

Email Guide: Inbox, Order Emails, and Customer Communication

Communication | Office staff and managers

Manage email inside FlintPOS so messages, order follow-up, statement delivery, and customer communication stay tied to the right customer, order, or supplier record.

What This Guide Helps You Do

- Use FlintPOS email as part of the workflow instead of a separate mailbox.
- Choose when to send a receipt, statement, reminder, or payment link.
- Keep communication attached to the right customer and order context.

WHY EMAIL BELONGS IN FLINTPOS

When staff jumps out to a personal mailbox, the business loses context. FlintPOS keeps email tied to customer and order records so the office can see how a message connects to the customer, order, or supplier record. That makes follow-up faster and reduces confusion when multiple people touch the same account.

TYPICAL EMAIL JOBS

- Order receipts and confirmations after checkout.
- Payment-link emails when a customer needs a self-service way to settle a balance.
- Statements and reminders for customer accounts that need collections attention.

HOW TO KEEP EMAIL USEFUL

- Search and filter first so the inbox becomes a work queue instead of a long unread stack.
- Send from the FlintPOS workflow whenever possible so the communication is tied to the right record.
- Keep templates and sender configuration clean so customers recognize the message and trust the link.

BEST PRACTICES

- Verify your sender setup before relying on receipts or reminder automation.
- Keep customer contacts current so messages do not disappear into old inboxes.
- Use the right message for the job: receipt for proof, statement for summary, reminder for collections, payment link for action.

DAILY INBOX ROUTINE

- Start with unread and AP-flagged messages.
- Open the message detail before replying so linked records are visible.
- Use the built-in compose and reply flow so the communication history stays in FlintPOS.

WHY AP FLAGS MATTER

Flagging a message for accounts payable keeps supplier invoices and payment requests visible to the office team without forwarding the same message chain through multiple inboxes.

Keep Going

Use the FlintPOS Docs hub to search for related guides by role, category, or job to be done. Open the interactive walkthrough at </quickstart/email.html> when you want a screen-by-screen visual refresher.