

Emailed reports / receipts are not being sent

Summary:

Emailed reports / receipts are not being sent. No errors, and a test from Management Console emails successfully.

Cause:

Discrepancy in 'From' email in Counterpoint.

Solution:

Ensure the 'From' email address in Management Console is the same as the email address in Setup/System/Company/Contact 1/Email 1 and Setup/Point of Sale/Stores-Contact 1 - Email.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1039>