

# Automating Receipt Notifications

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This guide discusses aACE's receipt notification features. It is intended for system administrators.

aACE offers useful receipt notification features, including manually sending receipt notification emails, semi-automating the process, or fully automating it.

## The Automated Receipt Notification Process

aACE offers preferences to automate your receipt notification processes. It is important to understand these preferences and the list of criteria for the automation to be triggered.

### Automated Receipt Notification Process in aACE

Each night, aACE's receipt notification process will find all receipts that meet the following requirements:

- The related company's A/P Send Docs Via field in the Customer Details tab is set to "Email".
- The related company has a valid A/P email address in the Customer Details tab.
- The receipt notification status in the Payment Info section of a receipt is PENDING.
- The record status of a receipt is POSTED.

After the process collects these receipts, it emails the PDFs to their respective email addresses. The notification status for the sent receipts is then updated to SENT (Email).

Because the receipt notification process runs after hours rather than at the time of posting, you don't need to worry about potential mistakes that may occur throughout the day. For example, if a team member posts a receipt with an error on it, there is time to intercept the notification before the process runs that night.

For customers who may need special handling, notification can still be run manually. Upon doing this, the notification status will be updated to SENT and will not be included in that night's batch.

## Manually Set the Notification Status

Manually set the Notification Status via the Actions dropdown menu.

**Receipts**

Record: 2 of 2

# Receipt: 60001

10/01/25

**Customer Payment Details**

**Payment Info**

Company >	Amount			
Accelerated Growth Marketing	0.00			
Pmnt Method	Reference #	Customer Bank Acct	ACH Status	Notification Status
ACH				

**Invoices**

Invoice	Date	Title	Order	Grand Total	Suggested Balance	Amount	Adjustment	Total

**Bank Info**

Bank Account >

1120 | Undeposited Funds - Cash/Checks

Deposit On	Deposit Status	Batch	Bank
10/01/25			

**Actions**

- View Logs
- Find Related Receipts
- Set Notification Status to Sent**
- Revert Notification Status to Pending
- Post
- Create Adjustment
- Void
- Duplicate

You may also manually set the notification status field in the Receipts List view via the Edit dropdown menu.

Receipts

Record: 2 of 2

New

Edit

Delete

Print

Actions

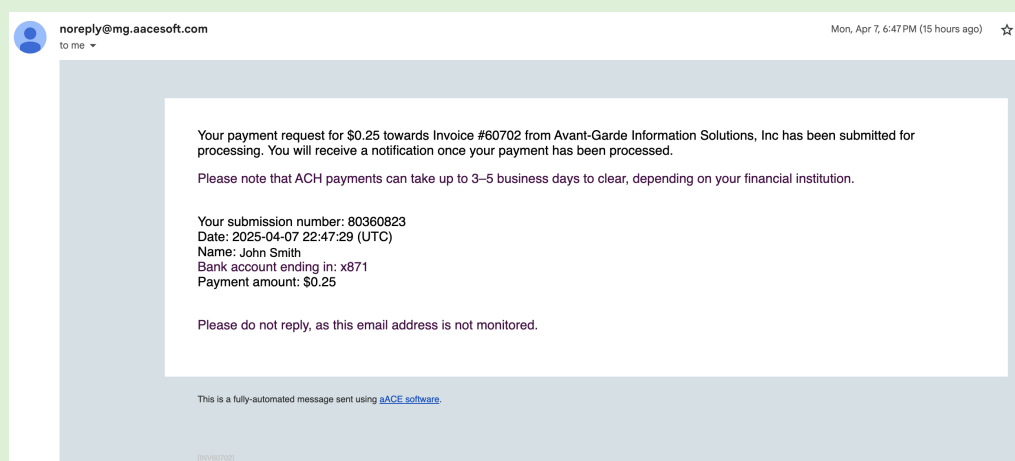
Receipts

Receipt	Date	Account	Company	Memo	Pmnt Method	Pmnt Reference	Dep Status	Batch	Amount	Tracking Status	Status
> 60000	07/03/25	1120	[ARI] Gachelin Pest	[ARI] Gachelin Pest	CREDIT CARD				388.99		PENDING
> 60001	10/01/25	1120	Accelerated Growth		ACH				0.00		PENDING
List Totals									388.99		

### If ACH is enabled, Receipt Notification Automation is Required

## When a customer makes a Payment by ACH via the Pay Now link

(<https://aace6.knowledgeowl.com/help/customer-pay-now-workflow-for-ach>), an “ACH request” email is generated immediately. It is noted that this is NOT a Receipt.



The actual receipt notice is not generated until the ACH transaction clears, the Receipt's ACH Status field is populated CLEARED and the Receipt is Posted. But, receipt email automation must be enabled for these ACH receipt notifications to be generated and sent. Otherwise, ACH Receipts created from the PayNow Link will need to be sent manually.

**Receipt: 60001** 10/01/25 **PENDING**

**Customer Payment Details** Notices Tasks Emails Docs

Payment Info					Bank Info				
Company > Accelerated Growth Marketing				Amount	Bank Account > 1120   Undeposited Funds - Cash/Checks				
Pmnt Method	Reference #	Customer Bank Acct	ACH Status	Notification Status	Deposit On	Deposit Status	Batch	Bank Rec Status >	Reconciled On
ACH					10/01/25				

**Invoices**

Invoice	Date	Title	Order	Grand Total	Suggested Balance	Amount	Adjustment	Total

## Enabling aACE Automated Receipt Notification

Once you choose to move forward with enabling automated receipt notification, you will need perform this list of setup activities:

1. Set up your Customers' A/P Email Address and Send Doc Via Preference
2. Configure the Receipt Email Template
3. Clean up old Receipts
4. Configure Notice Setup
5. Activate Automated Schedule

### 1. Set up your Customers' A/P Email Address and Send Doc Via Preference

You can choose just a few customers or set them all up at once. For a vendor to qualify for automated remittance advice, their company record must have an email in the Vendor Details tab Email field, and the Send Docs Via field must be set to "Email."

Record: 1 of 1

Company: [ARI] Gachelin Pest Control (474464) ACTIVE

Company Details | Sales & Marketing | Customer Details | Vendor Details | Finance & Accounting

**Billing Address** Sync with Office ☒

Billing Salutation (Company Name) [ARI] Gachelin Pest Control

Address

City State / Prov Postal Code

Country Postal Format Currency

**Billing Setup**

Billing Terms Net 30 A/P Contact Fior Gachelin

Send Docs Via Email acme@acme.com

Order Printout Invoice Printout Auto Cancel Disc %

**Shipping Setup** Blind Shipping

Carrier Carrier Service Account #

Shipping Terms Ship Point

Shipping Rate Type Shipping Rate Value

**Current Billing**

Last Order 3/12/2025 Credit Limit A/R Balance 0.00 Credit Balance

**Preferences**

☐ Customer PO required. Must be entered to open new orders.

**Sales History** Orders (3) Invoices Receipts (1)

Code	Vendor	Last Order	Date	Unit Price
> 15400-PLM-A02   Engine Oil Filter		> 60018   [ARI] Gachelin Pest	03/12/25	26.74

## 2. Configure the Remittance Advice Email Template

You also need to configure the receipt notification [email template](https://aace6.knowledgeowl.com/help/working-with-email-template-preferences) (<https://aace6.knowledgeowl.com/help/working-with-email-template-preferences>) with a "from" email address (e.g. ap@yourdomain.com). Complete the following steps:

### 1. Navigate from Main Menu > System Admin > Email Integration > Email Templates.

aACE Email Integration

**Email Integration**

General Settings

Mailgun

Email Data

Email Templates

Email Drafts

**System**

Request Log

**General Settings**

Web Service URL

aACE License Key

System Email Address

Email Signature (When Sent by User)

Thanks,

<<NameFirst>>

<<Title>>

<<PhoneDirect>>

<<Email>>

Email Signature (When Sent by Server)

**Data**

Disable Expired Log Purge

Reset Data

Next Expired Log Purge: 5/30/2025

**Test Mode Settings**

Enable Test Mode

Test Email

In Test Mode, all emails are sent to this address

Test SMS Email

In Test Mode, all texts are sent to this SMS email

**Incoming Email Setup**

Enable Incoming Email

Exclude Email Addresses These email addresses will not be linked to any master record

☐ Attach emails to companies, contacts, and team members by address.

☐ Attach contact emails to company record.

**Outgoing Email Setup**

Enable Outgoing Email

Notice Setup Name for Send Failure

Notice Setup for Delivery Failure (Name or ID)

☒ BCC aACE on outgoing emails.

☐ CC aACE on outgoing emails. X: Automatically deletes duplicate sent emails.

\*Sending an email via aACE with aACE CC'd will result in a duplicate email record being created by the Receive Incoming Emails process. Enable this preference to automatically remove the sent email that will be duplicated.

**Email Templates**

Estimate or Quote	Order	Sales Order Invoice
Estimate or Quote	Order	Sales Order Invoice
Invoice	Customer Statement	Receipt Notification
Invoice	Customer Statement	Receipt Notification
Packing List		
Packing List		
Purchase Order	RFQ	Vendor Follow-Up
Purchase Order	RFQ	Vendor Follow-Up
Purchase Acknowledgment	Remittance Advice	
Purchase	Remittance Advice	
Commission Statement		
Commission Statement		

- Find the Receipt Notification email template.
- Include a "from" email address (e.g. ap@yourdomain.com) in the designated field.
- You may also modify other details on the email template, such as the "subject" and "body". Consult with an aACE representative for more advanced help in [editing templates](https://aace6.knowledgeowl.com/help/editing-email-templates) (<https://aace6.knowledgeowl.com/help/editing-email-templates>).

The screenshot shows the 'Email Templates' window with the 'Receipt Notification' template selected. The 'Email Header' section includes fields for From, Reply-To, To, CC, BCC, and Subject. The 'HTML Body' section contains a template with placeholders like @Salutation, @ReceiptAmount, and @SignatureHTML. The 'Available Merge Fields' list on the right includes fields like @ReceiptOfficeName, @ReceiptID, @ReceiptAmount, @ContactNameSalutation, @ContactNameLast, @ContactNameFullFL, @Salutation, @TeamMemberNameFirst, @TeamMemberNameMiddleInitial, @TeamMemberNameLast, @TeamMemberNameFullFL, @TeamMemberInitials, @TeamMemberTitle, @TeamMemberPhone, and @Direct.

### 3. Clean up old Receipts

Once you have configured a "from" email address, you can prevent aACE from auto-sending remittance advice for old receipts.

1. Navigate from **Main Menu > Accts Receivable > Receipts**.
2. In the Quick Search links at the bottom of the module, click **Find Pending Receipt Notifications**.
3. Navigate to **Edit > Set Notification Status to Sent for List**. This will prevent the automated remittance advice process from sending remittance advice on old disbursements.

Note: You can also select **Revert Remittance Advice Status for List** to Pending if a Sent disbursement needs to be changed back to Pending.

The screenshot shows the 'Receipts' list view. The 'Edit' dropdown menu is open, showing two options: 'Set Notification Status to Sent for List' and 'Revert Notification Status to Pending for List'. The table below shows two receipts with their details.

Receipt	Date	Account	Company	Memo	Pmnt Method	Pmnt Reference	Dep Status	Batch	Amount	Tracking Status	Status
> 60000	07/03/25	1120	[ARI] Gachelin Pest	[ARI] Gachelin Pest	CREDIT CARD				388.99		PENDING
> 60001	10/01/25	1120	Accelerated Growth		ACH				0.00		PENDING
<b>List Totals</b>									388.99		

### 4. Internal Notices for Automated Remittance Advice

After the email template is configured, you can configure the notice setup that will notify specific team members of any receipt notification that was sent and which could not be sent automatically:

1. Navigate from **Main Menu > System Admin > Notice Setups > Receipt Notification Report**.
2. In the module header bar, click **Edit**.
3. In the Setup Info section, specify the team who needs to receive these notices in the Team field.

The screenshot displays the 'Notice Setup' interface for 'Receipt Notification Report (60015)'. The 'Setup Info' section on the left contains a 'Team' dropdown menu with 'A/R' selected, highlighted by an orange circle. Below it are checkboxes for 'aACE Notice' (checked), 'Email', 'SMS Email', 'Single User Completion', and 'Allow archiving'. The 'Setup Notes' section provides details about the notice being sent. The 'Notice Template' section on the right shows the 'Notice Title' as 'Receipt Notification Report <<ReportDate>>' and the 'Notice Message' body, which includes instructions for navigating to receipts and lists for 'SENT' and 'PENDING' status, along with placeholders for 'Receipts\_Sent', 'Receipts\_NotSent', and 'OtherNotes'.

4. Click **Save**.

## 5. Activate Automated Schedule

The last step is to check the checkbox to activate the Auto-Send Receipt Notifications script schedule. Navigate from **Main Menu > System Admin > System Preferences > Automation Schedules**. Scroll toward the bottom of the list in the Schedule Status sub tab. Check the checkbox next to **Auto-Send Receipt Notifications**. Close the window.

System Preferences

New Edit Delete Print Actions

aACE System Preferences

DatabaseDocumentsaACE MenuShipping SetupCustom Value ListsUnits of MeasureAutomation Schedules

Server Schedules

Schedule StatusSchedule SetupFM Server Timer Schedules

On	Schedule Script	Last Run	Group	Status	RUN
<input checked="" type="checkbox"/>	Update Current Period/Fiscal Year	90 days	C	Next: 07/04/2025 12:00 AM	RUN
<input checked="" type="checkbox"/>	Auto-Generate Progress Billing Invoices		B	Next: 05/31/2025 04:00 AM	RUN
<input checked="" type="checkbox"/>	Auto-Generate Recurring Transactions		A	Next: 05/31/2025 03:32:55 AM	RUN
<input type="checkbox"/>	Auto-Generate Daily Timesheets		B		RUN
<input checked="" type="checkbox"/>	Send Important Date Notifications		C	Next: 05/31/2025 03:32:55 AM	RUN
<input checked="" type="checkbox"/>	Auto-Reverse GJ Entries		A	Next: 05/31/2025 03:32:55 AM	RUN
<input type="checkbox"/>	Update GL Budget Actuals		A		RUN
<input checked="" type="checkbox"/>	Update Commissions		C	Next: 06/02/2025 06:00 AM	RUN
<input type="checkbox"/>	Generate Inventory Replenishment		C		RUN
<input type="checkbox"/>	Generate COGS Reconciliation		A		RUN
<input type="checkbox"/>	Generate COGS Reconciliation		B		RUN
<input type="checkbox"/>	Archive Data		A		RUN
<input type="checkbox"/>	Credit Card Expiration Notifications		B		RUN
<input checked="" type="checkbox"/>	Send Pending Notices		B	Next: 05/31/2025 03:32:55 AM	RUN
<input type="checkbox"/>	Auto-Send Remittance Advice		G		RUN
<input type="checkbox"/>	Auto-Send Receipt Notifications		G		RUN
<input type="checkbox"/>	Process Web Orders		A		RUN