb - use **start**. Hyphenate **start-up** when used as an adjective or noun.
Examples: The team will start the system tomorrow.
 The start-up software is expensive.
 System start-up is scheduled for tomorrow.
- state names** Lowercase state when used with a state name.
Examples: the state of Texas Washington state
- states** Spell out the names of states, territories, and possessions of the United States when they stand alone in text.
Example: In Tennessee ...
- When using city-state constructions, use the abbreviations listed in the following list. All city-state constructions must be followed by a comma.
Example: Tempe, Ariz., has a dry climate.
- Use the two-letter U.S. Postal Service abbreviations only with addresses and ZIP codes, never in text.

State	Abbreviation	Postal Abbr.
Alabama	Ala.	AL
Alaska	do not abbreviate	AK
Arizona	Ariz.	AZ
Arkansas	Ark.	AR
California	Calif.	CA
Colorado	Colo.	CO
Connecticut	Conn.	CT
Delaware	Del.	DE
District of Columbia	D.C.	DC
Florida	Fla.	FL
Georgia	Ga.	GA
Hawaii	do not abbreviate	HI
Idaho	do not abbreviate	ID
Illinois	Ill.	IL
Indiana	Ind.	IN
Iowa	do not abbreviate	IA
Kansas	Kan.	KS
Kentucky	Ky.	KY
Louisiana	La.	LA
Maine	do not abbreviate	ME

(continued)

states (continued)	State	Abbreviation	Postal Abbr.
	Maryland	Md.	MD
	Massachusetts	Mass.	MA
	Michigan	Mich.	MI
	Minnesota	Minn.	MN
	Mississippi	Miss.	MS
	Missouri	Mo.	MO
	Montana	Mont.	MT
	Nebraska	Neb.	NE
	Nevada	Nev.	NV
	New Hampshire	N.H.	NH
	New Jersey	N.J.	NJ
	New Mexico	N.M.	NM
	New York	N.Y.	NY
	North Carolina	N.C.	NC
	North Dakota	N.D.	ND
	Ohio	do not abbreviate	OH
	Oklahoma	Okla.	OK
	Oregon	Ore.	OR
	Pennsylvania	Pa.	PA
	Rhode Island	R.I.	RI
	South Carolina	S.C.	SC
	South Dakota	S.D.	SD
	Tennessee	Tenn.	TN
	Texas	do not abbreviate	TX
	Utah	do not abbreviate	UT
	Vermont	Vt.	VT
	Virginia	Va.	VA
	Washington	Wash.	WA
	West Virginia	W.Va.	WV
	Wisconsin	Wis.	WI
	Wyoming	Wyo.	WY

sub- Do not hyphenate this prefix unless an awkward double-letter combination would result.

Examples: subzero subtotal subsystem sub-bullet

subject-matter expert Always hyphenate.

supply chain Write as two words; no hyphen as noun or adjective.

systems engineer (SE) Write as shown, not system engineer. Capitalize only when title appears before a person's name.

Systems Engineering Development Program Even though this program no longer exists, you will see the program name mentioned, for example, in executive biographies. Write as shown, not **Systems Engineer** Development Program. This is a proper course name - capitalize all words.

systems integration Write as shown, not *system* integration.

T

TCP/IP	Write as shown. The <i>Transmission Control Protocol</i> and <i>Internet Protocol</i> system makes up a standard guideline for network hardware and software design. Will often see this as IP .
telecommunications	Write as shown, not <i>telecommunication</i> .
telephone, phone	Do not use telephone as a verb; use <i>call</i> instead. Avoid using the Americanism <i>phone</i> .
telephone numbers	Styles for telephone numbers vary from country to country, and no universal standards apply. To reduce confusion and provide consistency, telephone numbers should have no hyphens or parentheses. Use the spacing format of the home country. The 8-line prefix should be in brackets. The telephone number contains these elements, in this order: country code, area/city code, phone number of the person you want to call, 8-line prefix in brackets (if applicable). Example: 1 972 604 6000 [8 834] 39 02 2570017
that, which	Use that to introduce information that is essential to the meaning of the sentence. Use which to introduce information not essential to the meaning of the sentence. (See comma .) Examples: We will use the method that is most efficient. The CAMS project, which was first introduced as a diagnostic tool, has reduced automobile repair claims by 27 percent.
there is, there are	Avoid using these awkward phrases. Rewrite the sentence with a specific noun and active verb. (See it is .) Example: Our team comprises eight SEs. NOT: There are eight SEs on our team.
third-party, third party	Hyphenate when used as an adjective. Write as two words when used as a noun.
time	See a.m., p.m., daylight-saving time, time zones . For more information regarding global time keeping, see www.timeanddate.com .
time frame	Write as two words.
time line	Write as two words.
time sheet	Write as two words.
timetable	Write as one word.
time to market	Write as three words; do not hyphenate when used as a noun or adjective.
time zones	Capitalize spelled-out time zones. Examples: Central Standard Time (CST)

Eastern Standard Time (EST)
Mountain Standard Time (MST)
British Summer Time (BST)

Capitalize only the region in shortened forms.

Examples: Central time zone Eastern time Mountain time zone

titled, entitled

See entitled, titled.

titles

Use italics for the titles of magazines, newspapers, newsletters, books, movies, and television shows. When referencing in abbreviated form, include *The* in italics - for example, *The Times*, *The Journal*.

Examples: *Fortune* magazine *Reengineering the Corporation*
The New York Times *Gone With the Wind*

Place titles of articles, poems, and songs within quotation marks.

Examples: "Serving Up Desktop Computing"
"The Raven"
"Moon River"

toll-free

Write as shown.

toolkit

Write as one word.

touch-tone

Write as shown. Refers to a push-button telephone dialing system producing tones that correspond to the numbers dialed.

toward

Write as shown, not *towards*.

trade show

Write as two words.

trademark

A trademark is a name, a symbol (such as one or more letters or numbers or a design), a word or several words, or any combination of these used to identify a product or line of products. Using a trademark to identify and distinguish a company's products creates trademark rights in the United States. In general, use TM to denote a *trademark*, ® to indicate a *registered mark*, and SM to indicate a *service mark*. These marks are needed only on the first mention of the product name in text, but not in headlines.

Examples: INFOplusTM Unigraphics®

TravelCall®

Write as shown, and follow with a superscript ® on the first reference. (See **trademark**.)

traveled, traveler, traveling

Write as shown.

travelers checks

Write as shown.

the Triad

Write as shown. This geographic description refers to the Americas; Asia Pacific; and Europe, the Middle East, and Africa.

turnaround, turn around

Write as one word when used as a noun or adjective. Write as two words when used as a verb.

turnkey

Write as one word.

TV

Write this initialism for *television* as shown.

U

under	See <i>fewer, less, under.</i>
under way	Write as two words. Write as one word only when used in a nautical context.
Unigraphics®	Write as shown, and follow with a superscript ® on the first reference. See <i>trademark.</i>
uninterested, disinterested	See <i>disinterested, uninterested.</i>
unique	<i>Unique</i> means sole, unparalleled, one of a kind. It does not admit a comparison. <i>Unique</i> cannot be used with <i>more, most, very</i> , or any other qualifier.
United Kingdom, U.K.; United States, U.S.	Use <i>United Kingdom</i> and <i>United States</i> as nouns; use <i>U.K.</i> and <i>U.S.</i> as adjectives with periods in U.S. publications. Use <i>UK</i> without periods only in global publications. Examples: EDS serves customers throughout the <i>United Kingdom.</i> The company's <i>U.S.</i> customer base is extensive.

NOT: EDS serves customers throughout the **U.S.**

units of measure

Definitions and abbreviations for frequently used computer terms, prefixes, and units are listed below. These abbreviations are standard as used in the industry; do not use a space between figure and abbreviation.

binary

The binary system of numbers, which employs only the digits 1 and 0, is the basis for all modern digital computers.

bit (b)

A binary digit; hence, a unit of computer information equivalent to the result of a choice between 0 and 1.

Examples: 1b 5 bits

byte (B)

A sequence of binary digits (8 bits) less than an entire word, processed by the computer as one item.

Examples: 1B 2 bytes

giga (G)

Equals 1 billion.

Example: 3Gb

kilo (K)

Equals 1,024 or 2¹⁰.

Example: 2KB

kilo (k)

Equals 1,000.

Example: 1kg

mega (M)

Equals 1 million.

	Examples: 5MHz 5Mb
UNIX®	Write in all uppercase letters, and follow with a superscript ® on the first reference. See trademark .
up-to-date	Use <i>current</i> .
upload, uptime	Write as one word.
uppercase	Write as one word.
up-sell	Write as shown.
U.S. Benefits Handbook	Write as shown.
user-friendly, user friendly	Hyphenate when used as an adjective before a noun. Write as two words when used as a predicate adjective. Examples: The group needs a user-friendly computer. The computer is user friendly .
user ID	Write as shown.
users group, users manual	Use the plural users as an adjective, not a possessive; do not use an apostrophe.
utilize, utilization	Use use or usage .
V	
value-add, value-added	Write as shown.
versus, vs.	Spell out in documents. Use vs. in graphics and charts where space is limited.
videocassette, videotape	Write as one word.
video-game terminals	Write as shown.
videoconference	Write as one word.
video on demand, video-on-demand	Write video on demand as a noun. Write video-on-demand as an adjective.
virtual	Virtual means something that has the effect but not the form. It is gaining widespread use with terms such as <i>virtual collateral</i> , <i>virtual reality</i> , and <i>virtual corporation</i> . Do not use virtual to mean <i>actual</i> or <i>nearly</i> . Example: When the president resigned, the vice president became the virtual head of the company. NOT: The project is virtually completed.
Visa®, visa	Capitalize Visa® and follow with a superscript ® on the first reference when referring to the credit card. Lowercase when referring to the travel document.
voice	Refers to EDS' voice when used in a discussion of the <i>EDS brand and identity</i> and the importance of communicating as a unified company with one voice .
voice mail	Write as two words.
volume, section, subsection	Volume refers to a collection of written or printed sheets bound together or to one book of a complete set. Section refers to a subdivision of a written work or to the largest textual unit within a volume. Subsection refers to sublevels within a section. Capitalize the names of all volumes, sections, and

subsections.

W

walkthrough, walk through Write as one word when used as a noun. Write as two words when used as a verb.

Web Always capitalize. For general technological uses, this word acts as an adjective and stands alone when used with the word it modifies. See **World Wide Web (WWW)**.

Examples: **Web** site **Web** page **Web** address **Web** designers

Exceptions: Webmaster

webcast Write as shown.

well-being	Always hyphenate.
which, that	See <i>that, which</i> .
while	While means <i>during the time that</i> . Do not use while to mean <i>although, and, or but</i> . Example: While working on this proposal, the team did not take time to eat lunch. NOT: While Marsha enjoyed working by herself, she preferred working with a team.
-wide	Do not hyphenate when adding -wide to a noun. Examples: enterprisewide industrywide
wide area network (WAN)	Lowercase and do not hyphenate when spelling out.
word spacing	Use only one space after sentences and colons. Typing two spaces is appropriate only with typewriters; it looks unprofessional in computer-generated text.
workbook	Write as one word.
workday, workweek	Write as one word.
workers' compensation	Write as shown.

workflow	Write as one word.
work force	Write as two words.
work group	Write as two words.
workload	Write as one word.
workplace	Write as one word.
worksheet	Write as one word.
workshop	Write as one word.
work space	Write as two words.
workstation	Write as one word.
world-class	Always hyphenate.
worldwide	Write as one word.
World Wide Web (WWW)	Always capitalize and write as three words. (Also see Web .)
wrap-up, wrap up	Hyphenate when used as an adjective. Write as two words when used as a verb.

X, Y, Z

Xerox®	Write as shown. Follow with a superscript ® on the first reference. Do not use as a verb. Use <i>photocopy</i> for generic references.
year-end	Always hyphenate.
years, decades, centuries	Use figures to designate specific years, decades, and centuries. (See dates and numbers .) Examples: 1990 the 1800s the 21st century
ZIP code	Write as shown. ZIP is an acronym for Zoning Improvement Plan.

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