

Minimal Formatting

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

Minimal formatting takes the gray box and the Pipeline logo off messages sent from transactions, so what lands in a recipient's inbox reads like a plain, ordinary email.

Introduction

By default, emails Pipeline sends from a transaction arrive styled: the message sits in a gray box with the Pipeline logo at the bottom. It reads as a system notification, because that's what it is.

Minimal formatting turns that off for the whole company. Messages go out lightly styled instead, so what your clients and vendors see looks closer to an ordinary email written by a person.

It's an account-wide switch, set once by a master admin, and it applies to everyone's messages. There's a trade: headings stop rendering when it's on, so offices that lean on heading styles in their templates usually leave it off.

How It Works

One checkbox in your company settings changes how every transaction email is styled.

A Master Admin Sets It

The control lives on the *Company Settings* page, under **Email Settings**. Only master admins reach that page.

It Applies to the Whole Account

This isn't a per-user preference or a per-message choice. Turn it on and every message sent from a transaction, by anyone, goes out minimally styled.

What Comes Off

The gray box wrapping the message and the Pipeline logo at the bottom both go, leaving a plainer email.

What Stays

A minimal footer remains, and internal recipients still get the header identifying the sender and the transaction — that part isn't removable.

Headings Stop Rendering

With minimal formatting on, heading styles aren't honored: text you marked as a heading arrives as ordinary bold text. Bold, italic, links, and lists are unaffected.

What It Doesn't Change

Minimal formatting is about styling, not addressing. It doesn't change which address your mail comes from or where replies land.

Turn Minimal Formatting On or Off

Switch the whole account between styled and minimally styled transaction emails.

Who Can Do This: Master admins.

To turn minimal formatting on or off:

1. Click [Gear] in the upper-right corner, then [Admin / Settings].
2. Scroll to **Email Settings**.
3. Check **Use Minimal Formatting for Emails Sent from Transactions** to turn it on, or clear it to turn it off.
4. Click [Save Settings].

The change applies to messages sent from that point on. Emails already sent keep the styling they went out with.

Minimal Formatting FAQ

Minimal formatting is one company-wide checkbox that strips the styling off transaction emails. Answers to the common questions about what it removes, what it doesn't, and why headings stop working. See [Minimal Formatting FAQ](#).
