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# Send customer emails

Configure and send invoicing emails to your customers.

## INVOICE COMPLIANCE

Stripe [invoices](#) are flexible and [customizable](#). Because you know more about your customers and your business than Stripe does, make sure your invoices include all of the required information.

Set up Stripe to send important email notifications and reminders to your customers. Certain email notifications contain a link to a Stripe-hosted page that customers can use to confirm or update their payment details.

In your [Email settings](#), you can opt out of sending your customers emails for successful payments. If you're [automatically charging](#) a customer and you've turned off emails for successful payments, they won't receive an [email receipt](#). To learn how to send automatic email receipts, see [Email receipts and paid invoices](#).

To turn on automatic reminders, navigate to your [Invoicing settings](#) and scroll down to **Manage advanced invoicing features** > **Send reminders if a one-off invoice hasn't been paid**. Select if you want Stripe to send the reminder before, when, or after the invoice is due. You can choose from a set of predefined options.

If you've set up and verified a [custom email domain](#), we send invoicing emails from that domain.

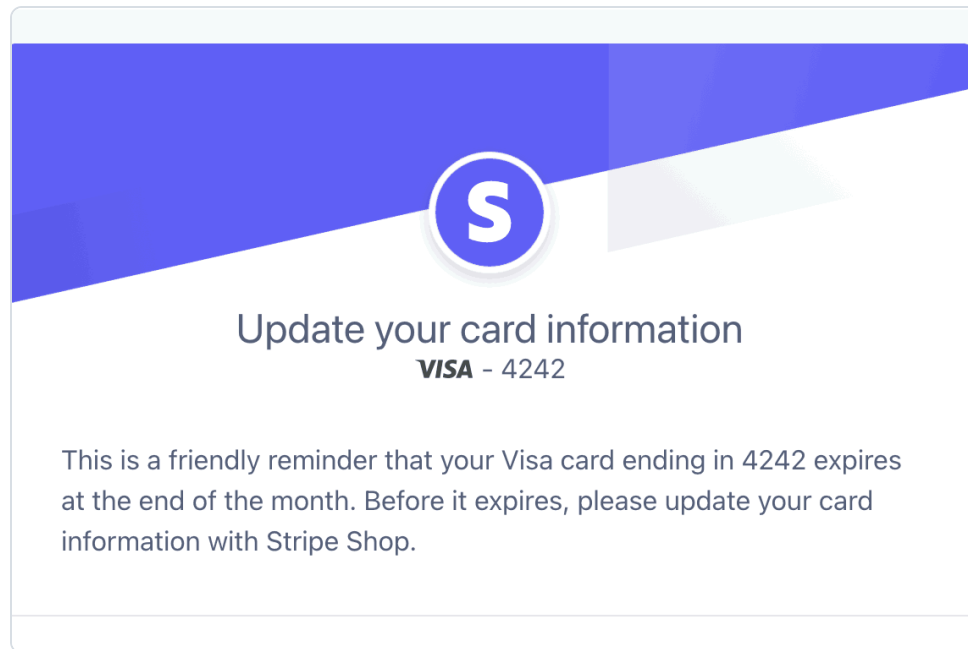
## Customer emails

You can configure Stripe to send email notifications or reminders to your customer:

- Upon failed payment attempts.
- After Stripe [finalizes](#) an invoice.
- With [receipts](#) after invoices are paid.
- When a payment requires [3D Secure](#).

- When a card on file is about to expire.
- If a one-off invoice hasn't been paid.
- When a credit note is created.
- When refund is issued.
- When a subscription trial is ending.
- Upon cancellation of subscription.

Before you start sending email notifications and reminders, you can customize your [branding](#).



Remind your customers to update their card information

## Email reminders

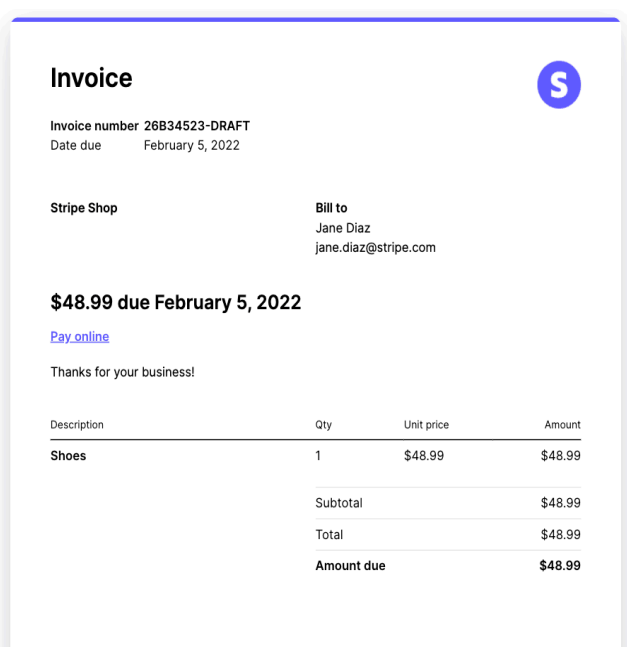
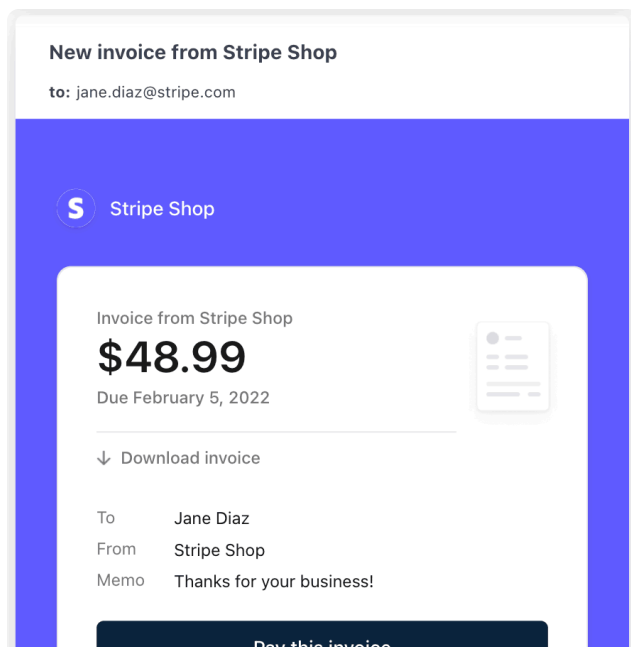
You can send one-off invoice email reminders to your customers using the Dashboard or API. If you'd like to send an email reminder about an expiring card, go to [Prevent failed payments](#).

[Dashboard](#)

[API](#)

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To send a one-off invoice email reminder, go to the [Invoices page](#). Click on the customer's invoice, followed by **Send invoice**. Before you resend an invoice, Stripe shows you a preview of the [Hosted Invoice Page](#). You can download the associated invoice PDF by clicking **Invoice PDF** on the **Invoice details** page.



## Email notifications

You can send email notifications to your customers by configuring your Dashboard settings:

- To send an email notification when a card payment fails, go to [Manage failed payments](#).
- To email finalized invoices, navigate to [Manage invoices sent to customers](#).
- If you'd like to send an email notification with a receipt after a successful payment, go to your [Email settings](#).

### Note

Learn more about how you can use customer emails to [recover revenue](#).

## 3D Secure payments

If charging a customer's card on file requires them to complete 3D Secure authentication and you've enabled [Send a Stripe-hosted link for cardholders to authenticate when required](#) in your [3D Secure settings](#), Stripe sends an email. The email links to a Stripe-hosted page where they can confirm the payment.

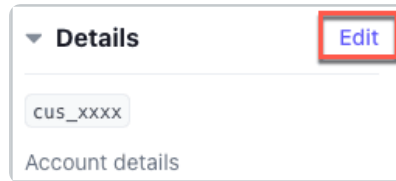
## Additional email recipients

You can provide additional recipients to your customer's Billing emails (including receipts sent after successful payments) using the Dashboard.

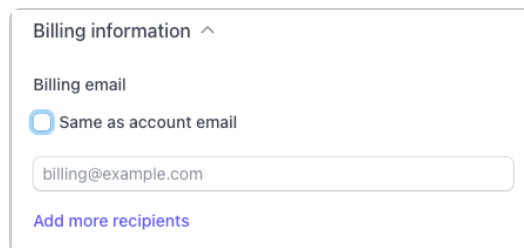
### Note

The Stripe API doesn't currently support adding recipients to Billing emails.

- 1 Go to the [Customers page](#) in your Dashboard.
- 2 Click the customer you want to add email recipients for to open the customer's detail page.
- 3 Click the **Edit** link in the **Details** section of the left pane to open the **Update customer** dialog.



- 4 In the **Billing information** section of the **Update customer** dialog, unselect the **Same as account email** checkbox.



- 5 *(Optional)* Set the value of the displayed field to a comma-separated list of emails that should be in the "To" line of Billing emails. If you leave this field blank, Stripe continues to use the account email.
- 6 Click the **Add more recipients** link to access the **Emails to CC** field. Set the value of the field to a comma-separated list of email addresses that you want in the CC line of Billing (Invoice and Subscription) emails.

If you add recipients to the Customer using the previous steps, Stripe automatically pre-populates these emails to invoices you send through the Dashboard.