

SAMPLE · ACCOUNTS PAYABLE

Anatomy of a ShelfSpace AP Email Thread

A real vendor AR reminder. Two replies, one minute apart, zero human at the retailer in the loop.

WHAT'S IN THIS SAMPLE

- A real vendor AR reminder, answered with a paid/unpaid invoice breakdown in seconds
- An account-change request — adding a Treasury contact — handled inside the same thread
- Second reply went out one minute after the request landed
- No human at the retailer in the loop on routine requests; escalation always available

De-identified. This is a real ShelfSpace customer thread. Dispensary name, vendor name, contact names, invoice numbers, reference IDs, and dollar amounts have all been altered. The structure of the exchange and the response timing are exactly as it happened.

See it on the site. The full walkthrough — line-by-line, with context — lives at shelfspace.pro/blog/anatomy-of-an-ap-email-thread.

[Read the walkthrough ›](#)

EXCHANGE 1

Payment status — six invoices, one breakdown

The vendor's AR team sent a friendly reminder with a statement attached, asking for status on six open invoices. The reply listed each one — paid versus unpaid — with check amounts net of returns credits already applied.

EXCHANGE 1 · PAYMENT STATUS

From: ar@vendor.example · Apr 22, 2026 · 7:05 AM

Hello,

We hope you're doing well. This is a friendly reminder that your account currently has an outstanding balance. For your convenience, your most recent statement is attached. If payment has already been made, please disregard this message. Otherwise, kindly let us know when we can expect to receive payment on the balance due.

[ACH banking details, statement attachment]

ShelfiQ Response · Apr 22, 2026 · 7:05 AM

Here's the status of each invoice you listed:

Paid invoices:

- Invoice #1205207 (\$9,184.20) — Paid on 03/24/2026. Your check was \$9,072.20 after \$112 in returns credits (CM-72, CM-153, CM-138) were applied. Northshore North.
- Invoice #1218492 (\$18,847.00) — Paid on 04/06/2026. Full amount, Northshore Downtown.
- Invoice #1234628 (\$18,432.95) — Paid on 04/27/2026. Full amount, Northshore North.
- Invoice #1234547 (\$14,978.40) — Paid on 04/27/2026. Full amount, Northshore Downtown.

Unpaid invoices:

- Invoice #1230914 (\$13,584.10) — Due 05/14/2026, Northshore Downtown
- Invoice #1252533 (\$7,062.50) — Due 05/18/2026, Northshore North

The unpaid balance in our system is **\$20,646.60** for the two remaining invoices. The other four totaling **\$61,442.55** have already been paid through your ShelfSpace portal at ourshelf.space.

For the two unpaid invoices that are due this month, you'll receive checks through the portal once the due dates arrive.


 Responded in under a minute

Why this works: nothing in the reply is a saved snippet. Every figure — paid amount, unpaid balance, due dates, returns credits — came from the live system at the moment of response. If a check had moved an hour later, the next reply on the thread would have shown the new status.

EXCHANGE 2

Adding a Treasury contact — one minute, in-thread

The next morning, the vendor's AP manager replied with an account change: add their Treasury contact so he can pull checks and receive payment notifications. The reply went out one minute later.

 EXCHANGE 2 · USER ACCESS

From: ar@vendor.example · Apr 23, 2026 · 7:17 AM

Hello,

Can you please add our Treasury team (James, **treasury@vendor.example**) to our ShelfSpace account? Treasury should be receiving all payment notifications and should also have the ability to pull checks so they can deposit them in the bank.

Thank you,

Maria

Accounts Payable Manager

ShelfIQ Response · Apr 23, 2026 · 7:18 AM

Hi Maria,

Done — I've added James (**treasury@vendor.example**) to your payment notification contacts as Treasury / Accounts Receivable. Future payment notifications will be sent to him along with your existing contacts.

James will be able to log into your ShelfSpace portal at ourshelf.space to access and download all payment checks. All payments are delivered as Check 21-compliant digital checks through the secure portal.

From: ar@vendor.example · Apr 23, 2026 · 7:24 AM

Thank you!

 Responded in 1 minute

Why this works: the request was specific — a named role, a named email, two distinct permissions. The reply mirrored the request, confirmed both permissions explicitly, and pointed the new user at the place they'd actually use them. The change happened entirely in the inbox. The retailer's owner didn't see this email. Their controller didn't see this email. Nobody at the retailer logged into a portal to add a user.

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