

# Maildrop

Last Modified on 09/04/2026 11:08 am EDT

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

## Introduction

---

You can get docs into Pipeline without logging in, opening a transaction, or uploading anything. Email them to your maildrop address and Pipeline pulls the attachments in for you.

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 once and every scan files itself from then on. However it arrives, the record shows the docs came from you.

You have two types: your Unassigned docs maildrop address, and a transaction maildrop address for every transaction you can see. Both are unique to you, and that's how Pipeline knows who the docs are coming from and where they're going.

## How It Works

---

### Which Address to Use

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. A **transaction** address is the one under a transaction's name. They all 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, every time — even a doc sent to a transaction's own address. It arrives already pointed at that transaction, but every doc needs a permission category and there's no way to pick one over email, so somebody chooses it 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. Transaction addresses go a step further: they're per person *per transaction*, so two of you see different addresses on the same file and there's no way to view anyone else's. Unassigned addresses an admin can look up, on a user's profile or everyone's at once from the downloaded user list. Either way, you'll only see your own where you have **Upload Docs** permission.

## What Happens to the Email Itself

That depends which address you used. Your Unassigned 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. A transaction address keeps both — the docs come through the same way, and the message stays on the transaction under [Received Emails] whether or not it carried an attachment. That's how a forwarded email becomes part of the file.

## 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 maildrop address listed 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. If a scanner is sending to it, this is the address to program in.

## Find a Transaction's Maildrop Address

---

Each transaction shows you your own address for that file, right under its name.

**Who Can Do This:** Anyone with **Upload Docs** permission in the transaction's location.

To find a transaction's maildrop address:

1. Open the transaction.
2. Read the maildrop address on the line below the transaction's title.

Most offices save each one as a contact named after the property. Pipeline generates the address from the user and the transaction, so it cannot be shortened, and it doesn't work out on its own which file an email belongs to.

## 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 maildrop address in the To field — the transaction's address to pre-associate the docs, or your Unassigned address if you do not know the transaction yet.
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. If you sent them to a transaction address, the message is on that transaction under [Received Emails] — listing the address owner as *Sender* and whoever actually sent it as *Sent From*.

## Send an Agent Their Own Address for a File

---

You can't view an agent's transaction address, but you can make the transaction hand it to them.

**Who Can Do This:** Anyone who can email from the transaction.

To get an agent the transaction's maildrop address:

1. Open the transaction and start a Note / Email.
2. Tick the agent's name under Staff / Agent Recipients.
3. Send.

If they hold Upload Docs permission in that location, the email carries their own address for that transaction. If it

doesn't appear, that permission is what's missing.

## 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](#)

## Maildrop FAQ

---

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.

See [Maildrop FAQ](#)

## Maildrop Troubleshooting

---

Sent something in and it never appeared? Start here.

- [Emailed Docs Are Not Showing Up](#)

## Ways to Use Maildrop

---

Three setups people build on top of a maildrop address.

- [Set Up Your Office Scanner to File Into Pipeline](#)
  - [Forward an Office Inbox Into Pipeline](#)
  - [Bring Documents In From Another System](#)
-