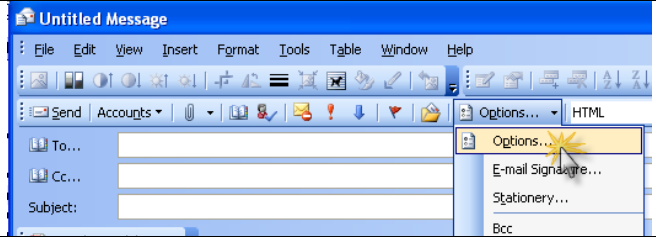


## Mail Message Receipts

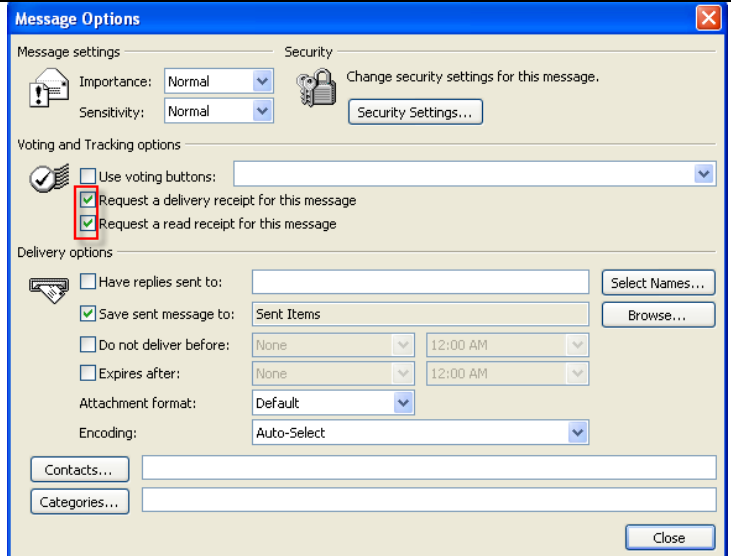
Outlook does not have the capability of seeing if and when a recipient has opened a mail message. If you need to know when a recipient has opened and/or read your mail message, you must do these steps **BEFORE** sending your message.

Click Options

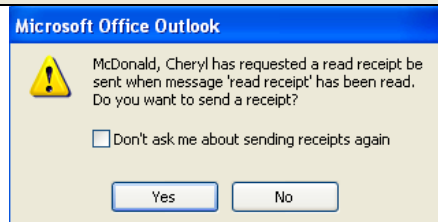


Click the tracking options you want—Request a delivery receipt for this message and/or Request a read receipt for this message.

*(Note: "Request a delivery receipt" means that the message arrived in the recipient's mailbox. "Request a read receipt" means that the message was opened by the recipient.)*



The recipient will see this pop up window when opening the e-mail with a read receipt giving him/her the option of sending you a receipt.



If the recipient elects to send you a receipt, you will receive the receipt in your inbox noting the date and time.

