

# Receipts

Receipts are generated for [outbound messages](#) when you [enable the data guarantee feature](#). Message receipts indicate the delivery status for records that you have shared out, allowing you to quickly identify successful shares, pending shares, and errors.

Access the receipts feature at **Perspectium > Perspectium Core > Tools > Receipts**.

This will give you a list of receipts and you can click into any record to see a breakdown.

## What's on this page?

- [About receipts](#)
- [Turn off receipts for a dynamic share or bulk share](#)
- [Delete receipts](#)
  - [Delete pending receipts at a given time](#)
  - [Delete pending or error receipts manually](#)
- [Customize the batch size of receipts](#)
- [Limit the number of receipts created](#)
- [Reshare messages](#)

## About receipts

Here is the information that you get from receipts:

- Share type (bulk or dynamic) under **Name**
- Data encryption method under **Attributes**
  - **Unencrypted:** cipher=0
  - **TripleDES:** cipher=1
  - **AES-128:** cipher=2
  - **Base64 Encoding Only:** cipher=3
  - **AES-256:** cipher=4
- **Source Table** and **Source Record**
- **Shared Queue** (for outbound message receipts) and/or **Subscribed Queue** (for inbound message receipts)
- Receipt delivery status:
  - **Success** Your records were shared out successfully
  - **Pending** The subscribing instance is still processing the records you are trying to share out
  - **Error** Your records were not shared out successfully

Explore the sections below for all features around receipts.

[Go to top of page](#)

## Turn off receipts for a dynamic share or bulk share

If you have [enabled receipts globally through Data Guarantee](#), you may want to disable receipts for specific shares while maintaining receipts for others.

1. In your sharing ServiceNow instance, go to **Perspectium > Perspectium Core > Shares > Dynamic Share or Bulk Share > View Dynamic Shares or View Bulk Shares**.
2. Find and click into the dynamic share or bulk share that you want to configure.
3. Click the the **Miscellaneous** tab and check the **Advanced** box. This will reveal a new **Advanced** tab (if the **Advanced** box wasn't already checked).
4. In the **Advanced** tab, under **Runtime Settings**, check the **Disable Receipts** box.
5. Click **Update**.

[Go to top of page](#)

# Delete receipts

Receipts with a **Success** status will be automatically deleted. To automatically delete receipts with a **Pending** status, you can set a property that will delete receipts older than the given timeframe. For receipts with either a **Pending** or **Error** status, they can also be deleted manually.

## Delete pending receipts at a given time

1. Go to **Perspectium > Control and Configuration > Properties > DataSync Settings**.
2. Enter your desired time value, in hours, at which you want all pending receipts to be deleted in the field that says **All receipts older than this value (hours) will be deleted if all receipts in the table are in the "Pending" state. This is to prevent unused receipts from filling the table and degrading performance. The minimum value is 0.01 hours.**
3. Click **Save**.

## Delete pending or error receipts manually

1. Go to **Perspectium > Perspectium Core > Tools > Receipts**.
2. In the resulting list of receipts, select the ones that you want to delete and use the **Actions on selected rows** dropdown at the bottom to click **Delete**. Or, you can delete ALL receipt records in the list by clicking **Delete All Receipts**.

[Go to top of page](#)

---

# Customize the batch size of receipts

By default, your message receipts will be sent in batches of 1,000. This feature allows you to modify that number. Here's how:

1. In your sharing ServiceNow instance, use the Filter Navigator on the left to type **u\_psp\_properties.list** and then Enter
2. In the resulting page, using the **Search** dropdown at the top (next to **New**), make sure **Name** is selected. Then, in the adjacent search bar, type **com.perspectium.receipt\_batch\_ack\_size** and then Enter.
3. That property should appear at the top of the list—double click into the **Value** column (it should say 1000), and modify the value to reflect your desired batch size for acknowledgement receipts. Then, click the checkmark (✓) icon.
4. Repeat step 2 and 3 for **com.perspectium.receipt\_batch\_error\_size**, using the value to reflect your desired batch size for error receipts.

[Go to top of page](#)

---

# Limit the number of receipts created

This feature is useful to prevent unused receipts from filling your table and degrading performance. Once your instance reaches the limit that you set, receipts will no longer be created.

1. In your sharing ServiceNow instance, go to **Perspectium > Control and Configuration > Properties > DataSync Settings**.
2. Enter your desired receipt limit in the field labelled **Maximum number of receipts allowed in the table. Receipts will no longer be created while at the limit.**
3. Click **Save**.

[Go to top of page](#)

---

# Reshare messages

Using the Receipt Status table (at **Perspectium > Perspectium Core > Tools > Receipts**), you can now see which receipts have been acknowledged and which have been sent but not received on the subscribing end. The status field will show the value **Sent** when the message has been sent and once it has been acknowledged on the subscribing side it will be changed to **Received**.

Use the **Reshare Record(s)** UI action to send another copy of the message associated with the corresponding Receipt. You can select multiple records from the list or click into the form and reshare messages one by one.

Receipt StatusNewGo toNumberSearch

1to 10 of 10

All

	Number	Processed	Receipt	Record	Record Table	Status
	Search	Search	Search	Search	Search	Search
<input type="checkbox"/>	<a href="#">ST0001021</a>	false	<a href="#">incident.bulk</a>	03da84250f111300c82648dce1050ef5	incident	Sent
<input type="checkbox"/>	<a href="#">ST0001022</a>	false	<a href="#">incident.bulk</a>	043114fe0f421300c82648dce1050e50	incident	Sent
<input type="checkbox"/>	<a href="#">ST0001023</a>	false	<a href="#">incident.bulk</a>	078ac89c0fb81300c82648dce1050eb3	incident	Sent
<input type="checkbox"/>	<a href="#">ST0001024</a>	false	<a href="#">incident.bulk</a>	0913022f0fa01300c82648dce1050e2d	incident	Sent
<input type="checkbox"/>	<a href="#">ST0001025</a>	false	<a href="#">incident.bulk</a>	0b82262b0fb81300c82648dce1050e85	incident	Sent
<input type="checkbox"/>	<a href="#">ST0001026</a>	false	<a href="#">incident.bulk</a>	0d1f01840f691300c82648dce1050ea9	incident	Sent
<input type="checkbox"/>	<a href="#">ST0001029</a>	false	<a href="#">incident.bulk</a>	0fba3b730f691300c82648dce1050e36	incident	Sent
<input type="checkbox"/>	<a href="#">ST0001030</a>	false	<a href="#">incident.bulk</a>	0ff4a51d0f601300c82648dce1050edc	incident	Sent
<input type="checkbox"/>	<a href="#">ST0001016</a>	false	<a href="#">incident.bulk</a>	00043622db321300eddfe04a4896192c	incident	Sent
<input type="checkbox"/>	<a href="#">ST0001017</a>	false	<a href="#">incident.bulk</a>	01481fa60f021300c82648dce1050e7f	incident	Sent

☐Reshare Record(s)Actions on selected rows...

1to 10 of 10

There is also a scheduled job named **“XPerspectium Resend Unacked Receipts”** that will check every 30 minutes for unack'd receipts and reshare the messages. By default, this job is not active.

[Go to top of page](#)

Click to explore the rest of the features available in the Tools module.