**TITLE GOES HERE, PLEASE USE TIMES NEW ROMAN, BOLD, CAPITAL LETTERS, SIZE 12 PT, CENTERED**

Name of the author(s) in full: First name, Surname, Institution, Country, E-mail address, Times New Roman 10 pt, centered, left-right indentation 1 cm

***Abstract***

*Abstract should be written with Times New Roman fonts, italics, size 8 pt, centered, left-right indentation 1 cm. Between the line where “abstract title” is, and the beginning of the following line, a 8 pt row should exist. The abstract and keywords must not exceed 11 lines.*

*Text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text text.*

***Keywords:*** *first word, second word, third word, fourth word*

**FIRST SUBTITLE, LEVEL I HEADING**

Please use this template file, click “Save As” in order to save it with a different name and just replace this text with your own (while keeping the “docx” format). The paper must have maximum 8 pages A4 format, English language, including abstract, figures, tables and references. The whole paper must use Times New Roman 10 pt fonts, one row spacing, justified (except where is stated different).

After the authors' names there should be two free rows, 10 pt. Another two free rows should be introduced between the abstract and before the first paragraph of the paper, 10 pt.

Please do not use page numbers, footnotes, endnotes or any other similar notations.

Subtitles should be in font 10 pt, bold, center, without numbers. There should be a free row 10 pt before the next subtitle.

**Next subtitle, level II heading**

Between subtitle and the following line, one free row 8 pt should exist.

All pictures, charts and tables must be centered. Before the picture, one free row 10 pt should exist.

**Text text**

**text**

More text more text more text more text

More text more text more text more text

Text text text text text

Text text text text text

**Fig. 1**– *This is figure one*

Below the picture and before the figure explanations, another free row, 8 pt should exist. The figure number and explanations should be written with 9 pt sizes, just like in the example above. It is recommended that your group together the elements in the pictures and before you start drawing, use the “Insert –> Shapes -> New Drawing Canvas” command, to define the area of the graphics. Please do not use colors, just black & white pictures.

*Next subtitle, level III heading*

First line indent should be 1 cm all times, as shown in this paragraph as well. The same rules apply to tables. In the following example is shown how a table should look like (the header of the table must be highlighted with 25% gray color and must have 9 pt sizes, the rest of the table should use 8 pt, all are Arial fonts):

**Table 1**– *This is table one*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Nr.** | **Text** | **Text** | **Text** | **Text** |
| 1. | text | text | text | text |
| 2. | text | text | text | text |

Please be aware that tables and pictures must not exceed the printing area.

When using bullets they should look like this (the bullet must always start at 0,5 cm, and the hanging indent where the text starts, at 1 cm):

* First bullet
* Second bullet
* Third bullet:
  + Another bullet referring to the third (starting bullet at 1,25 cm and text at 1,75)
  + Another bullet referring also to the third etc.
* Fourth bullet… etc.

If there is a situation where a lot of bullets are listed but each of them contains just a few short words, they can also be grouped in two or more columns, like this:

* First bullet
* Second bullet
* Third bullet
* Fourth bullet
* Fifth bullet
* Sixth bullet

Mathematical equations should be laid out wherever possible using an equation editor and be numbered consecutively as in this example (using 10 pt Times New Roman):

** (1)

The equation should be separated by a blank line above and below 10 pt, and the equation number should be aligned on the right margin. Variables should be written in italic format in the text and equations.

**CONCLUSIONS**

The last page must be at least 50% covered. Please use this file as a template, and just replace this text with your own. The way the references should be written is shown below (all sizes are 8 pt).

**REFERENCES**

[1] Albrecht S., Bradford T. J., *The service management advantage*, Ed. Prentice Hall, 2005.

[2] Swift M., *Using CRM and Relationship Technologies*, Ed. McGraw Hill, 2004.