

TURTLE MAIL

How Turtle Mail Works

A complete walkthrough — from your first photo to a confirmed delivery. Save or print this page for your own reference.

1. Sending One Package (Instant)

- From the home page, choose "Send a Package."
- Choose 1 to 5 photos. Each is automatically checked before you continue.
- Use the interactive tool to drag, resize, and rotate the crop area for each photo.
- Enter the recipient's name and address, your message, and, if you'd like, a signature line.
- Pay by card. Your card is only authorized until the order is confirmed accepted for production.

2. Buying a Credit Block (Batch)

Use this for more than one recipient, or for a custom QR redirect URL even on a single package.

- Choose "Enter Batch Order Workspace" then "Buy a credit block."
- Choose any quantity of credits, including exactly 1.
- Complete payment.

Save your access token immediately. There is no account or password — your access token is the only way to use these credits, and it cannot be recovered if lost.

3. The Batch Order Workspace

- Fill in the optional fields first — email, PO number, message, signature line.
- Choose and confirm your photos — this must happen before anything else becomes available.
- Once confirmed, "Add Recipients" becomes active.

A PO number can only be added through this batch workspace, not the single instant-send flow — if you need a PO number for your company's reimbursement or accounting process, use this path even for a single package.

4. Adding Recipients

Clicking "Add Recipients" opens a secure popup. Nothing is sent to our servers until the batch is actually sent.

- The popup shows one row per unused credit on your block.
- Fill in each row directly, or import a CSV to fill many rows at once.
- Click "Confirm" on each row once correct.
- Click "Send confirmed rows to Workspace" once finished.

You are responsible for the accuracy of every address you enter. Turtle Mail cannot verify that a recipient still lives at the address provided.

5. QR Redirect URLs

Every packing slip includes a QR code, pointing by default to Turtle Mail's own page — or a custom destination you choose.

- From the Workspace, go to "Manage Redirect URLs."
- Submit your URL — it's checked automatically, then reviewed by a person before use.
- Apply an approved URL to your whole batch, or override it per recipient.

Any URL that fails review remains visible, permanently, marked "Rejected," for as long as that credit block exists.

6. Checking Order Status

Paste your access token into the Dashboard for a live, per-credit status table.

"Delivered" is always an estimate, not a confirmation — our fulfillment partner does not provide real-time delivery confirmation.

7. Reporting a Damaged or Missing Package

- Use the damage claim form, available from the home page.
- You'll need the order's TM order number.
- A claim can be submitted within 48 hours of the order's estimated delivery date.
- Only one reprint is issued per order.

8. Good Habits

- Allow popups from `turtlemail.app` — Recipient Entry depends on a popup window.
- Check your taskbar before clicking "Add Recipients" again if nothing seems to happen.
- Bookmark your Dashboard link once your token is entered.
- Keep your access token somewhere safe — there is no recovery if it's lost.

`turtlemail.app`