## **Email Bounce Report**

Last Modified on 11/03/2020 12:33 am EST

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.

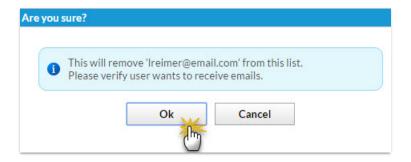


If you do not see this report option under theReports menu, check your user permissions. (Gear icon > Settings Users & Permissions > select a User > User Permissions > Reports: Email Bounce Report).

E	mail	Bounce Rep	oort									
	RETURI		₽ Export	Clic	k here for sta definitions.							
view	Loc	Email Address	Current Status ?	Туре	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	
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	0
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	<b>Z</b>
					direct link to cord allows yo corrections o	ou to make			correcte	you have identif ed the problem, s check box to clea from the report	select the or the email	

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* check boxes 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.



## **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						



name, the heart will change to red and the report will be listed under the <i>Reports</i> (menu) > My Reports for quick and easy access!										