

Email Bounce Report

This report, found under the *Reports (menu) > Find Reports > Email/Text/Marketing > Email (tab) > Email Bounce Listing*, is a tool to assist you in identifying email addresses that are repeatedly undeliverable. Use the list to identify which email addresses need to be corrected in order for future emails to be delivered.



If you do not see this report option under the *Reports* menu, check your user permissions. (*Gear icon > Settings > Users & Permissions > select a User > User Permissions left menu > Reports Category: Email Bounce Report*).

Email Bounce Report

← RETURN

View 1 - 13 of 13 Print Export Refresh Show/Hide Columns

	Loc	Email Address	Current Status ?	Type	First Name	Last Name	Family	Home Phone Work Phone Cell Phone	Failed Attempts	Most Recent Bounce	First Bounce Date	Remove
1	EDU	tlovell@email.com	Invalid Recipient	Contact	Tobi	Lovell	Lovell	(704) 555-4955	1	4/6/2020 2:26:25 PM	4/6/2020 2:26:25 PM	<input type="checkbox"/>
2	EDU	jhunter@email.com	Invalid Recipient	Contact	Jolie	Hunter	Hunter	(704) 555-1248	1	4/6/2020 2:19:10 PM	4/6/2020 2:19:10 PM	<input type="checkbox"/>
3	EDU	kbowden@email.com	Invalid Recipient	Contact	Karsen	Bowden	Bowden	(704) 555-4773	1	4/6/2020 1:13:42 PM	4/6/2020 1:13:42 PM	<input checked="" type="checkbox"/>

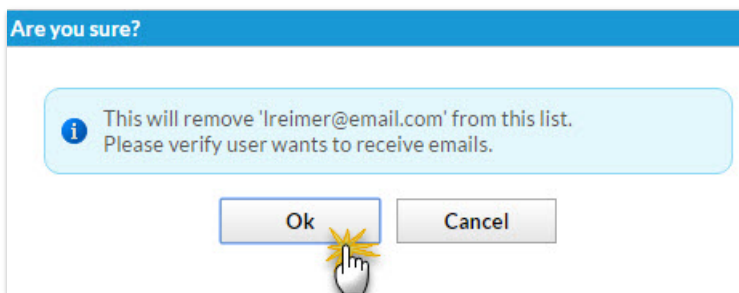
Click here for status definitions.

A direct link to the Family record allows you to make corrections quickly.

Once you have identified and corrected the problem, select the Remove check box to clear the email from the report.

The report lists the *Email Address*, *Current Status* (see *Status Definitions* below), *Type*, *First & Last Name*, *Family Name*, telephone numbers, # of *Failed Attempts*, as well as *Most Recent* and *First Bounce* time stamps.

Use the *Remove* checkboxes to clear the email address from the report once your corrections have been made. You will be asked to confirm that the owner of the email address wishes to receive email communications from you.





We recommend you run this report frequently and remove any blocked email addresses. If you check the box in the *Remove* column, the email address will be removed from the report after you make corrections.

Status Definitions

Bounced	Undeliverable; possible reasons could be an invalid domain or user, or that the user's mailbox is full or not accepting emails
DNS Problem	Unable to find the domain for the email address
Rejected	Rejected by the email service because the address was previously undeliverable
Undetermined	The response text could not be identified
Invalid Recipient	The recipient is an invalid email address or the error could not be determined
Soft Bounce	The message soft bounced
DNS Failure	The message bounced due to a DNS failure
Mailbox Full	The message bounced due to the remote mailbox being over quota
Too Large	The message bounced because it was too large for the recipient
Timeout	The message timed out
Admin Failure	The message was failed by SparkPost's configured policies
Generic Bounce: No RCPT	No recipient could be determined for the message
Generic Bounce	The message failed for unspecified reasons

Mail Block	The message was blocked by the receiver
Spam Block	The message was blocked by the receiver as coming from a known spam source
Spam Content	The message was blocked by the receiver as spam
Prohibited Attachment	The message was blocked by the receiver because it contained a prohibited attachment
Relaying Denied	The message was blocked by the receiver because relaying is not allowed
Auto-Reply	The message is an auto-reply/vacation email
Transient Failure	Message transmission has been temporarily delayed
Subscribe	The message is a subscribe request
Unsubscribe	The message is an unsubscribe request
Challenge-Response	The message is a challenge-response probe
