

Re: Email Receipts

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.general/2005-02/8184.html>

From: Vanguard (*use_ReplyTo_at_domain.invalid*)

Date: 02/21/05

Date: Sun, 20 Feb 2005 21:11:46 -0600

"ccnakid" <ccnakid@discussions.microsoft.com> wrote in message
news:FC12F356-D5A2-42EE-A4F4-FF149E0BD9DD@microsoft.com...

>

>

> "Vanguard" wrote:

>

>> "ccnakid" <ccnakid@discussions.microsoft.com> wrote in message

>> news:8AF6AB13-B713-4BC9-A6D3-41F9D3065A1D@microsoft.com...

>> > Is it possible to receive an automatic receipt of a read email

>> > without

>> > having

>> > the recipient send it or is it possible to track the history of a

>> > sent

>> > email...ie.. who it went to, who read it etc

>>

>>

>> While in Outlook, hit F1 and search on "read receipt" or "tracking".

>> The recipient gets the same options that you do. It is up to the

>> recipient if they configure their instance of Outlook to

>> automatically

>> reply to read receipt requests, to prompt then (whereupon the

>> recipient

>> could say No), or ignore them all. Unless the user has their e-mail

>> client configured to automatically reply to read receipts, or to

>> prompt

>> them whereupon they say Yes to reply, then you won't get the reply.

>>

>> Unless the recipient is using an e-mail client that supports the

>> "Disposition-Notification-To:" header (see RFC 3798 at

>> <http://www.faqs.org/rfcs/rfc3798.html>) then it obviously cannot

>> handle

>> your read receipt request. You don't get to control the recipient's

>> e-mail client.

>

> Maybe you would like to install VPN and give me a

>> username and password so *I* could control YOUR applications on your

>> computer. The recipient gets to control how their e-mail client

>> *handles*
>> *read receipts *if* it even understands them.*
>>
> *Sorry,*
>
> *I should have been clearer in my question. Our School just switched*
> *over*
> *from First Class to Exchange 2003. One of the tidbits in First Class*
> *was an*
> *option that should the history of a sent email by the sender. The*
> *history*
> *should show who it went to and the time it was read by that person.*
>
> *Our directors found this very useful to use since we have a lot of*
> *people*
> *who will swear they didn't receive/read an email. Now, we have been*
> *using*
> *outlook on the client side for about a week and already people have*
> *said they*
> *didn't receive an email even though there is nothing wrong with*
> *receiving*
> *other email.*
>
> *So, again I ask—is there a way to require a client or automatically*
> *send an*
> *acknowledgement that a recipient opened an email using exchange 2003*
> *server.*
>
> *I know as the lead tech on campus that if the receipt is left as an*
> *option*
> *to the recipient—it won't be sent.*
>
> *Thanks for any help you can provide.*

You need to define a usage policy that states within your organization that all employees must have read receipt acknowledgement enabled for an automatic reply. Anyone be found setting this to Ignore or Prompt is liable for reprimand, including termination of employment for violating company policy. This is a training issue in making your employees realize that the resources they use are NOT their property and they are not the ones that control its configuration.

You could try to use delivery notification instead of read notification. This will notify the sender that the message has been delivered to the recipient's mail server. However, as with the above policy, you will also needs to establish a policy that dictates all users are responsible for all delivered e-mails. The delivery receipt will show it got to their mail server, and if the mail server didn't bounce back an NDR (non-delivery report) then you can be pretty sure it got into their mailbox. If they then claim that it was never delivered, discuss it with the Exchange admin since I'm sure that ALL messages will have some

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tracking to show delivery. Even messages that have been supposedly deleted by the mailbox owner really aren't physically purged from the mail server. However, I am not familiar enough with Exchange to know if it supports delivery notification; I did not see mention in Outlook's help that excluded Exchange from delivery receipts.

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Post your replies to the newsgroup. Share with others.
E-mail reply: Remove "NIXTHIS" and add "#VS811" to Subject.
