

Maildrop FAQ

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Maildrop addresses are personal, unchangeable, and always end in `@docs.paperlesspipeline.com`. Answers to the common questions about scanners, rejected attachments, and why emailed docs don't go straight to the transaction.

Why did my emailed doc land in Unassigned instead of on the transaction?

By design — every doc needs a permission category, and email can't set one. Emailed docs stop in Unassigned so someone can pick the category during assignment. To put a doc straight onto a transaction, upload it from inside the transaction instead.

Can I change my maildrop address to something easier to remember?

No. The addresses are generated from internal IDs so Pipeline can tell securely who sent what. Save yours as a contact in your email app instead — most people name it something like "Pipeline Maildrop."

Does everyone in the office share one maildrop address?

No — every user has their own. Pipeline identifies the uploader by the address a doc was sent to, so if you email docs to a colleague's address, they show as the person who added them. Send to your own.

Can I program my scanner to send docs to Pipeline?

Yes, and it's the most common way people use maildrop. Program your Unassigned maildrop address into the scanner once, and every scan from then on lands in Pipeline. Any scanner that can email a scan directly will work.

Why do my docs get rejected when I email them?

Usually a link instead of an attachment, a file type your account doesn't accept, or an email signature image. Turn on Doc Acknowledgement Emails and the reply will name the file and the reason.

If an attachment is rejected, does the message get lost too?

No — only the attachment fails. The email's subject and body still reach the transaction and become part of its record. Read them under [Received Emails] on the transaction's left menu.

Can I read the emails I sent to my Unassigned maildrop address?

No. Messages sent to an Unassigned address are discarded once the docs are pulled out, and can't be retrieved. Messages sent to a transaction address are kept and readable on that transaction.

Why doesn't a maildrop address show on one of my transactions?

You don't have **Upload Docs** permission in that transaction's location. The address appears as soon as an admin grants it.

Can I send encrypted email to my maildrop address?

No. Pipeline can't open an encrypted message to reach the attachment. Upload the doc directly instead.

Learn More

Email your documents to a maildrop address and Pipeline pulls the attachments in — no logging in, no uploading.

See [Maildrop](#)

Still Have Questions?

Didn't find your answer above? Email us at help@paperlesspipeline.com and we'll help.
