



Email Notifications

Customer Documents Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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Email Notifications

Customer Documents can queue an email when a document is saved for customers. The queue is processed every 30 minutes, and each record is tracked as pending, sent or failed.

Configure delivery

Under [Stores > Configuration > MageB2B > Customer Documents > Email Settings](#), choose:

- the Magento sender identity
- the notification email template
- optional CC and BCC recipients, separated with semicolons
- whether the local document file should be attached

Set **Maximum Email Attachment Size** to keep oversized files out of the message. When a file is not attached, the customer can still use the protected download path described by the template. External documents are links and are not attached as local files.

Queue a notification

Enable the document's email option and assign the intended customers. Save the document, then check [Customers > Customer Documents > E-Mail Notification](#) for its queue state.

The screenshot shows the 'E-Mail Notification' page in the Magento admin interface. At the top, a yellow banner states: 'This is only a demo store. You can browse and place orders, but nothing will be processed.' The page title is 'E-Mail Notification'. Below the title is a search bar with the placeholder 'Search by keyword'. To the right of the search bar, there is a 'Demo expiry: 2026-08-19 13:28 UTC (4d 22h left)' notification. Below the search bar, there is a table with 2 records found. The table has columns: Document, Recipient, Status, Sent At, Attempts, and Error Message. The table contains two rows, both with status 'Pending'.

Document	Recipient	Status	Sent At	Attempts	Error Message
☐ NX-420 Safety Data Sheet	john.doe@b2b-wholesale-demo.com	Pending		0	
☐ NX-420 Safety Data Sheet	robert.brown@wholesale-demo.com	Pending		0	

At the bottom of the page, there is a footer with the text: 'Copyright © 2026 Magento Commerce Inc. All rights reserved.' and 'Magento ver: 2.4.8-p5'. There are also links for 'Privacy Policy' and 'Report an Issue'.

Group assignment can create notifications for several customers, so test the audience before enabling email on a widely assigned document.

Troubleshooting

If a notification remains pending, confirm Magento cron and the mail transport. For failed records, inspect the error and Magento logs, correct the cause, then select the rows in the notification grid and use the **Resend** mass action. **Delete** removes records you no longer want to retry.

If the message arrives without an expected attachment, check that the document is a readable local file, attachment delivery is enabled and the file is within the configured size limit.

Use a dedicated template that clearly names the document and tells the customer where to find it. Do not include document passwords in the same email as the download link.