

Sending emails through SimplePart

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SimplePart sends emails on your website's behalf—like automated order confirmations, shipping updates, and other order-related notifications. You can also send emails directly to customers through the Control Panel.

To make sure these emails are delivered reliably and look professional, we use a trusted email service called SendGrid. It helps ensure messages reach your customers' inboxes without getting marked as spam.

What's SendGrid and how does SimplePart use it?

SendGrid is an email delivery service that helps make sure important emails—like order confirmations, shipping updates, and password resets—reach your customers' inboxes.

At SimplePart, we use SendGrid to send automated emails from your parts website. This ensures fast, reliable delivery and reduces the chance of emails being marked as spam.

To use SendGrid with your SimplePart site, we'll help set up your domain so the emails look like they're coming directly from your dealership (instead of a generic email address). You'll be asked to provide some domain information or credentials during setup.

What do I need to set up SendGrid with SimplePart?

To set up your dealership's email service through SendGrid, we'll need a couple of things from you. This helps us make sure your order confirmation emails are delivered quickly and reliably to your customers.

Here's what we need:

- 1. Email address for sending order confirmations**

This is the email address that customers will see when they receive automated emails from your website (for example, parts@yourdealership.com).

- 2. Email address of your DNS administrator**

This should be the person or team who manages your dealership's domain or website. SendGrid will send a verification email to this address so we can update your domain's DNS settings and confirm that email delivery is authorized.

Once you have this information, [fill out this form](#). We'll take care of the setup and let you know when everything is ready to go!

If you're not sure who your DNS administrator is or need help gathering this information, contact our Support team at support@simplepart.com.
