

## 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:

The screenshot shows a webform titled "Request Form for Email Domain Authentication" on the SOVOS Saphety website. The form is divided into several sections:

- Header:** "SOVOS Saphety" logo and "Email Notifications with Verified Domain Authentication".
- Introduction:** A short paragraph explaining the purpose of the form and a "Request Domain Authentication" button.
- Form Fields:**
  - Partner information:** Fields for "Company name", "Company vat number", "Contact name", "Contact email", and "Contact phone".
  - Email Domain Request:** Fields for "Supplier Email" and "Supplier VAT".
- Submit:** A large blue "Submit" button.
- Footer:** "What is Domain Authentication?", "Why is Domain Authentication Important?", and "Request Email Domain Authentication" button.

- 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 provides, as it will be used as the "from" email set in the notifications.

[Request Domain Authentication](#)

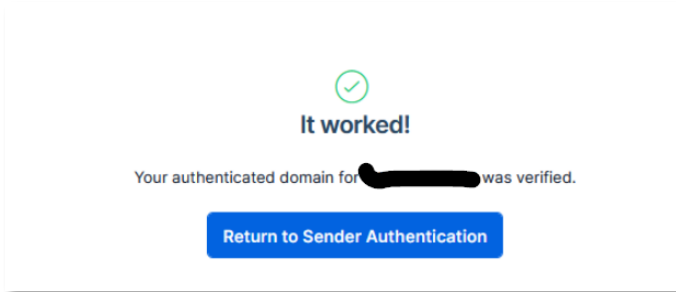
## [2<sup>nd</sup> Step] Giving feedback about and Domain Name Server (DNS) Record setup:

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,

**SOVOS** Saphety