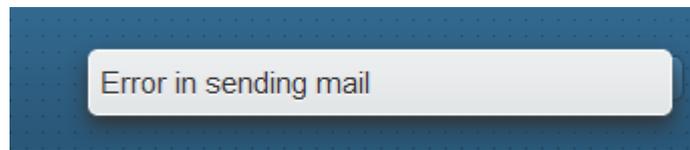
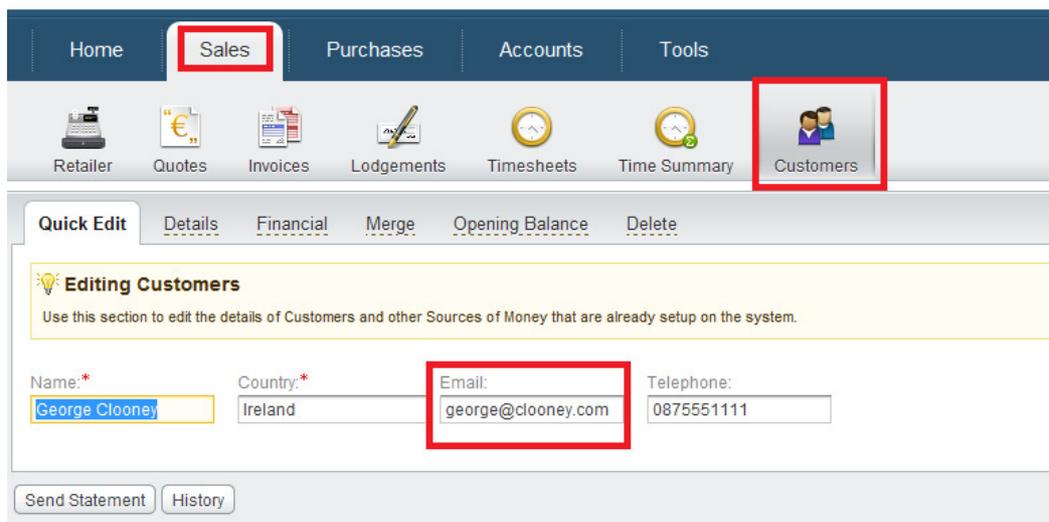


Error in sending email

If you are getting this error when emailing invoices, statements or quotes from within SortMyBooks:

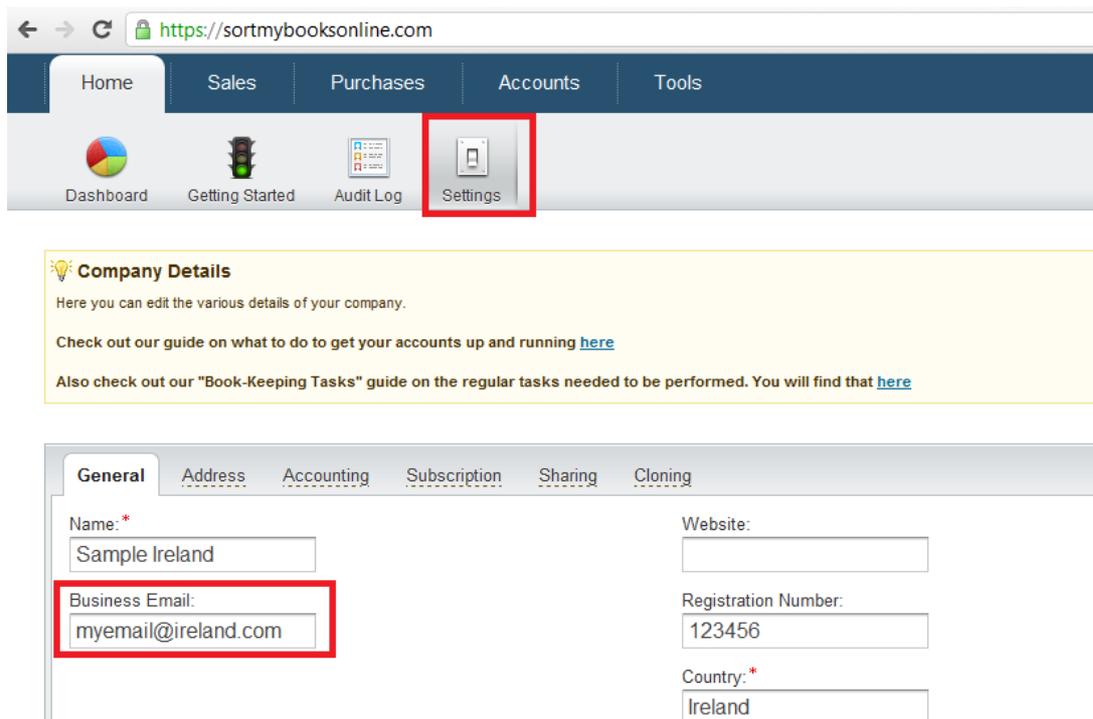


First, check that you have recorded an email address for the customer by clicking Sales, Customer. Click on the customer's name and check that the email address recorded is valid.



The screenshot shows the SortMyBooks interface. The top navigation bar includes 'Home', 'Sales', 'Purchases', 'Accounts', and 'Tools'. Below this, there are icons for 'Retailer', 'Quotes', 'Invoices', 'Lodgements', 'Timesheets', 'Time Summary', and 'Customers'. The 'Customers' icon is highlighted with a red box. Below the navigation bar, there are tabs for 'Quick Edit', 'Details', 'Financial', 'Merge', 'Opening Balance', and 'Delete'. The main content area is titled 'Editing Customers' and contains a form with the following fields: 'Name:*' (George Clooney), 'Country:*' (Ireland), 'Email:' (george@clooney.com), and 'Telephone:' (0875551111). The 'Email' field is highlighted with a red box. At the bottom, there are buttons for 'Send Statement' and 'History'.

Also, if you have ticked the Bcc box when sending your invoice/quote/statement check that you have a valid email address in your Settings, Business Email section



The screenshot shows the SortMyBooks interface. The top navigation bar includes 'Home', 'Sales', 'Purchases', 'Accounts', and 'Tools'. Below this, there are icons for 'Dashboard', 'Getting Started', 'Audit Log', and 'Settings'. The 'Settings' icon is highlighted with a red box. Below the navigation bar, there are tabs for 'General', 'Address', 'Accounting', 'Subscription', 'Sharing', and 'Cloning'. The main content area is titled 'Company Details' and contains a form with the following fields: 'Name:*' (Sample Ireland), 'Website:', 'Business Email:' (myemail@ireland.com), 'Registration Number:' (123456), and 'Country:*' (Ireland). The 'Business Email' field is highlighted with a red box.