

# 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

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	Loc	Email Address	Current Status <a href="#">?</a>	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	<a href="#">Contact</a>	Tobi	Lovell	<a href="#">Lovell</a>	(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	<a href="#">Contact</a>	Jolie	Hunter	<a href="#">Hunter</a>	(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	<a href="#">Contact</a>	Karsen	Bowden	<a href="#">Bowden</a>	(704) 555-4773	1	4/6/2020 1:13:42 PM	4/6/2020 1:13:42 PM	<input checked="" type="checkbox"/>

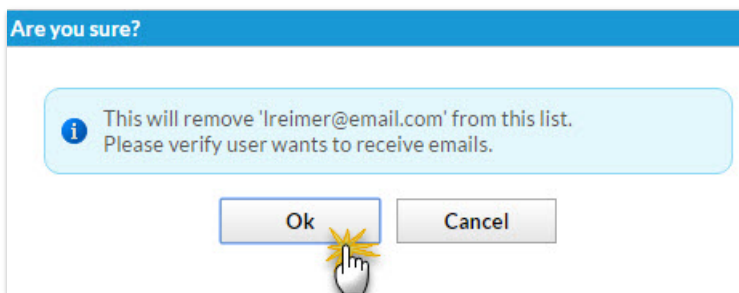
Click here for status definitions.

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

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

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

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