## **Email Bounce Report**

Last Modified on 08/30/2022 1:46 pm EDT

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.

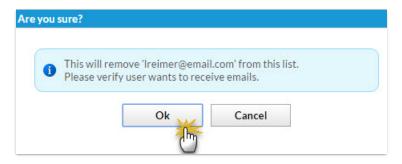


If you do not see this report option under theReports menu, check your user permissions.(Gear icon > Settings > Users & Permissions > select a User > User Permissions left menu > Reports Category: Email Bounce Report).

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Viev	/ 1 - 13 of	13 Print	☑ Export	φ Reine	demilitions.	- Coramins						
	Loc	Email Address	Current /	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	
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>~</b>
		!			direct link to cord allows yo corrections o	ou to make			correct	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* 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					



Save this as a frequently used report! Click the heart (icon) next to a report name, the heart will change to red and the report will be listed under the *Reports* (*menu*) > *My Reports* for quick and easy access!