

# Setting Up Mailgun

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This guide explains how to set up and configure your aACE+ Mailgun integration. It is intended for system administrators.

The aACE+ Mailgun integration allows you to send and receive emails from within your aACE system. Mailgun is a leader in transactional email. It is the recommended email product due to its ease of setup, enhanced error capturing, and reliability.

As a transactional email program, Mailgun is designed for email-based solutions that may not involve a person. Think of Mailgun as an email 'handler'. There isn't an inbox, but instead there is a database of records that are processed *from* emails (incoming) or processed *into* emails (outgoing). aACE periodically queries this database for new records that have been created, then downloads them as incoming emails.

Within aACE, users initiate an email to be sent by the system (via the Email Viewer, Notices, or using "send email" actions in the Orders, Invoices, and Purchase Orders modules). Rather than opening an email client, aACE creates a record in the Mailgun database and indicates that it is to be sent as an email. This enables emails to be sent from an email account other than the specific individual preparing the message.

Setting up your aACE+ Mailgun integration includes eight steps:

1. [Sign Up for Mailgun](#)
2. [Create a Sub-Domain](#)
3. [Add the Sub-Domain to Mailgun](#)
4. [Add DNS Records to Verify the Sub-Domain](#)
5. [Create a Route](#)
6. [Input Credentials into aACE](#) (Contact us to configure your Integration File)
7. [Run a Test](#)
8. [Verify your Email Results](#)

## Step 1: Sign Up for Mailgun

To sign up for Mailgun, visit their [Get Started page](https://get.sinchemail.com/k0q9dtdqu6vc) (<https://get.sinchemail.com/k0q9dtdqu6vc>). Mailgun's "Foundation 50k" plan includes all the needed functionality for integration with aACE.

By signing up for your own account (rather than using a common account managed by aACE

Software), your email communications will be siloed. They will be inaccessible to aACE Software personnel and anyone else outside your organization.

During the setup, if you are prompted to select a method for integration (i.e. for sending emails), select 'API' with the language set as 'PHP'. Do *not* select SMTP.

## Step 2: Create a Sub-Domain

Create a sub-domain under your company's primary domain (e.g. **mg.mycompany.com**). If needed, consult with your IT administrator to accomplish this.

Your sub-domain will be used for aACE-related incoming and outgoing emails. Your primary domain should *not* be used because it may interfere with your organization's normal incoming and outgoing emails. Neither aACE nor Mailgun will need access to your email server, so your primary domain can remain unchanged.

For additional information on selecting a domain, please consult this Mailgun help guide:

[How do I pick a domain name for my Mailgun account?](https://help.mailgun.com/hc/en-us/articles/202256730-How-do-I-pick-a-domain-name-for-my-Mailgun-account-) (<https://help.mailgun.com/hc/en-us/articles/202256730-How-do-I-pick-a-domain-name-for-my-Mailgun-account->)

Note: If technical limitations make it impossible to create a sub-domain, another option is to create a separate domain (e.g. **www.mycompany.org**). This method would allow you to *receive* incoming emails into aACE, but not reliably send outgoing emails — the messages would originate from an unrecognized domain and would likely be flagged as spam.

## Step 3: Add the Sub-Domain to Mailgun

Log into Mailgun and add your new sub-domain to your account. For additional information, please consult this Mailgun help guide: [How do I add a domain?](https://help.mailgun.com/hc/en-us/articles/203637190-How-do-I-add-a-domain-) (<https://help.mailgun.com/hc/en-us/articles/203637190-How-do-I-add-a-domain->)

## Step 4: Add DNS Records to Verify the Sub-Domain

TXT and MX records need to be added to your new sub-domain. Please consult with your IT administrator to accomplish this.

For additional information on verifying your domain, please consult this Mailgun help guide:

[How do I verify my domain?](https://help.mailgun.com/hc/en-us/articles/360011565514) (<https://help.mailgun.com/hc/en-us/articles/360011565514>)

Note: The Mailgun control panel indicates that MX records may be optional, depending on your implementation. To fully utilize the aACE+ Mailgun integration, both TXT *and* MX records are *required*.

## Step 5: Create a Route

The route establishes that emails sent to your new domain (e.g. aace@mg.yourcompany.com) will be stored and available to aACE for retrieval. For additional information on setting up a route, please consult this Mailgun help guide: [How do I set up a route?](https://help.mailgun.com/hc/en-us/articles/360011355893-How-Do-I-Setup-a-Route-) (<https://help.mailgun.com/hc/en-us/articles/360011355893-How-Do-I-Setup-a-Route->)

Set up the Mailgun *catching* route with these settings:

- Expression Type: Catch All
- Actions: Store and notify
- Priority: 0
- Description: "Store all incoming emails for retrieval from aACE"

We recommend that you also configure an optional "Forward" route to relay all emails to an external email account that you manage (e.g. aace@yourcompany.com). This email account functions as a backup. Mailgun only stores three days of emails. This means that if the automatic process stops temporarily, emails may be lost unless you have a backup.

Set up the Mailgun *forwarding* route with these settings:

- Expression Type: Catch All
- Actions: Forward; aace@yourcompany.com
- Priority: 1
- Description: "Forward all incoming emails to backup email account"

## Step 6: Contact aACE Software to Configure and Input Credentials

After the aACE integration file is installed, your aACE Software representative will proceed with configuration steps. Currently, the administrator tools to perform these configuration steps are being developed. So, an aACE representative will need to perform this step.

## Step 7: Run a Test

Ensure that the email address you are testing with is present in aACE, whether it is your own email address or one specifically designated for Test Mode (see above). The email account can be included on a Contact, Team Member, or Company record. If the sending email address is *not* found in aACE, the message will be treated as junk mail.

- Test Incoming Email – In your email client, send a test email to your System Email Address (e.g. aace@mg.yourcompany.com). This will prompt the server to create an email record when the automation schedule next runs.
- Test Outgoing Email – In aACE, open the [Email Viewer](http://aace6.knowledgeowl.com/help/understanding-email-in-aace#SendingEmailFromaACE) (<http://aace6.knowledgeowl.com/help/understanding-email-in-aace#SendingEmailFromaACE>) from your Contact record and send a test email to an address that you know is present in aACE. This creates an outgoing email record for the server to send.

Email processing may take several minutes to complete.

## Step 8: Verify your Email Results

Confirm that:

- The emails do not bounce back in your email client with an error message.
- When you log in to Mailgun and navigate to Logs, both a “Routed” log and a “Stored” log are present, each showing the subject lines of your test emails.
- When you log in to aACE and navigate from Main Menu > CRM & Sales > Emails, your test emails are displayed there within a few minutes. (You may need to use the Quick Search bar to display recent emails.)

If a test email does *not* show up in Mailgun or aACE as expected, one of the first details to verify is that the email addresses are exactly correct. If a test email still does not show up as expected, contact your aACE partner for assistance.

## Do More with Mailgun

The transactional aspect of Mailgun allows for some sophisticated use cases. In our documentation, we summarize email functionality by saying that emails sent to “aACE@mg.yourdomain.com” will download into aACE. This is a simplification. In fact, an email sent to *any* address on the sub-domain (e.g. newinvoice@mg.yourdomain.com) will download into aACE.

This provides the foundation for a fairly powerful customization: the local-part of the email (i.e. the part before the @ symbol) can be programmed to trigger an event in aACE (e.g. neworder@mg.yourdomain.com or newexpense@mg.yourdomain.com). The local-part can tell aACE what action to perform, while the body of the email can provide the content for that action.

Although we [do not recommend automatically sending emails](#)

[\(<http://aace6.knowledgeowl.com/help/understanding-email-automation-in-aace>\)](http://aace6.knowledgeowl.com/help/understanding-email-automation-in-aace), if you would like to pursue a feature set that includes an emailing component, that could be done using Mailgun.

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