Emailing Receipt Notifications

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This guide explains receipt notification statuses and manually sending receipt notifications. It is intended for general users.

aACE offers useful receipt notification features, including manually sending receipt notification emails, partially automating receipts, or fully automating receipt notifications (https://aace6.knowledgeowl.com/help/automating-receipt-notification). You can use aACE 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.

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Understanding Receipt Notification Statuses

The Notification Status field on the receipt detail view displays the receipt notification status. There are several different statuses:

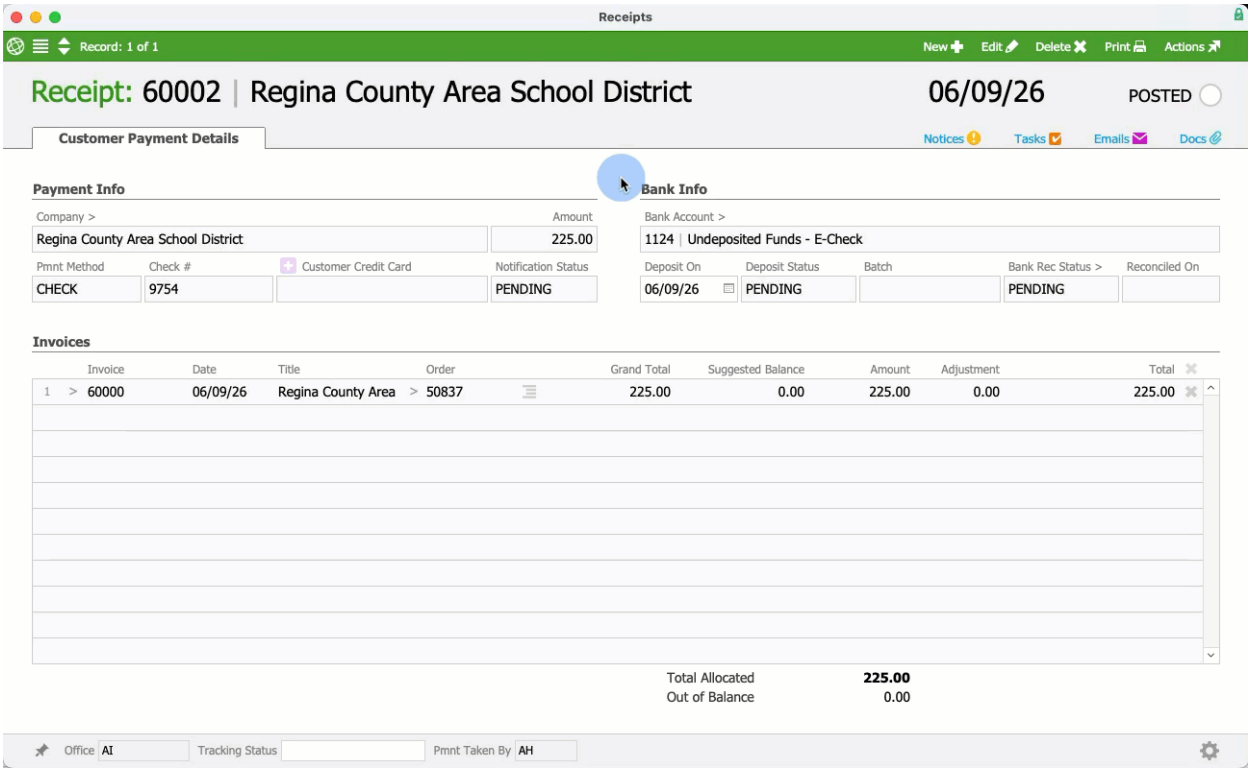
- **Pending** — The receipt notification will be sent with the nightly Auto-Send Receipt Notifications automation schedule (if configured).
- **Sent, Sent (Email), Sent (Print)** — The receipt notification has been sent.
- **Void** — If the related company Send Docs Via field is N/A, then the Notification Status field will update to Void if the receipt notification is auto-emailed.

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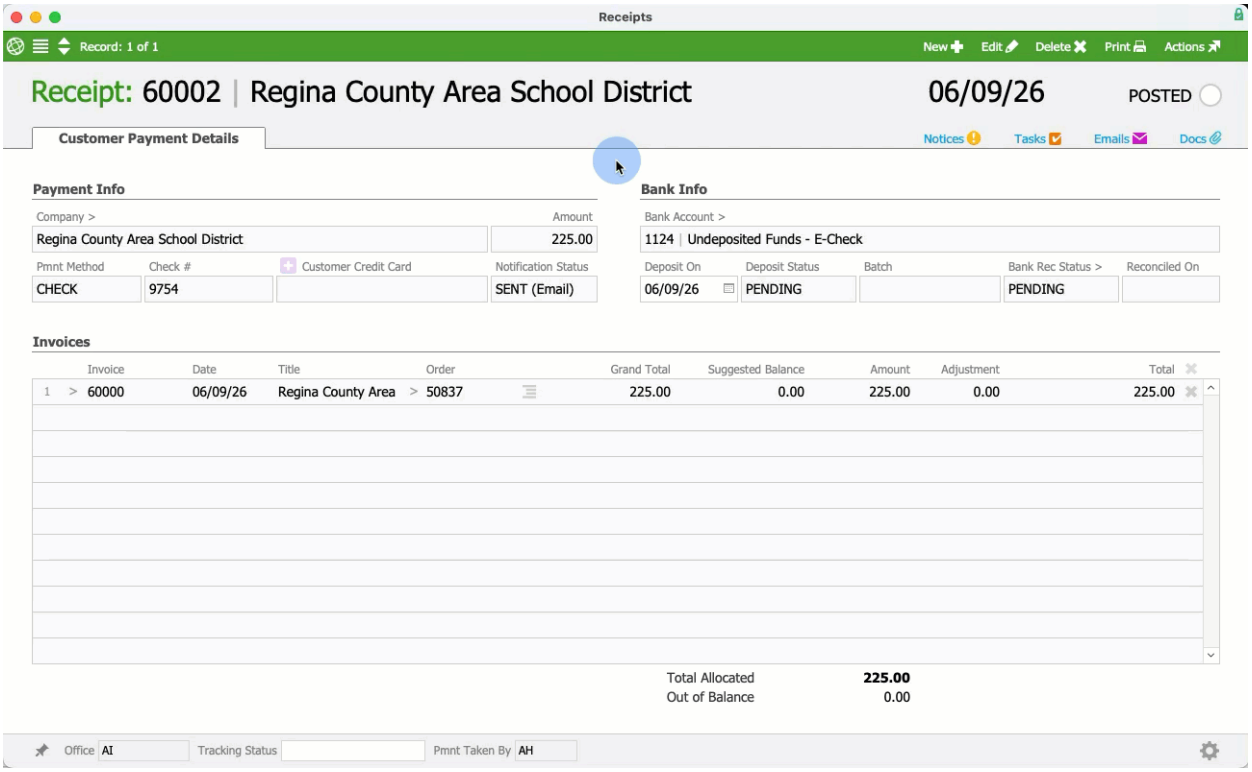
Manually Sending Receipt Notifications

Receipt notifications can be sent manually. This is helpful for customers who might need special handling. When you send a receipt notification manually, the notification status will be updated to SENT and will not be included that night's automated receipt process.

To manually send a receipt notification, select Print > Email Receipt Notification. aACE displays the aACE Email Composer, and the Notification Status will display as SENT even if Send is not selected in the aACE Email Composer.



If you did not select Send in the aACE Email Composer and need the Notification Status to show Pending, select Actions > Revert Notification Status to Pending.



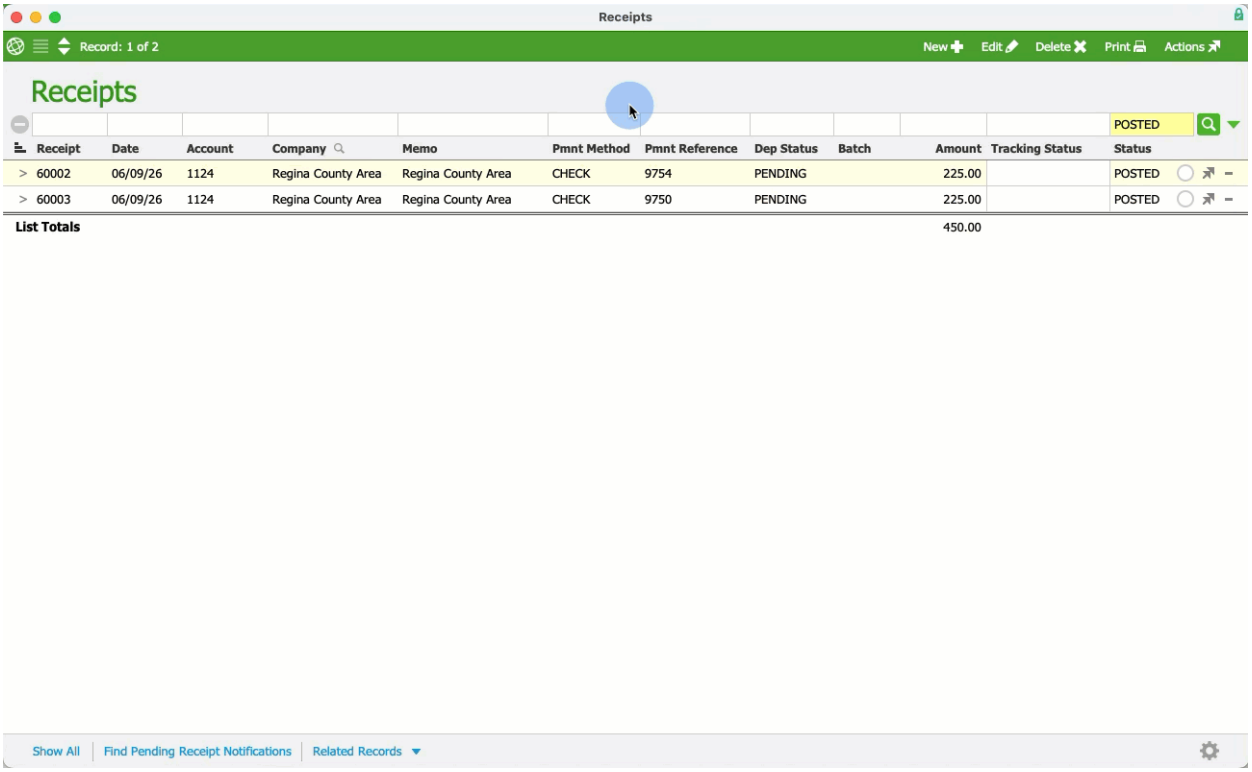
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Automatically Sending Receipt Notifications

There are two methods to automatically send receipt notifications: the Auto-Email action and the Auto-Send Receipt Notifications automation schedule.

Sending Emails Using Auto-Email Action

When you send a receipt notification using the Auto-Email list view action, the notification status is updated to Sent (Email) and a Pending email record is create to be sent with the Send Outgoing Emails automation schedule. Select Print > Auto-Email Receipt Notifications for List at the Receipts list view.



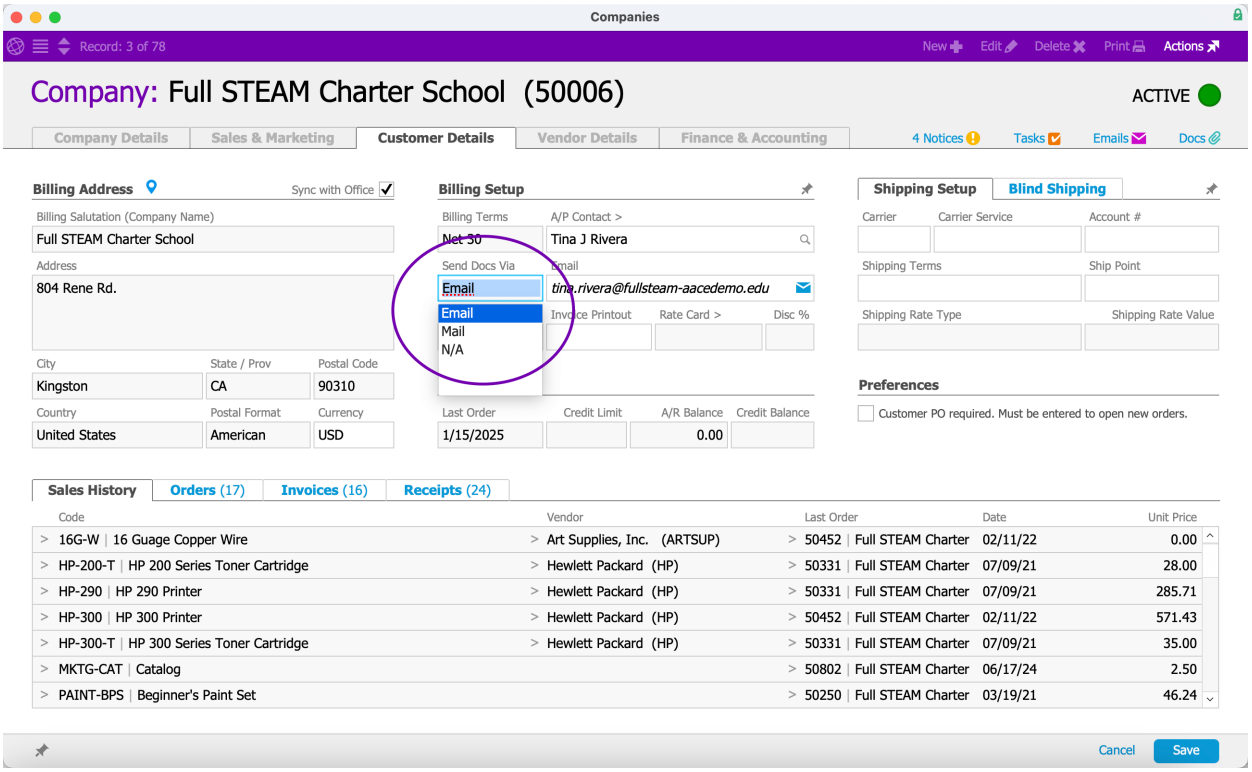
Sending Emails Using Automated Receipt Notifications

Once your system administrator has [configured your aACE system for automated receipt notifications](https://aace6.knowledgeowl.com/help/automating-receipt-notification), aACE will automatically send receipt notifications through the nightly Auto-Send Receipt Notifications automation schedule.

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Preventing Receipt Notifications

If you have a customer who should not receive receipt notifications, you can update the Send Docs Via field to N/A in their company record > Customer Details tab.



If a receipt notification for the company is included in an automated email batch, aACE will update the Notification Status to VOID and will not email a receipt notification.