Email Acknowledgement

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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.

Introduction

Email a doc to your maildrop address and it's gone for a moment. It's in a mail queue you can't see, on its way to a page you'd have to open to check. The acknowledgement closes that gap by having Pipeline answer you back.

It's a reply to a submission rather than a status page, and it belongs to whoever owns the address the docs were sent to. That pairing is the point. A maildrop address identifies the person who put a doc on file, so the confirmation goes back to the same person and the record of who added what stays honest. Large offices sometimes want one switch that turns acknowledgements on for everybody at once, and the same reasoning is why there isn't one.

Nothing about a rejection means you did something wrong. A file that failed tells you the moment it happens rather than the day someone notices it's missing, which is the difference between a five-minute fix and a scramble. And if the acknowledgements stop arriving when nothing changed on your end, that's a real fault worth reporting rather than a setting you need to go hunting for.

How It Works

The acknowledgement is a personal setting on your own profile, and it follows the maildrop address rather than the transaction.

What It Tells You

It reports the outcome of the submission — "2 docs uploaded," or "1 doc uploaded and 1 rejected" with the reason the file was turned away. A rejection names the file and why: that it wasn't a PDF, that the same content is already on the transaction, that no real attachment was found. Start there before re-sending, because the file that was refused is often not the one you'd have guessed.

One Email In, One Acknowledgement Back

Pipeline sends one acknowledgement per email it receives. Several arriving at once means several emails reached your maildrop address, not one message being reported twice. Each one covers the whole batch that arrived at that address, so docs headed for different transactions can be reported together, and there's no setting that splits them out per transaction.

It Goes to the Address's Owner, and Only Them

Maildrop addresses belong to one person, and so does the acknowledgement. It reaches whoever owns the address the docs were sent to — not the person who typed the message, and not the transaction's agents. It can't be copied to an assistant or forwarded to a team, because the address is what keeps the record of who added a doc.

That catches offices out with a shared scanner. If the front desk scans to their own address, the front desk gets the acknowledgements, and logging in as anyone else won't show them. Whoever owns the address has to switch the

setting on in their own profile.

Each Person Turns Their Own On

It's a personal setting, checked on your own profile, and there's no company-wide switch that enables it for everyone at once. A large office turning it on means each person doing it for themselves. It's also one checkbox for everything you send in, so you can't keep the rejections and skip the successes, or silence just the email-signature images that get turned away.

It Starts From the Moment You Turn It On

There's no record to look back at. Pipeline sends an acknowledgement as each submission arrives, so anything you emailed in before you turned it on has no receipt.

Who It Comes From, and What Isn't One

Acknowledgements are system messages, sent on behalf of your account's Admin & Support Contact, so that's the name in the From line — change the contact and the sender changes with it. A bounce notice is a different thing: it comes from the mail system when a message can't be delivered at all, and turning acknowledgements off doesn't stop it.

Turn On Doc Acknowledgement Emails

Get an email back every time you send docs to your maildrop, telling you what uploaded and what didn't.

Who Can Do This: Anyone — it's a personal setting, and each user turns on their own.

To turn on Doc Acknowledgement Emails:

1. Click the [Gear] in the upper-right corner, then [My Info].
2. Under **Your Email Settings**, check **Receive email acknowledgement whenever you send in docs to your maildrop**.
3. Click [Save Settings].

From now on you'll get a note back on every submission — "2 docs uploaded," or "1 doc uploaded and 1 rejected" with the reason. Anything that didn't make it says so in the same note.

Turn Off Doc Acknowledgement Emails

Stop the receipts if you send docs in often enough that they've become noise.

Who Can Do This: Anyone — each user turns off their own.

To turn off Doc Acknowledgement Emails:

1. Click the [Gear] in the upper-right corner, then [My Info].
2. Under **Your Email Settings**, uncheck **Receive email acknowledgement whenever you send in docs to your maildrop**.

3 Click [Save Settings].

The receipts stop with your next submission. Worth knowing before you switch it off: nothing else tells you a doc was rejected, so a scanner that quietly starts failing can go unnoticed for a while.

Frequently Asked Questions

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.