

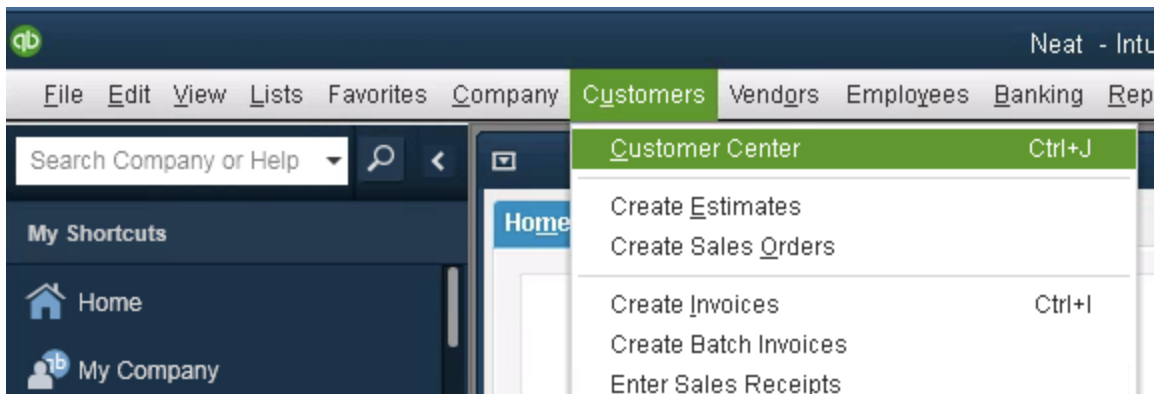
View Emails Sent from QuickBooks

Occasionally, a user wants to confirm that emails are being sent from QuickBooks but are not seeing the emails in the Sent folder of their email client. These are a few ways to help a user check to see if QuickBooks is actually sending emails to the user.

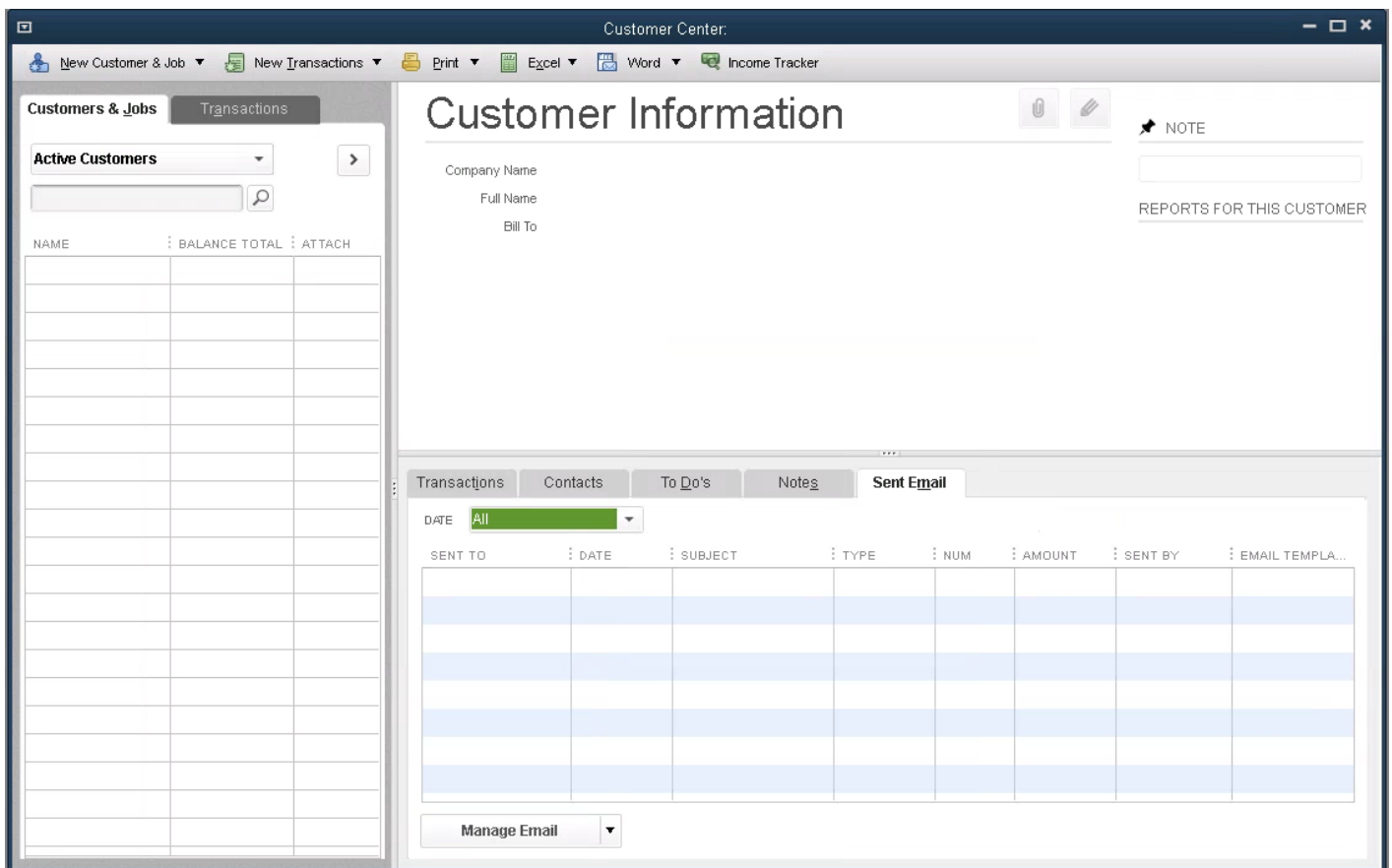
- 1. Before proceeding with any of the other steps, confirm that the user has the correct email address:**
 - a. Go to **Customer Center** and double-click on the customer to edit the information.
 - b. In the **Address info** tab, verify that the email address for the customers is accurate and formatted correctly.

The screenshot shows the 'Edit Customer' window in QuickBooks. The window title is 'Edit Customer'. At the top, there is a 'CUSTOMER NAME' field with 'Sample Customer' entered. Below that, 'CURRENT BALANCE 0.00' is displayed, along with a link 'How do I adjust the current balance?'. The main content area is divided into several sections. On the left, there is a sidebar with tabs: 'Address Info' (selected), 'Payment Settings', 'Sales Tax Settings', 'Additional Info', and 'Job Info'. The 'Address Info' section contains fields for 'COMPANY NAME' (Company), 'FULL NAME' (Mr./Ms./J., Example, M.I., Customer), 'JOB TITLE', 'Main Phone' (111-222-3333), 'Main Email' (customer@company.com), 'Work Phone', 'CC Email', 'Mobile', 'Website', 'Fax', and 'Other 1'. Below these is the 'ADDRESS DETAILS' section, which includes 'INVOICE/BILL TO' (Sample Customer, Example Customer), 'SHIP TO' (dropdown), and a 'Copy >>' button. At the bottom left, there is a checkbox 'Customer is inactive' which is checked. At the bottom right, there are 'OK', 'Cancel', and 'Help' buttons.

2. To view all emails sent to a specific customer in QuickBooks 2014 or later:
- Navigate to **Customers** and then to **Customer Center**.

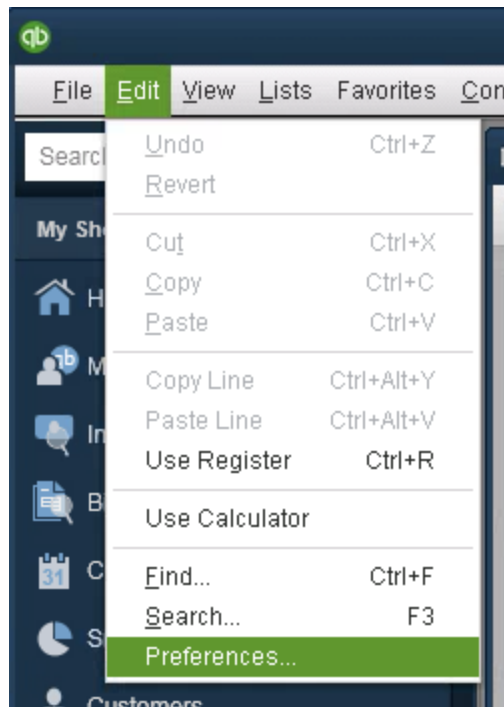


- Select a customer and click on the Sent Email tab.



3. To view all emails sent to a specific invoice QuickBooks 2013:
 - a. Navigate to the invoice in question.
 - b. Select **History** (at the top of the invoice tool bar). You should see the status of sent date and send method (email).

4. If a user would like to add themselves as a BCC to all emails sent so that a record is always stored in their email client:
 - a. Go to **Edit** then **Preferences**.



- b. Select **Send Forms** then **Company Preferences**.
- c. Type your own email address in the BCC (Blind Carbon Copy) field.
 - i. This will send a copy of any form you email to you as well as the other recipient(s).
 - ii. If you get the copy and the recipient's email address recorded is correct, then this should indicate that the email has been sent from QuickBooks.

