

Email Acknowledgement FAQ

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The acknowledgement is a personal setting that reports what each submission did with your docs. Answers to the common questions about turning it on for a team, receipts that don't arrive, and messages that cover more than one transaction.

Can I turn acknowledgements on for everyone in the office at once?

No — it's a per-person setting. Each user checks the box on their own profile, so a large office rolling it out means asking people to do it themselves. Worth doing anyway for anyone who emails docs in regularly: it's the only thing that tells them a file was rejected.

Can someone else receive my acknowledgement emails?

No — the receipt goes to whoever owns the maildrop address the docs were sent to. It can't be redirected to an assistant or copied to a team, because the address is what records who added the doc. If you want a colleague to get the receipt, the docs need to go to their maildrop address instead.

Why am I not getting acknowledgements even though the setting is on?

Check your spam folder first — that's usually it. If it's not there, check whose address the docs actually went to: acknowledgements go only to the account that owns that maildrop address, so sending to a shared or front-desk address means that user gets the receipt, not you. And if no Pipeline mail at all is reaching you, your mail server may have rejected a message from us at some point and stopped delivery — email us and we'll check.

Can I get an acknowledgement only when something is rejected?

No — it's one checkbox for every submission. There's no way to keep the failures and skip the successes, or to silence the email-signature images that occasionally get turned away. If the volume is the problem, a mail rule that files them into their own folder keeps them out of your way without losing them.

Why did several acknowledgements arrive at once?

Because several emails reached your maildrop address. Pipeline sends one acknowledgement per email it receives, never more than one for the same message — so the count tells you how many separate emails came in.

Why does one acknowledgement cover docs for different transactions?

The receipt reports a batch that arrived at one address, not one transaction. Docs sent or processed together are reported together, and there's no setting that splits them per transaction.

Can I find out what happened to docs I sent before I turned this on?

No — there's no record to look back at. Acknowledgements are sent as submissions arrive. If a doc from before is missing, look for it on the *Unassigned* page or on the transaction, and resend it if it isn't there.

Who does the acknowledgement come from?

Your account's Admin & Support Contact. Pipeline sends system messages on your office's behalf, which is why a receipt can look like it came from your broker rather than from us.

Is there any other way to be told a doc failed?

The acknowledgement is the only one. Nothing else announces a rejected file — no alert in Pipeline, no notice to an admin. That's the case for leaving it on even when the receipts feel routine.

If I turn acknowledgements off, does that stop doc comment notifications as well?

No. They're separate settings. Acknowledgements are personal and live on your profile; comment notifications are account-wide and live in *Admin / Settings*. Turning one off leaves the other exactly as it was.

Can I stop bounce notices too?

No. Bounce notices can't be turned off. They come from the mail system telling you a message couldn't be delivered, which is a different thing from an acknowledgement. If they're arriving regularly, that's worth looking into rather than silencing.

Learn More

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.
