# Read/Delivery Receipts

When you send an email, you can request a ***Read Receipt***, and/or a ***Delivery Receipt***. You can do this for individual emails, or for all your emails. A delivery receipt tells you the message was delivered to the person's mailbox, but not that they have seen it or read it. A read receipt tells you that it has been opened.

## Request a Delivery Receipt for a Specific Message

1. In the Message window, select the **Options** tab in the ribbon.

2. Check the box next to **Request a Delivery Receipt**.

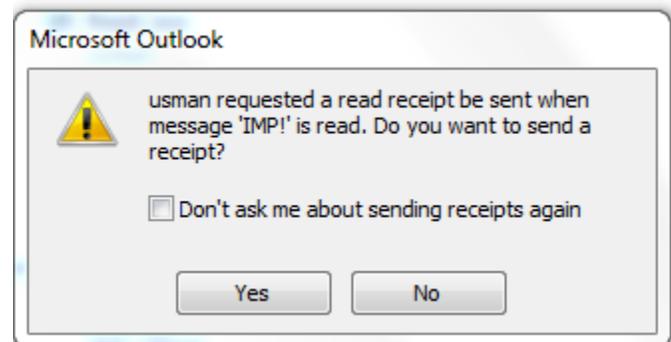3. Click **Send** to send the message.
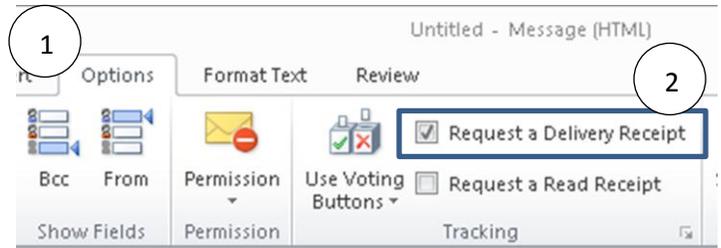
If there is a problem with delivery of an email, you will receive an undeliverable notification.

Request a Read Receipt for a Specific Message

1. In the Message window, select the **Options** tab in the ribbon.

2. Check the box next to **Request a Read Receipt**.

3. Click **Send** to send the message.
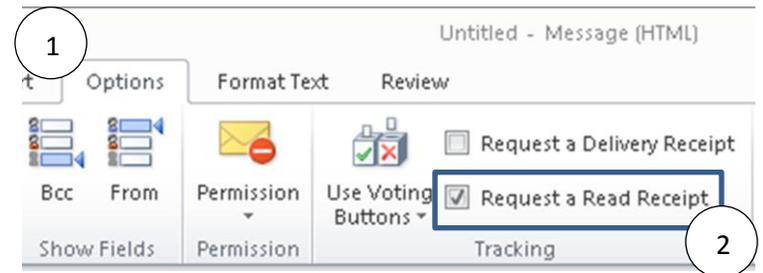
By enabling this option, the recipient will be asked if he is willing to send the receipt back to the sender. If the recipient selects "*Yes*", Outlook will send a receipt containing time of reading mail back to the sender, with the same subject (RE). Keep in mind this is only a receipt (autoreply), not a reply from the recipient. The recipient has the option to decline the sending of receipts; thus, you would not receive a read or delivery receipt is the recipient declines. Additionally, not all e-mail programs support the sending of read and delivery receipts.

Request Read/Delivery Receipt for All Messages

1. In the Main window, click the **File** tab in the ribbon.

2. Select **Options**.

3. Select **Mail** from the options menu.

4. Under Tracking Options, select **Read Receipt** and/or **Delivery Receipt**.

5. Click **Send** to send the message.