

Our Communication Recommendations

Email Rules & Subscriptions

<i>Email</i>	<i>Suggested Recipient</i>	<i>Suggested Email Rule or Subscription</i>	<i>You qualify this specific scenario if</i>
Payment Received	Payer + Destination	Email Rule	Arta is processing payment for shipping
Booking Session Created	Destination Contact	Email Rule	Arta is sending Booking sessions to buyers
Booking Confirmation	Destination Contact	Email Rule	
Self Ship Label*	Origin Contact	Email Rule	Your Origin contact is printing labels
Collection Scheduled	Origin Contact	Email Rule	
Shipment Collected	Destination Contact	Email Rule	
Shipment In Transit	Destination Contact	Email Rule	
Shipment Canceled	Organization Contact	Subscription	
Electronic Export Information Required*	Origin Contact	Email Rule	Origin contact is the Exporter of Record.**
Importer Information	Destination Contact	Email Rule	
Shipment Invoices	Organization Contact	Subscription	Your accounts payable email
Action Required	Destination Contact	Email Rule	
Payment Required	Destination Contact	Email Rule	Arta is processing payment for shipping

*Contact Arta if you do not see this option available.

** Alternatively, use Subscriptions for internal contact.

Dashboard Inbox

You can receive Inbox notifications in your email inbox hourly or daily.

Inbox Notification	Recommended	You qualify this specific scenario if
Custom Quoted Request	Yes	You are waiting on custom quotes on requests
Shipment Booked	No	
Shipment Status Updates	No	
Shipment Exceptions	Yes	If you want to be proactively alerted to delivery exceptions
Shipment Schedule Update	No	
Shipment Tracking Update	No	
New Comment	Yes	Arta is trying to reach you ASAP
New Document	Yes	Arta uploads a document for your review
Unassigned User Task	Yes	