

Email Deliverability FAQ

Last Modified on 09/04/2026 11:12 am EDT

Mail from Pipeline goes out from our own servers, and a handful of causes explain nearly every message that doesn't arrive. Answers to the common questions about bounces, allowlisting, send limits, and what happens to mail that failed.

Do messages that bounced get sent again once the problem clears?

No — nothing that failed is resent automatically. A bounce notice means that message failed for good. Pipeline doesn't retry it and won't send it on its own once delivery recovers, so resend those by hand. Messages that were merely delayed rather than bounced do go out when the queue catches up.

What address does Pipeline send from, so I can unblock it on our end?

help@paperlesspipeline.com. That's the address to allowlist with your email provider or IT team. It's the from address on every message Pipeline sends, whoever wrote it.

Our anti-spoofing filter keeps eating Pipeline's mail. Why?

Because the sender's name and the sending address don't match, which is exactly what the filter is built to notice. Pipeline puts your name in the from line but sends from its own address rather than yours, and that mismatch is what makes genuine spoofing of your agents hard. Allowlist **help@paperlesspipeline.com** and the filter keeps working on everything else.

I hit a limit on outbound emails. How long before I can send again?

80 emails in a rolling hour, and 300 across 12 hours. Both reset on their own. The limits protect delivery for every account on the platform and stop an accidental mass send. Wait for the window to pass and sending resumes with nothing to switch back on.

If an agent's email bounces, does anyone here hear about it?

Yes — every failed message generates an undelivered notice. The notice goes to whoever sent the message, so a bounce is never silent. If you didn't get one, the message didn't fail.

Pipeline says it was delivered but it isn't in my inbox. What now?

Delivered means the recipient's mail server accepted it, which is where our record ends. From there it's inside their mail system. Check spam and junk and search for mail from **help@paperlesspipeline.com**; if it isn't there, a filter or a forwarding rule has it, and the recipient's mail administrator can trace where it went.

If nothing from Pipeline lands in my spam folder, how do I unblock you?

There's nothing to unblock on your side — a message that never reaches spam was stopped before it got to you. That pattern means either the address is suppressed on our end or a filter upstream of the mailbox is dropping it. Ask support to check the first, and your email administrator to check the second.

If someone replies to a document I sent, does the reply come to me or to you?

To you. Pipeline sets the reply-to address to yours, so a reply goes where the recipient expects it to.

Learn More

Email you send from Pipeline arrives from our servers with your name on it. When one doesn't land, a short list of causes accounts for nearly all of it.

See [Email Deliverability](#)
