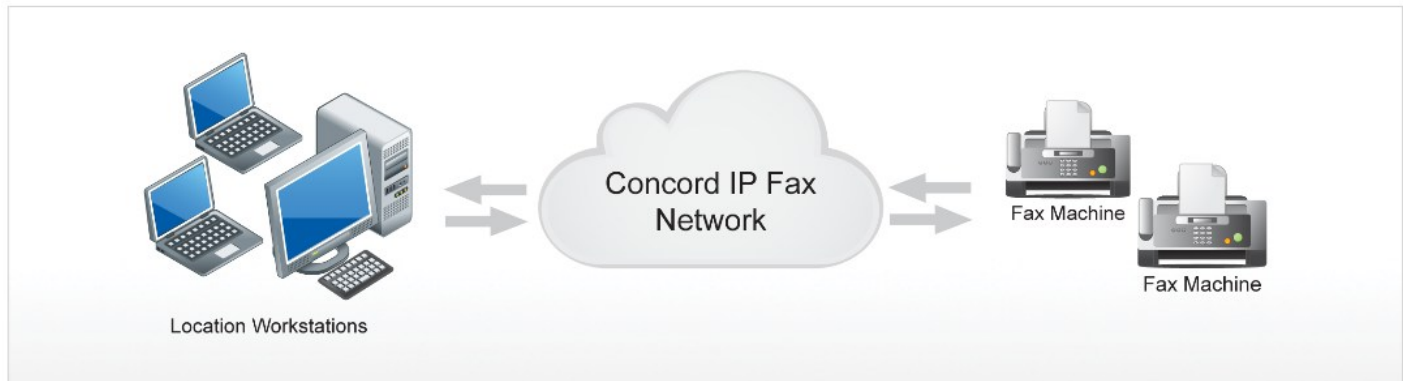# E-mail to Fax (E2F)

The **Concord Fax Online Email-to-Fax (E2F)** service enables fax documents to be sent from any computer or mobile device running a standard SMTP e-mail client.

Customers can send faxes by simply attaching one or multiple files to an email message. When the email is sent to the Concord network, the attachments are processed and transformed into a format suitable for delivery to fax machines. The fax is then delivered to its destination fax machine anywhere in the world. The fax transmission is completed within moments. Delivery status is returned to the sender in the form of an email message.

SUPPORTED FILE FORMATS

- Microsoft Word (*.doc, *.docx)
- Microsoft Excel (*.xls, *.xlsx)
- Microsoft Power Point (*.ppt, *.pptx)
- Microsoft Visio (*.vsd)
- HyperText Markup Language (*.html, *.mhtml)
- Adobe Acrobat (*.pdf)
- JPEG image (*.jpg)
- TIFF image (*.tif)
- ASCII Text (*.txt)
- Rich Text (*.rtf)

SUPPORTED EMAIL CLIENTS

- Microsoft Outlook
- Any SMTP Email Client
- Any webmail client

COVER PAGES

Concord Fax Online offers multiple options for cover page. Customers can use standard cover pages, which are generated on demand by the Concord network and populated with the content of the email body. Cover pages can also be customized with the additional option of enforcing them as per company policy. This feature is practical as companies can enforce, if desired, mandatory cover pages per employee, per department or company-wide.

E-mail to Fax (E2F)

ACCOUNT ADMINISTRATION CENTER (AAC)

Concord's fax services are complemented by a full range of tools for managing fax service features and tracking usage activity. Individuals may manage their own fax service accounts, including profile updates, generating usage reports, and feature selection, through the Concord Account Administration Center (AAC) at https://accounts.concordfax.com.

Company administrators may set up and control entire groups of users, with privileged-level access to account management functions, using the same web site. Account administration functions may also be integrated into custom software applications through the use of the Account Administration Web Services.

What sets Concord apart is revolutionary network architecture which provides real-time failover for both inbound and outbound communications. Real-time failover for inbound communications, a product of significant capital investment, represents a technological breakthrough [alternative: "an advancement"] for the IP fax industry and is unique to Concord. Most IP fax providers and in-house solutions only offer outbound failover, making their networks less reliable. Concord customers enjoy the unique advantage of a robust network which is built for reliability and speed. Security has always been a priority for Concord as well as its customers. For this reason, all communications to and from Concord's fully-secured data centers are encrypted, guaranteeing secure communications which meet the most stringent requirements.

By the same token, Concord's network architecture is flexible enough to accommodate internal corporate policies (features such as specific fax cover pages or file formats) or to ensure compliance with internal and external industry requirements. Concord's secure fax delivery system is fully compliant with the Patriot, Sarbanes-Oxley (SOX) and HIPPA Acts and is a value-added solution for delivering claims, insurance policies, claims, contracts, authorizations, applications, reports, invoices, referrals and other documents. Concord understands the needs of the insurance industry and is positioned to meet the current and future demands of this sector.

Concord's award winning fax services date back more than 15 years.

Since then, Concord has retained a leadership position due to its proprietary technologies which deliver Internet Protocol (IP) fax capabilities with unparalleled reliability, security and speed.

Contact your Concord Account Manager today to learn how Concord can help you save money and improve operations.