Outgoing Email

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Every email Pipeline sends for you leaves from one of our addresses with your name on it. Which address, what the recipient sees, and where their reply lands all depend on who you sent it to.

Introduction

You wrote the message inside a transaction and clicked send. What arrives on the other end is not quite the email you'd get from your own mail program, and the differences are the ones people ask about: the address it came from, the header at the top, the box around it, and why a colleague's reply landed on the deal instead of in your inbox.

Those differences come from one fact. Pipeline sends the email for you, from its own address, and it treats two kinds of recipient differently. Someone inside your Pipeline account gets a message built to come back onto the transaction. Someone outside it gets a message built to reach them cleanly and reply to you.

Knowing which kind of email you sent explains what the recipient saw and where the answer went. Most of what you can change about it, the signature, the styling, the wording, lives in its own setting and is linked from here.

How It Works

Two kinds of recipient, one sender, and a message that looks and behaves according to which you picked.

Two Kinds of Recipient

A recipient is internal when they have a login on your Pipeline account: the agents and staff you tick by name in the composer. Everyone else is outside: a client, a lender, the other side's agent, any address you type in. Among internal recipients one thing matters more than their role, and that is whether they have Upload Docs permission for the transaction's location, because that is what gives them a maildrop address for the deal.

Where It Comes From

A teammate with Upload Docs permission receives the email from their own maildrop address for that transaction, ending in **@docs.paperlesspipeline.com**, and that address is also the Reply-To. A plain reply from them goes to the transaction and files under Received Emails, which is why Pipeline reminds them at the top of the message to use Reply All if they want you to see it too. Everyone else, an outside recipient, a teammate without that permission, or anyone you send a document to from the Reference page, receives it from a relay address ending in **@relay.paperlesspipeline.com**, with your login email as the Reply-To, so a plain reply reaches your inbox. Your first and last name from your user profile is the sender name in every case.

What the Recipient Sees

The subject is what you typed with the transaction name added to the end, or the transaction name alone if you left it blank. Start the subject with a pipe character (`|`), Shift and the `\` key, to leave the name out. A message carrying docs opens with a *Documents for* header naming the transaction, and internal recipients also get a header identifying the sender and the transaction. Docs travel as individual attachments, as links once their combined size passes 5 MB, or as one zip link if you chose that. The message sits in a gray box with the Pipeline logo at the bottom unless a master admin has turned on minimal formatting, and your signature closes it.

Getting Through

Mail arrives from our domain rather than yours because a message claiming to come from an address we don't control is exactly what spam filters are built to catch. A strict filter at a recipient's office can still hold it, and the fix on their side is to allowlist **paperlesspipeline.com** and its subdomains. On your side, Pipeline caps sending at 80 emails in a rolling hour and 300 across 12 hours to protect delivery for everyone. Both reset on their own.

Where It's Kept

A copy of every email lands in the transaction's Notes & Sent Emails, shown without the signature to keep that history readable. A reply from an internal recipient comes back onto the transaction as a received email. A reply from an outside recipient goes to your inbox, and stays off the deal unless you forward it in.

Write One

The composer is where the recipients, the docs, and the options get chosen. This page is about what leaves it.

Every transaction has a built-in message area — write a note for your own records, or send an email with docs attached, without leaving the deal.

See Composing an Email

Sign It Your Way

The sign-off at the bottom is yours to set, and an admin sending for an agent can sign as them.

Every email you send from Pipeline signs off for you. Set your own signature and it's your name, your contact details, and your look at the bottom of each one.

See Email Signatures

Sending on an agent's behalf? Turn on alternate signatures and you can sign the message as them, or send it with no signature at all.

See Alternate Signatures

Send a Plainer Email

The gray box and the logo are a company-wide choice, made once by a master admin.

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.

See Minimal Formatting

Let the Deal Fill In the Words

The wording can be written once and filled in with each transaction's own details on every send.

Autofill Tags let Pipeline do the typing. Drop a tag into a message template and the transaction's own details fill themselves in every time you send.

See Autofill Tags

One admin can write a message once and hand it to the whole office. That's what sharing a message template does.

See Shared Templates

Frequently Asked Questions

Why don't my emails come from my own address?

Because receiving mail servers require the From address to match the domain that actually sent the message. Pipeline sends from paperlesspipeline.com, so the From address has to be one of ours. Outside recipients, and teammates without Upload Docs permission, see a relay address ending in @relay.paperlesspipeline.com. A teammate who can upload docs sees their own maildrop address for the transaction, ending in @docs.paperlesspipeline.com. Your name shows on all of them. Anything else would be treated as spam and far fewer of your messages would arrive.

Can I send from my own email address instead?

No. There's no setting for it and no integration that routes Pipeline messages through your own mail account. Replies do come to you, because your login email is the Reply-To on every message to an outside recipient.

Where do replies go?

To your Pipeline login email address, or onto the transaction. For outside recipients, and teammates without Upload Docs permission, Pipeline sets your login email as the Reply-To, so a reply comes to you. For a teammate who can upload docs, the message carries their maildrop address for that transaction, so their reply files itself onto the deal under Received Emails.

Why did a colleague's reply land on the transaction instead of in my inbox?

Because they have Upload Docs permission, so their copy came from the transaction's maildrop address and a plain Reply went straight back to it. That's by design: it's what puts their answer on the file. Pipeline puts a reminder at the top of those emails asking for Reply All, which sends the answer to you and to the transaction at once.

Every email you send from Pipeline asks the recipient to Reply All. Here's why that one habit decides whether their answer reaches you, and what to do when it didn't.

See Know When Someone Replies to a Transaction Email

Do recipients see my name?

In most inboxes, yes. Many email programs show the sender's name instead of the raw address, so your name is what appears in the inbox line.

How do I change the name recipients see?

It's the first and last name on your Pipeline user profile. Most users can update their own. Master admin name changes are handled by support for security reasons — write in from the master admin address with the current name and the one you want.

A user's profile holds who they are and where they work — their name, role, primary location, and license number.

See User Profile