MailDrop

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Overview

MailDrop is a great way to ensure all your customer communications are stored in one place, right inside **ServiceMinder**. While your emails may already live in your Sent folder or in the cloud, MailDrop makes it easy to automatically save copies directly to the corresponding contact record in your account.

It's simple to set up and even easier to use.

Add MailDrop To Your Account

1. Enable MailDrop

If you don't already have the MailDrop feature, go to the **MarketPlace** in the **Control Panel** and add it to your account.



MarketPlace

Browse our optional Add-ons and many integration partners.

2. Find Your MailDrop Address: Once enabled, go to **Control Panel > MailDrop**. At the top of the page, you'll see your unique MailDrop email address. Click **Copy** to copy it to your clipboard, or highlight and copy it manually.



- **3. Save the Address:** Add this address to your email contacts list and name it something like *ServiceMinder MailDrop* for easy access.
- **4. Use MailDrop When Sending Emails:** When sending an email to a customer, simply **BCC** your MailDrop address. For example, in Outlook, your BCC field might look like this:



That's it!

ServiceMinder will check the "To" address on the email and look for a matching contact.

- If a matching contact exists, the email is attached under the **Emails** tab of that contact's details page.
- If no match is found, ServiceMinder automatically creates a new contact with that email address.



MailDrop can only record emails *you* send (outgoing messages). By including MailDrop in your BCC, your reply, and the original customer message included in your reply body, will be stored in ServiceMinder.

FAQs

Can I add emails I forgot to BCC MailDrop on?

Unfortunately, there's no direct way to "redo" and have an old email appear under the **Emails** tab without resending it.

MailDrop determines where to attach messages based on the "To" email address. As a workaround, you can copy and paste the content of the email into a **note** on the contact's page to backfill the communication.

Why does ServiceMinder create new leads when I email someone who isn't a customer or lead?

MailDrop automatically creates a contact whenever it receives an email address that doesn't already exist in your database. This helps users "prime the pump" when reaching out to new prospects or partners.

Currently, there's no way to disable this behavior, so it's best to remove the auto-BCC to MailDrop when emailing non-customers (such as vendors or applicants).

What happens if I forget to include a subject line?

If you send an email without a subject, ServiceMinder will display it with a blank subject ("") in the Emails tab. You can still click on the blank space to open and view the message.