Your Transaction Maildrop Address

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Send or forward a message to the transaction it belongs to. Pipeline keeps the message on the file and sends its docs to Unassigned, already pointed at that transaction.

Introduction

Every transaction you work on has an address that belongs to you and to that deal. It sits under the transaction's name, and anything you send to it goes to that file: the message, and the docs it carried.

Most of a deal happens in somebody's inbox. The signed addendum from the other agent, the lender's update, the inspector's note about a time. Forward it to Your Transaction Maildrop Address and it's part of the file, readable months later by the people who should see it.

How It Works

Where It Lives

Under the transaction's name, after the words *Email docs and notes to this transaction:*. Hover over the address and Pipeline tells you what it does: send messages and docs there and they appear in the transaction's *Received Emails*. Like every maildrop address, it ends in `@docs.paperlesspipeline.com`, not `@paperlesspipeline.com`.

Yours, for This Deal Only

Each person gets a different address for each transaction. A teammate opening the same file sees their own, and nobody can view anyone else's. Pipeline credits whoever owns the address, so send to yours and the message and the docs carry your name. You see it on every transaction in a location where you have **Upload Docs** permission.

Where the Message Goes

It stays on the transaction under [Received Emails], subject and body, whether or not anything was attached. The entry lists you as *Sender* and the address the mail actually came from as *Sent from*. You and your admins can read it. Other agents on the deal can't.

Where the Docs Go

To Unassigned first, already pointed at this transaction. Every doc needs a permission category and email has no way to pick one, so somebody chooses it as they assign the doc. The [Assign] button on those rows is blue, because the transaction is already chosen.

What It Takes

Real attachments, not links. Some email apps swap a large file for a Google Drive or OneDrive link on their own, and Pipeline can't follow a link. A text thread works too: forward it from your phone the way you would an email, and it arrives in *Received Emails* like any other message.

Find Your Transaction Maildrop Address

Each transaction shows you your own address for that deal, right under its name.

Who Can Do This: Anyone with **Upload Docs** permission in the transaction's location.

To find your transaction maildrop address:

1. Open the transaction.
2. Read the address after *Email docs and notes to this transaction:*, below the transaction's name.

Copy it into the To line of an email, or save it as a contact named after the property so your phone and your email app offer it as you type.

Email or Forward to a Transaction

Send or forward a message, with or without docs attached, and Pipeline files it on the deal.

Who Can Do This: Anyone with **Upload Docs** permission in the transaction's location.

To email or forward to a transaction:

1. Start a new email, or forward the one you already have.
2. Put Your Transaction Maildrop Address for that deal in the To field.
3. Attach any docs as real files, not links. Leave off an attachment that's already on the transaction, or Pipeline uploads a second copy.
4. Send.

The message is on the transaction under [Received Emails], and any docs are on the *Unassigned* page with a blue [Assign] button, ready to file.

Send an Agent Their Own Address for a File

You can't view an agent's address for a transaction, but the transaction can hand it to them.

Who Can Do This: Anyone who can email from the transaction.

To send an agent their transaction maildrop address:

1. Open the transaction and start a [Note / Email].
2. Tick the agent's name under **Staff / Agent Recipients**.
3. Send.

If the agent has **Upload Docs** permission in that location, the email reaches them from their own maildrop address for the transaction, and a plain reply files itself on the deal. If the address doesn't appear, that permission is what's missing.

Read What Came In

Every message sent to the address waits on the transaction, with a record of what came attached.

Forward an email into a transaction and it stays there — the subject, the message, and a record of what came attached.

See Received Emails

Know What Arrived

Turn on acknowledgements in your profile and Pipeline answers each email you send in, naming anything it turned away 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

Send Docs Before There's a Transaction

When the deal isn't in Pipeline yet, or a scanner or copier is doing the sending, use the address that files to Unassigned instead.

Email, forward or scan docs into Pipeline without logging in. Pipeline pulls the attachments into Unassigned, ready to file on the right transaction.

See Your Unassigned Maildrop Address

Frequently Asked Questions

Why did my emailed doc land in Unassigned instead of on the transaction?

By design. Every doc needs a permission category, and email can't set one, so emailed docs stop in Unassigned with the transaction already chosen. To put a doc straight onto a transaction, upload it from inside the transaction instead.

Can I send a message with nothing attached?

Yes. The message is kept under [Received Emails] on the transaction, subject and body, whether or not it carried a doc.

If an attachment is rejected, does the message get lost too?

No. Only the attachment fails. The subject and body still reach the transaction and become part of its record under [Received Emails].

Why doesn't the address show on one of my transactions?

You don't have Upload Docs permission in that transaction's location. The address appears as soon as an admin

grants it.

Can I see a teammate's address for the same transaction?

No. Each person sees only their own. To get an agent theirs, tick them as a recipient on a [Note / Email] from the transaction and send it.

Can I give the address to the other agent, a lender or a client?

No. Pipeline credits the owner of the address, so everything they send would arrive under your name. Have them email you, and forward what they send to your own address for the deal.