

# Email Notifications with Verified Domain Authentication

Dear Partners,

We understand the importance of personalization and brand consistency for communications between **suppliers** and **customers**.

Our API service to [send PDF invoices by email](#) allows the **suppliers** the possibility of setting a specific “: **from**” **email address with supplier’s own domain** for the notifications that are sent **by our server** to their **customers**.

Therefore, to enable a specific “: from” email address with supplier’s own domain, **it will be necessary to perform domain authentication**.

This process will ensure that **suppliers** email notifications are not only personalized but also delivered securely to **customers** email inboxes.

## What is Domain Authentication?

Involves verifying the ownership of the email domain that is used for sending notifications.

It is a crucial step in ensuring the deliverability of emails and preventing them from being marked as spam.

## Why is Domain Authentication important?

- **Enhanced Deliverability:** Authenticated domains are more likely to reach the inbox instead of being flagged as spam.
- **Brand Trust:** Emails sent from supplier’s email address domain instill trust in the customers, as they recognize the source as legitimate and authentic.
- **Improved Open Rates:** Trusted emails are more likely to be opened and read, leading to better engagement with your audience, enhancing the credibility of the email messages.

# Steps to Request Email Domain Authentication

## [1<sup>st</sup> Step] Access to a webform to request supplier email address domain authentication:

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### Email Notifications with Verified Domain Authentication

Enhance supplier-customer communication for personalized PDF invoice emails.  
Set a specific "From" email domain for your notifications, ensuring brand consistency. Domain authentication is required for this customization.

[Download instructions](#) [Request Domain Authentication](#)

#### Request Form for Email Domain Authentication

- Fill in all the requested information and submit the form.  
After submitting, a support ticket will be created and associated to partner contact.
- The support ticket will be used to:
  - Interact with the partner contact;
  - request or provide all the necessary information to complete this configuration
  - feedback about the conclusion of this configuration

**Partner information**

Company name \*  
My Company

Company vat number \*  
PT555371620

Contact name \*  
John doe

Contact email \*  
partner@email.com

Contact phone \*  
93X XXX XXX

**Email Domain Request**

List the "from" email domain to authenticate:

Supplier Email \*  
supplier@email.com

Supplier VAT \*  
PT555371620

\* Required fields

[Submit](#)

**What is Domain Authentication?**

Domain Authentication is a mechanism that verifies the ownership of the email domain, that is used for sending notifications. This configuration will ensure that the customers can receive emails from a trusted source, enhancing the credibility of the email messages and preventing them from being marked as spam.

**Why is Domain Authentication Important?**

- Enhanced Deliverability:** Authenticated domains are more likely to reach the inbox instead of being flagged as spam.
- Brand Trust:** Emails sent from supplier's email address domain instill trust in the customers, as they recognize the source as legitimate and authentic.
- Improved Open Rates:** Trusted emails are more likely to be opened and read, leading to better engagement with your audience, enhancing the credibility of the email messages

[Download instructions](#) [Request Email Domain Authentication](#)

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- The **webform** will request all the data necessary to create the **email domain authentication request**.
- After filling all the required information at webform, a **support ticket will be created**, and **our support team** will start managing your request.
- From now on, **all feedback** will be provided **by the ticket emails**, please be patient while the ticket is being managed.

**Important note:** Please ensure the **accuracy** of the email address provided, as it will be used as the **"from"** email set in

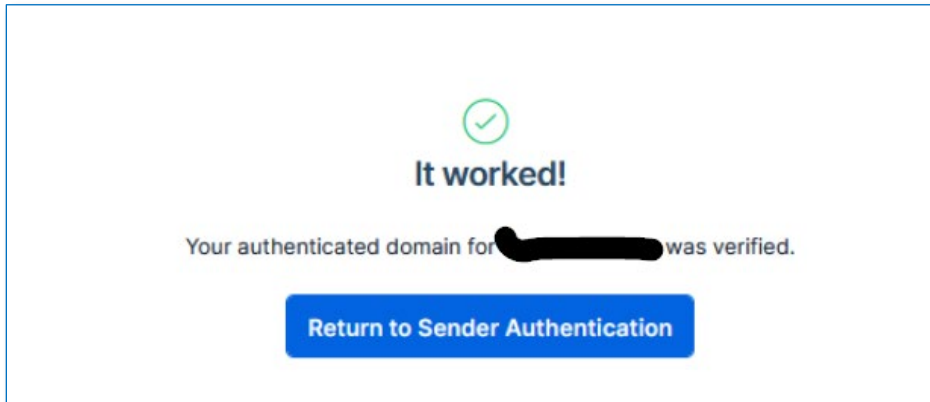
[Request Domain Authentication](#)

**[2<sup>nd</sup> Step] Giving feedback about and Domain Name Server (DNS) Record setup:**

Type	Host	Value
CNAME	xx9080.yourdomain.com	u12345678.wl135.sendgrid.net
CNAME	PRD.domainkey.yourdomain.com	PRD.domainkey.u12345678.wl135.sendgrid.net
CNAME	url0102.yourdomain.com	sendgrid.net

*This image has not  
real values!*

- When our **support team** has already finished to setup the request, feedback will be sent **by ticket email**, with the specific **DNS records** that need to be added to **supplier's DNS Server**.
- These records are essential for performing **SPF (Sender Policy Framework)** and **DKIM (Domain Keys Identified Mail)** authentication.
- Please reach out to your **IT team or your IT Provider** to **perform** these DNS record configurations.
- When **IT Team** or **IT Provider** have **finished** DNS record configurations, **please return feedback to our support team by the ticket email**.

**[3<sup>rd</sup> Step] Confirmation test to enable DNS Record setup:**

- After **our support team** tests the DNS records settings with **success**, feedback will be sent **by ticket email** informing that this setup is now **finished**, so the **supplier can start using specific ": from" email address**.

If you have any questions or need assistance during this process, please do not hesitate to reach out to our support team at [helpdesk@saphety.com](mailto:helpdesk@saphety.com)

Thank you for choosing our services. We look forward to assisting you in creating a seamless and trustworthy communication experience for your customers.

**Best regards,**  
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