Your Unassigned Maildrop Address

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Email, forward or scan docs into Pipeline without logging in. Pipeline pulls the attachments into Unassigned, ready to file on the right transaction.

Introduction

You can get docs into Pipeline without logging in, opening a transaction, or uploading anything. Email them to Your Unassigned Maildrop Address and Pipeline pulls the attachments onto your *Unassigned* page, ready to file.

Day to day that usually means forwarding. Something lands in your inbox or on your phone, you forward it to your maildrop address, and it's in. Save the address as a contact called *Pipeline Maildrop* and it's there in your email app or your phone whenever you need it, with nothing to look up. If you scan, you can program the same address into the scanner or copier once and every scan files itself from then on. However it arrives, the record shows the docs came from you.

The address is unique to you, and that's how Pipeline knows who the docs came from. When you already know the deal, each transaction gives you an address of its own, and what you send there is kept on that transaction.

How It Works

Which Address to Use

Your Unassigned Maildrop Address comes in two kinds. Reach for the **Any Location** address at the top of your Unassigned page. Docs sent there aren't tied to an office. A **location-specific** address puts them in that one office's queue instead, and they carry that location with them. Both end in `@docs.paperlesspipeline.com`, not `@paperlesspipeline.com`.

What to Send It

Files attached to the email — Pipeline can't follow a link. Some email apps swap a large file for a Google Drive or OneDrive link on their own, so what looks like an attachment on your screen isn't always one. If you're sending something big, save it to your computer and attach it from there.

Where the Docs Land

In Unassigned, carrying the location of the address you used. Every doc needs a transaction and a permission category, and there's no way to pick either over email, so somebody chooses them as they assign it. If a doc turns up on a file without passing through Unassigned, it was uploaded directly, and Activity History tells you which happened.

Whose Name Goes On Them

Yours, as long as you send to your own address. Pipeline identifies the sender by the address a doc was sent *to*. An admin can look up anyone's address, on a user's profile or everyone's at once from the downloaded user list. You'll only see your own where you have **Upload Docs** permission.

What Happens to the Email Itself

Pipeline lets it go. Your Unassigned Maildrop Address is there to receive docs, and only docs: Pipeline pulls the attachments out and discards the message, so you can't read it back, and it refuses an email with nothing attached. To keep a message on file, send it to your address for that transaction instead.

Find Your Unassigned Maildrop Address

Your general maildrop address lives at the top of the Unassigned page — the one to program into a scanner.

Who Can Do This: Anyone with **Upload Docs** permission in at least one location.

To find your Unassigned maildrop address:

1. Click [Unassigned] from the top menu.
2. Read the address after *Email docs to your Unassigned Docs page:* near the top of the page.

Save it as a contact on your phone and in your email app so it's there when you go to forward something. [Download vCard] gives you a contact card with the address in it, ready to open. If a scanner or copier is sending to it, this is the address to program in.

Email Docs Into Pipeline

Send or forward a message with your docs attached, and Pipeline pulls the attachments in.

Who Can Do This: Anyone with **Upload Docs** permission in the relevant location.

To email docs into Pipeline:

1. Start a new email, or forward one you already have.
2. Put Your Unassigned Maildrop Address in the To field. Use a location-specific address when the docs belong to one office.
3. Attach the docs as real files, not links. Remove any attachment already on the file, or Pipeline uploads a second copy.
4. Send.

The docs appear on the Unassigned page, ready to be assigned.

Know What Arrived

Doc acknowledgements are the way to see whether a maildrop email was uploaded or rejected. The acknowledgement names which attachment was rejected and why, so start there when something hasn't arrived — and no acknowledgement at all means the message never reached us.

Ask Pipeline to write back every time you email docs in, and you'll know what uploaded and what didn't without going to look.

See Email Acknowledgement

Look Up Everyone's Address at Once

The downloaded user list carries a Maildrop column with every person's Unassigned maildrop address on one sheet — the fastest way to set up an office scanner, or to check which address an agent should be sending to.

Some of Pipeline's lists come out as their own spreadsheet — your user roster and a transaction's checklist timeline, ready to work with offline.

See List Downloads

Send Straight to a Transaction

When you know which deal an email belongs to, send it to your address for that transaction instead. The docs arrive already pointed at the file, and the message stays on it.

Send or forward a message to the transaction it belongs to. Pipeline keeps the message on the file and sends its docs to Unassigned, already pointed at that transaction.

See Your Transaction Maildrop Address

Frequently Asked Questions

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

No. The addresses are built from internal IDs, which is how Pipeline knows where each email belongs. 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.

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

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

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.