Mobile - Email-in FAQs

Credentials

What happens if I have forgotten my unique email and haven't saved it to my phone contacts?

To view your unique email address, tap the **Navigation Menu** and then tap **Email-In**.

My unique email address isn't working?

It is important to follow the steps in Mobile - Enable Email-In correctly. If you are still running into problems, contact your local administrator.

Password

My emailed receipt's information isn't correct. Why is this happening?

Sometimes the information that is read by OCR technology isn't correct. This could be due to poor image quality or incorrect information being associated with the wrong field. In rare cases you may have to manually input the receipt information.

Emails

Will it cost me anything to send an email?

Setting up the Email-in feature is completely free and sending the receipt email will use the normal amount of mobile data required to send an email. For more information, visit Mobile - Email-in Feature Overview.

Do I have to save my unique email address to my contacts in order to use the Email-in feature?

No, this is completely optional. We recommend you do this to save time when emailing, as you can quickly access the saved contact.

How do I know if the email has sent?

There are two ways of checking this. Firstly, you can check that there is a new receipt within your receipt wallet. Alternatively, you can check your email inbox for a bounce back email; these are sent when your email delivery has failed. It will look something like this:

Selenity Expenses Email-In size limit exceeded

D do-not-reply@email-in.sel-expenses.com
To ✓

Message not delivered

The email you tried to send exceeded the maximum size of 10 MB.

Recipient Address:
Message subject: Hotel Invoice
Date received (UTC Time Zone): 07/08/2020 09:36:21