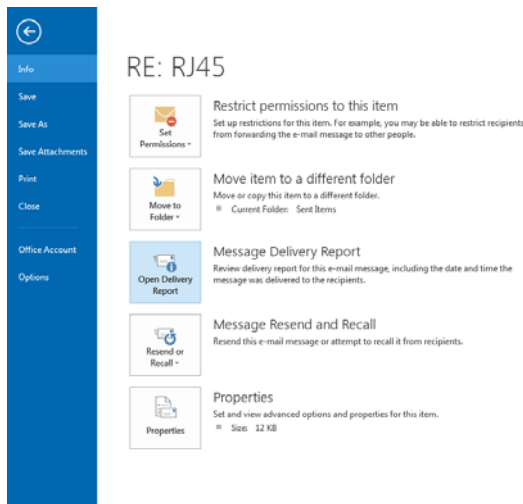# Delivery Report in Outlook or Outlook Web App 2013

Overview
When using Outlook or Outlook Web App (OWA) in an Office 365 or Exchange environment, you can track the message from the client side. Both Outlook and OWA allow you to view a delivery report in order to confirm a message was delivered when the recipient claims they have not received it or if it's taking a long time to deliver. Delivery reports work for both internal and external recipients.

View a Delivery Report in Outlook
1. In **Outlook**, go to your **Sent Items** folder
2. Locate the message you want to track and open it
3. Click **File**, click **Info**, and click **Open Delivery Report**

View a Delivery Report in Outlook Web App (OWA)
You will need to review the delivery report from the web based version of Outlook. From your desktop Outlook account once you click on **Open Delivery Report** from step three, an Outlook Web App window will open.
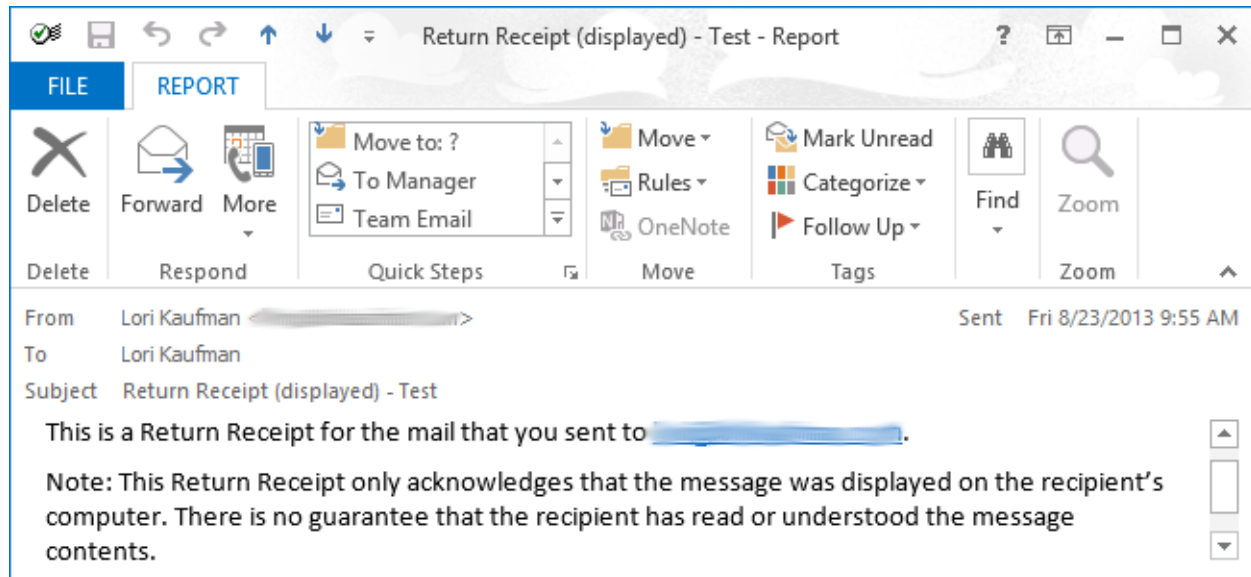1. Login to the Outlook Web App.
2. Your Delivery Report will be displayed.

If you are already using the Outlook Web App:

1. Click on your **Sent** items box.
2. Right click on the email and choose Open **Delivery Report**.
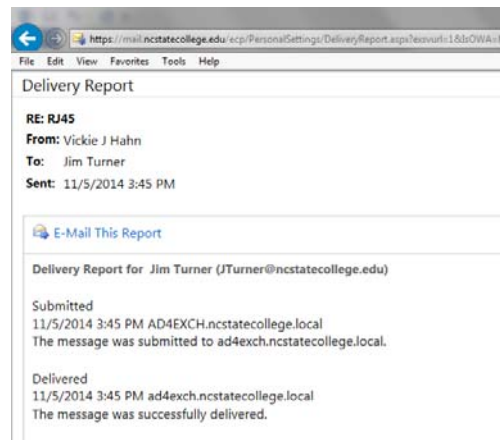
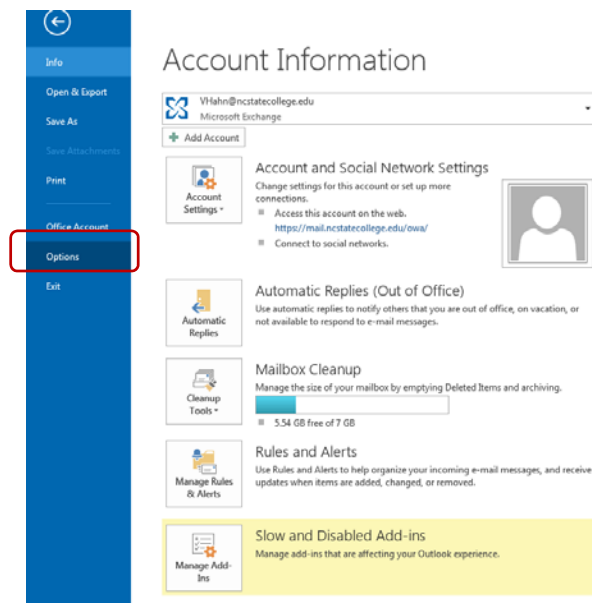**How to Request a Delivery/Read Receipt in Outlook 2013**

When sending email, you might want to know that your message has been delivered (delivery receipt) and you might want to know whether the message was opened (read receipt). You can request one or both types of receipts easily in Outlook 2013.

NOTE: The recipient generally has the option of declining the sending of receipts, preventing you from receiving either type of receipt even though you request them. Additionally, not all e-mail programs support the sending of delivery and read receipts.

How to Request Delivery and Read Receipts for All Emails You Send

1. To choose to request delivery and/or read receipts for **all** emails you send out, from your desktop Outlook click the **File** tab.

2. At the left side of the Account Information screen, click **Options** in the list of menu items.

3. In the **Outlook Options** dialog box, click **Mail** from the list of menu options on the left.

4. Scroll down to the **Tracking** section.

5. Select the **Delivery receipt and/or Read receipt** check boxes to request receipts for all emails you send out. Select any other Tracking options you want and click OK to accept your changes.
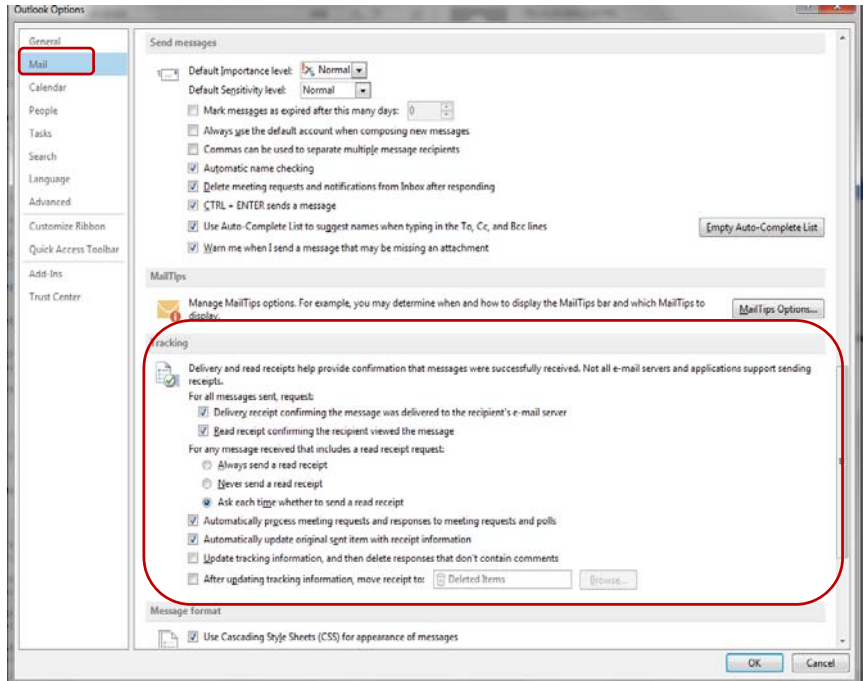
Delivery Receipt/Read Receipt for Individual Emails

If you only want to request a delivery receipt and/or read receipt for the current email message:
1. Click on **New Email**.
2. Click the **Options** tab while the new email message is open.
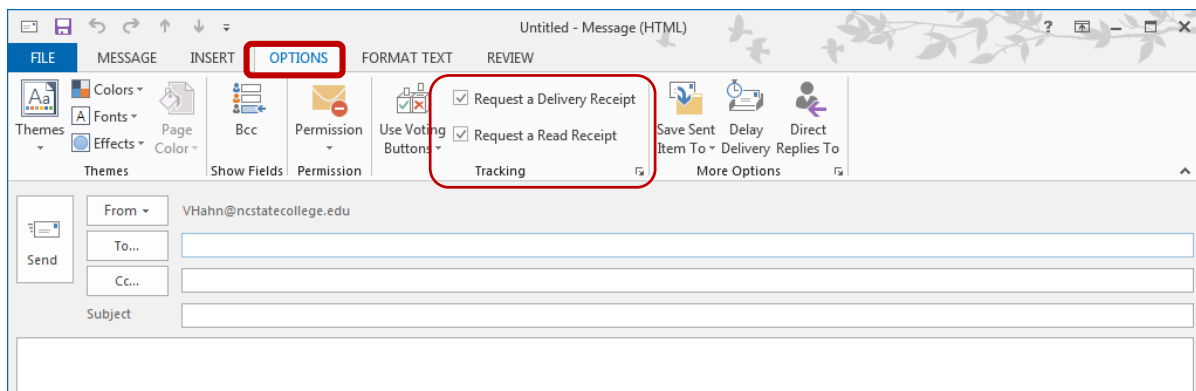
3. In the **Tracking** section of the Options tab, select either the **Request a Delivery Receipt** check box or the **Request a Read Receipt** check box or both.

Note that even though you receive a read receipt, it is not a guarantee that the recipient read and understood the email.