

Undeliverable Invoice Emails

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Go to **Invoices**. When the invoice dashboard loads, you will see the number of **Undeliverable Communications** in a box in the upper right-hand corner. Re-sending an invoice will not remove the undelivered invoice from the list. Newly-undeliverable invoices will always appear at the top of the list.

To update a customer's email address before resending their invoice:

1. Click the box that contains the number of **Undeliverable Communications**. Then view the table of undelivered emails.
2. Click the **Open** icon next to the invoice number you want to resend.
3. Click the **Edit Billing Contact** icon.
4. Change the customer email in the pop-up window and click the **Update** button.
5. Click **Save** on the upper right-hand side of the invoice.
6. Now you can [resend the invoice](#).

***Note:** When you update a customer's email address on an invoice, the email address is only changed for that invoice. To update a customer's email address for all future invoices, you must update their email in the [Customer Vault](#).*
