

Why Am I Getting Doc Acknowledgement Emails I Didn't Expect?

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Receipts are meant to be reassuring, so an unexpected one is unsettling — especially a "Document upload failed" that names a file nobody recognises. Each of these has a plain cause.

The Same Failure Notice Keeps Arriving

One receipt equals one email sent to your maildrop address. Pipeline doesn't re-send a receipt for the same message, so repeats mean repeated submissions.

Two things usually explain it. A scanner or mail rule may be retrying automatically, sending the same message again each time it fails. Or something other than a scanner is emailing that address entirely — see the next section.

An Outside Company Is Emailing Your Maildrop Address

If a maildrop address has ever been given to an outside service — a lender portal, an accounting product, anything that asks for an email — that service will keep writing to it. Every message it sends produces a receipt, and because those messages have no attachment, the receipt is a failure notice.

Pipeline can't stop mail from reaching the address, so the fix is on the other end: contact that company and give them a normal email address instead. Going forward, keep maildrop addresses to yourself. Pipeline uses the address to record who added a doc, so sharing one hands your name to someone else's uploads.

Your Mail Server Is Rejecting the Receipts

A busy office address can hit its own server's limit on incoming mail, which shows up as a "receive rate too high" error bouncing back. It's a limit on the receiving side, not on Pipeline's.

The right fix is with your IT or email administrator, who can raise or manage that limit. Turning receipts off for that inbox reduces the volume and works as a last resort — but it also removes the upload confirmation trail for whoever owns the address, which is a real loss for a scanner inbox.

The Receipt Names a Document You Can't Find

A receipt isn't tied to a doc sitting on a transaction. If the message it describes was refused, no document was ever created, so there's nothing to search for and nothing for an admin to delete. Read the reason in the receipt itself — that's the whole record of what happened.

Docs emailed into Pipeline can go quiet for a handful of reasons, and almost all of them are visible from your own inbox. Work down this list in order.

See [Why Aren't My Emailed Docs Showing Up?](#)

You Just Want Them to Stop

Receipts are a personal setting, so they're switched off in the profile of the person receiving them — nobody can do it on their behalf. Go to [Gear] → [My Info], uncheck **Receive email acknowledgement whenever you send in docs to your maildrop**, and save.

If the noise is coming from an outside sender, turning receipts off hides the symptom while that company keeps mailing your address. Fix the source first.

Still Stuck?

Forward us one of the receipts — headers and all — and we can tell you what was sent to the address and when.

Learn More

Email docs into Pipeline and get a receipt back telling you what uploaded, what didn't, and why.

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](#)

Still Have Questions?

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