

Delivery Receipt and Read Receipt

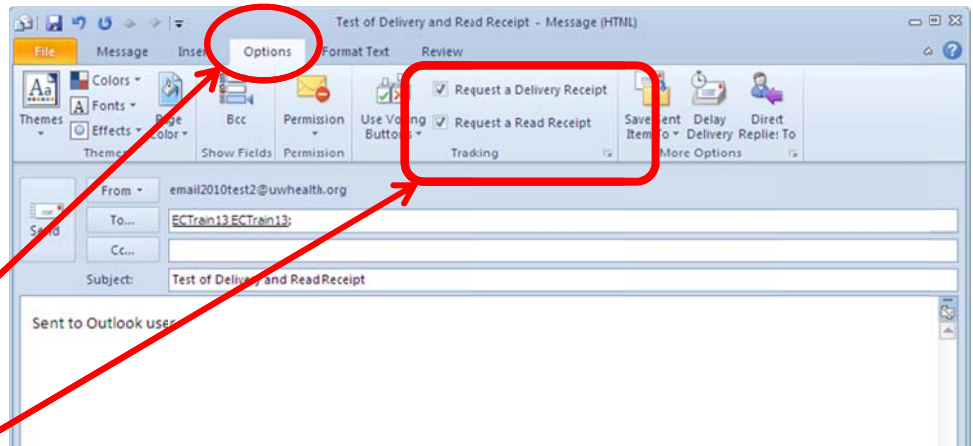
Delivery Receipt: Confirms delivery of your email message to the recipient's mailbox, but not that the recipient has seen it or read it

Read Receipt: Confirms that your message was opened

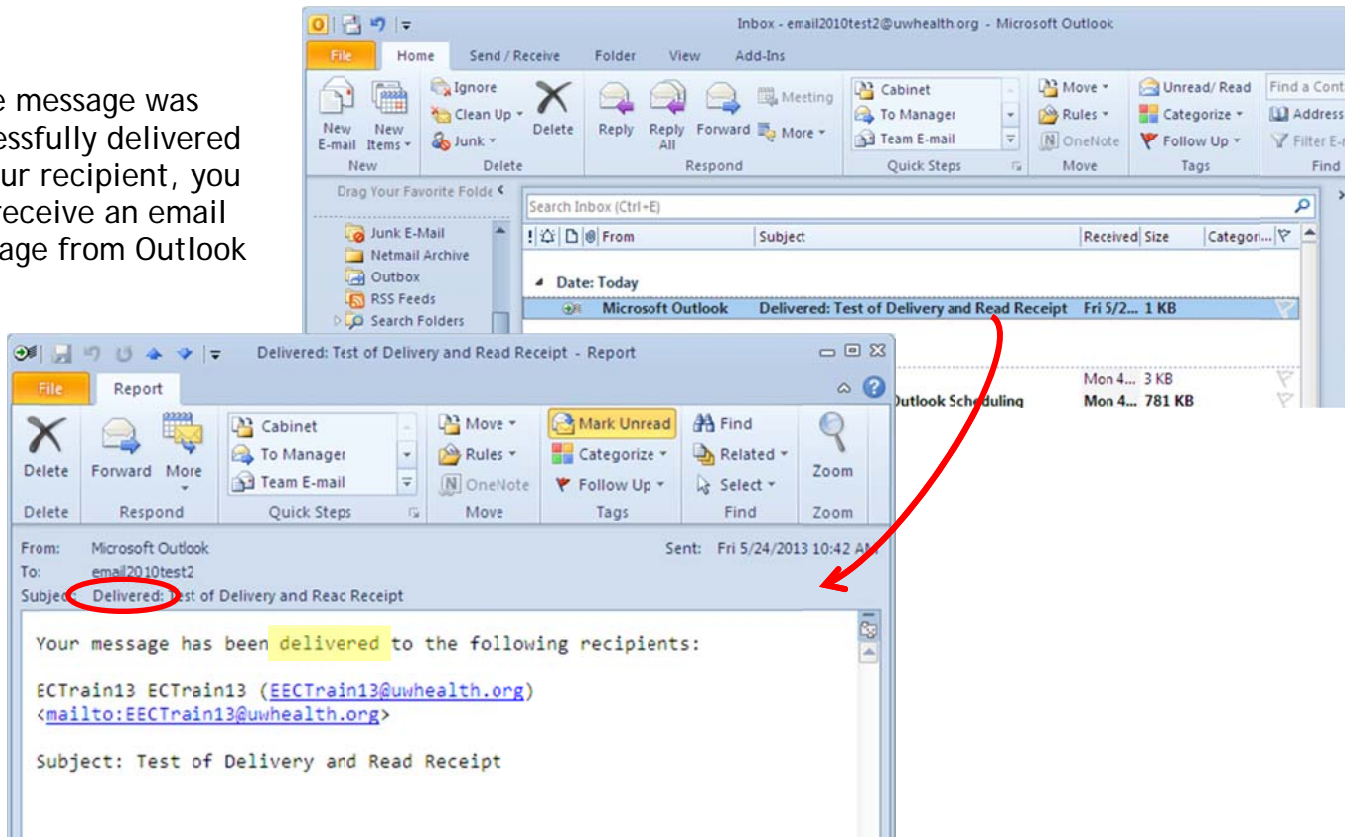
If you want a Delivery and/or Read Receipt, you need to request them BEFORE you send an email message

Open a new mail message and click the Options tab

Select Request a Delivery Receipt and/or Request a Read Receipt



If the message was successfully delivered to your recipient, you will receive an email message from Outlook



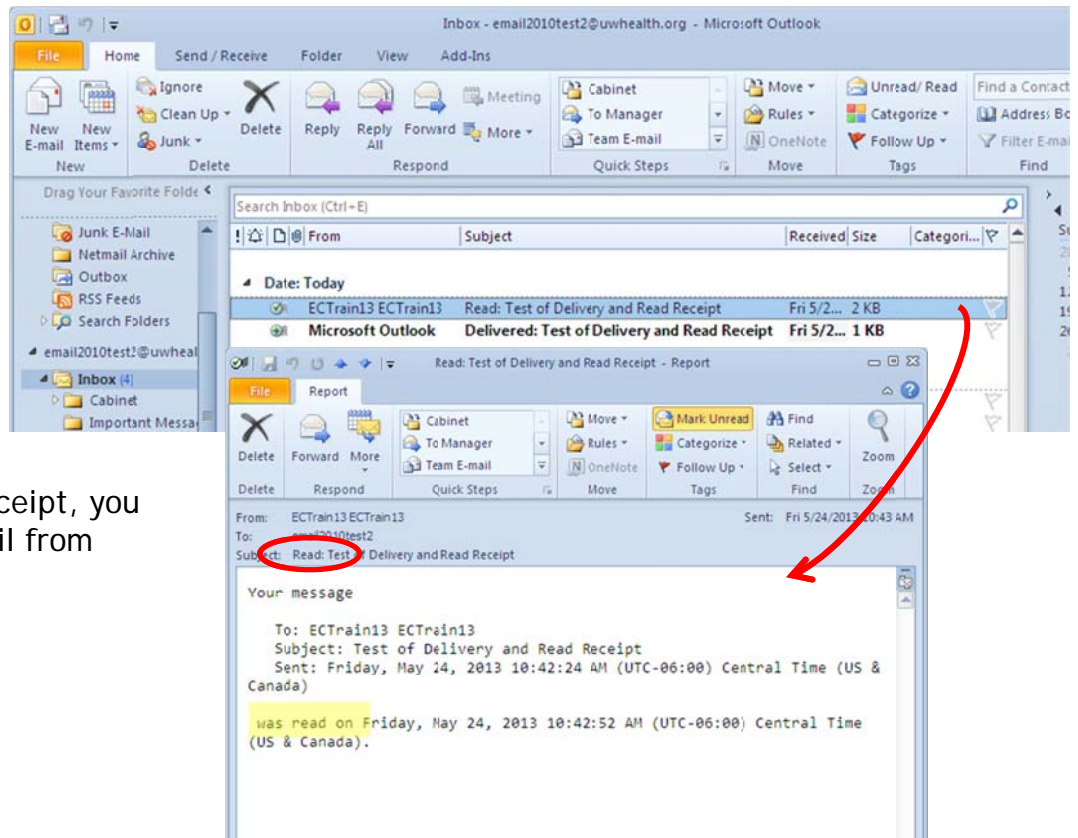
Your recipient will receive this message when opening an email that has a Delivery Read request

They can choose to send a receipt or not



If they do not send a receipt, you will not get any notification of that fact

If they do send a receipt, you will receive an email from Outlook



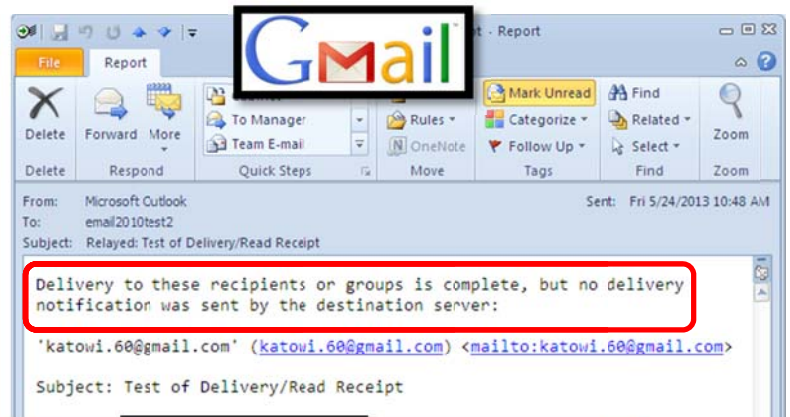
FYI:

Delivery and Read Receipts work best *within* our email system (UWMF, DFM, ACHC)

External email systems will vary depending upon their configuration and should not be depended upon for an accurate response

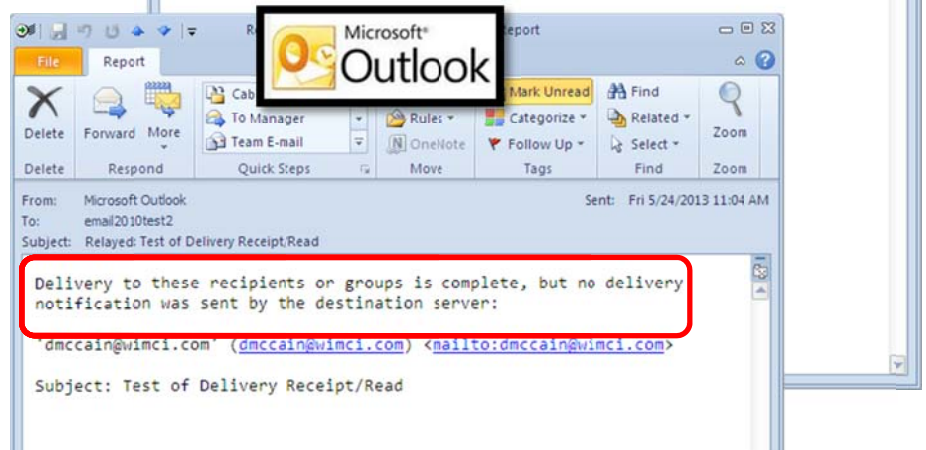
It is not advisable to attach a Delivery/Read Receipt request to every message

Depending on the configuration of external email systems, they may or may not support Delivery Receipts and/or Read Receipts

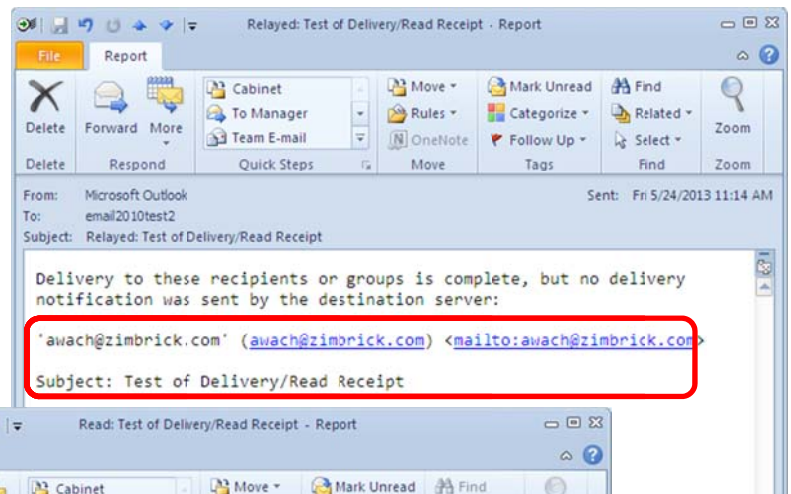


In the case of Gmail and some other Outlook email systems, you may not receive a true Delivery Receipt, but a notification that your message was sent

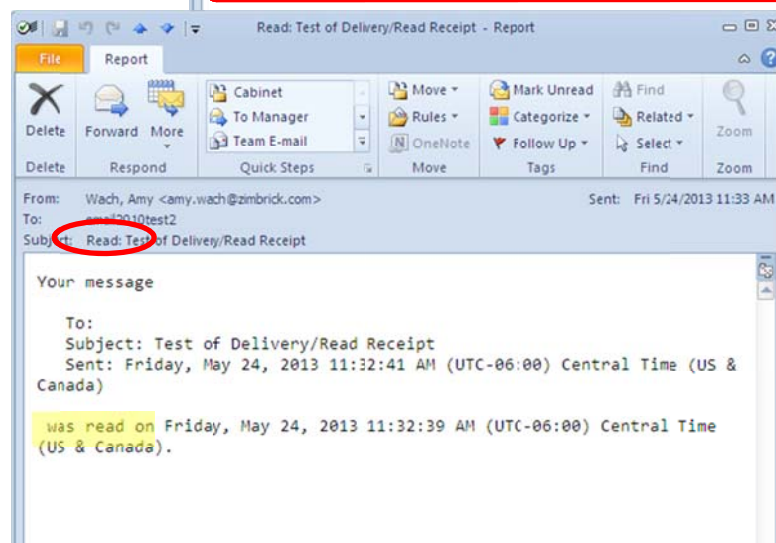
However, no Read Receipt is generated



Another scenario is that you will receive a notification that your message was sent - not a "true" Delivery Receipt



Then you will also receive a Read Receipt when your recipient reads your message



Again - it all depends on how the external email system has been configured to handle Delivery and Read Receipts