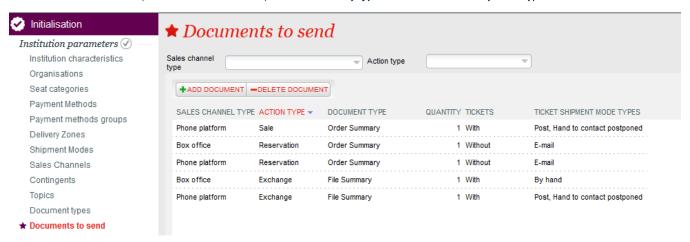# Institution | Initialisation | Documents to send

Prerequisite: Configure/check your Document types

Aim Define what documents (emails or PDF attachments) must be created by **type of sales channel** and by action type.

> **ⓘ Please note**
>
> If you need to define documents to send by specific sales channel you should then directly use Organisation | Initialisation | Documents to send
> This screen will work at sales channel **type** only (so impacting all sales channel with the same type, box office, phone, ecc.)

SALES CHANNEL TYPE	ACTION TYPE	DOCUMENT TYPE	QUANTITY	TICKETS	TICKET SHIPMENT MODE
Sales channel type on which this document is configured to be created	The action that triggers the document creation. In sales process with target groups, "Option" covers both pre-request and requests.	Is the document to be created for the sales channel type and the action type defined before. This document can be found in Document types. Not all documents are available for all action types. Each action type is linked to a set of class of documents. *Example:* invoices can be associated to action type SALE, but not to action type OPTION (because an invoice cannot be created from an option). When you add a rule by clicking on "Add Document", selecting the Action type will pre-select available documents in the corresponding drop-down list.	Quantity of documents created and delivered.	The document can be sent with or without tickets. In most cases, documents are not sent with tickets. Select "with" only if the document is **physically** sent with tickets (example: if an invoice is put in envelop with tickets when shipped to customer).	Shipment mode of the document.

Click on an existing line or add a new document to set all the information as shown below:

☆ *Document to send > New*

Sales channel type *   Box office ▼

Action type *   Sale ▼

Document type *   Accompanying letter ▼

Quantity *

| Order Receipt |
| Order Summary |
| Order summary (RGAA) |
| Pending account invoice |

Shipment mode types

○ Document sent with ti

Ticket shipment mod

DHL
Hand to contact postponed
Messenger
Pick-up at control
Post
Registered post

⊙ Document sent without tickets

Default document shipment   Please select... ▼
mode type