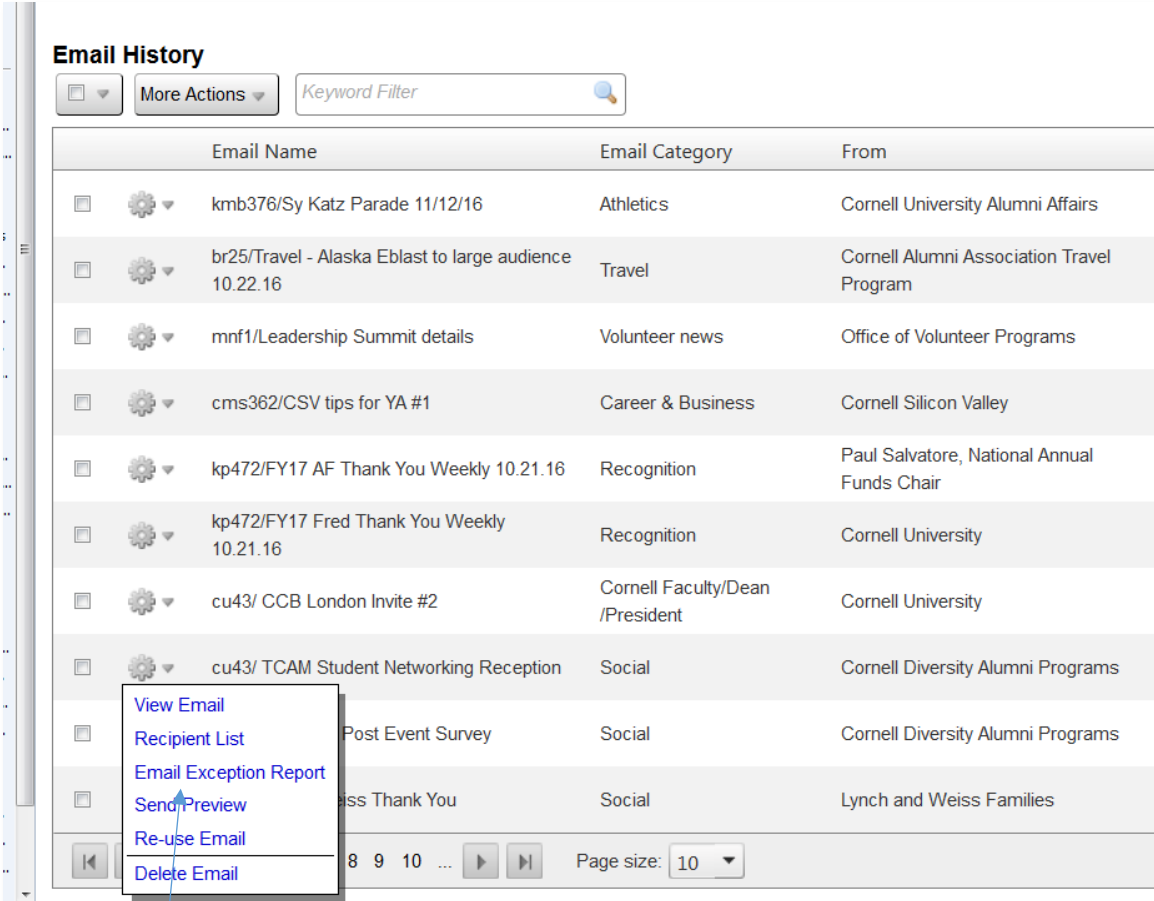


Accessing the E-Mail Exception Report

Once the e-mail has been sent, an exception report can be accessed.

Select the cog wheel next to the e-mail.



The screenshot displays an "Email History" interface. At the top, there is a "More Actions" button and a "Keyword Filter" search box. Below this is a table with columns for "Email Name", "Email Category", and "From". The table contains several rows of email records. A context menu is open over the email "cu43/ TCAM Student Networking Reception", listing options: "View Email", "Recipient List", "Email Exception Report", "Send Preview", "Re-use Email", and "Delete Email". A blue arrow points from the text "Select Email Exception Report" below the screenshot to the "Email Exception Report" option in the menu.

	Email Name	Email Category	From
<input type="checkbox"/>	kmb376/Sy Katz Parade 11/12/16	Athletics	Cornell University Alumni Affairs
<input type="checkbox"/>	br25/Travel - Alaska Eblast to large audience 10.22.16	Travel	Cornell Alumni Association Travel Program
<input type="checkbox"/>	mnf1/Leadership Summit details	Volunteer news	Office of Volunteer Programs
<input type="checkbox"/>	cms362/CSV tips for YA #1	Career & Business	Cornell Silicon Valley
<input type="checkbox"/>	kp472/FY17 AF Thank You Weekly 10.21.16	Recognition	Paul Salvatore, National Annual Funds Chair
<input type="checkbox"/>	kp472/FY17 Fred Thank You Weekly 10.21.16	Recognition	Cornell University
<input type="checkbox"/>	cu43/ CCB London Invite #2	Cornell Faculty/Dean /President	Cornell University
<input type="checkbox"/>	cu43/ TCAM Student Networking Reception	Social	Cornell Diversity Alumni Programs
<input type="checkbox"/>	Post Event Survey	Social	Cornell Diversity Alumni Programs
<input type="checkbox"/>	Mass Thank You	Social	Lynch and Weiss Families

Select Email Exception Report

A window will pop-up presenting the:

Email name

Recipient sources (and list)

Total count of Emails in the list

Total count of Emails sent

Admin Tools - Cornell University - Mozilla Firefox
https://adminlb.imodules.com/admin/index.aspx?sid=1717&gid=2&cid=990&seiid=2431

Email Marketing - Exception Report

Email Name: cu43/ TCAM Student Networking Reception
Email Category: Social
Last Run: 10/21/2016 10:57:15 AM

The recipient list was created with the following sources:

Data Viewer: "Empl List Juniors and Seniors of Color 10.21.16.xlsx"

Constituent ID
2141177,2626520,2651669,2703803,2703803,2766522,2783721,2827391,2827763,2831635,2856627,2857223,2857223,2859862,2859862,2906362

Custom List(s):

Totals

Intended recipients:	3638
Emails sent:	3544

Exceptions*

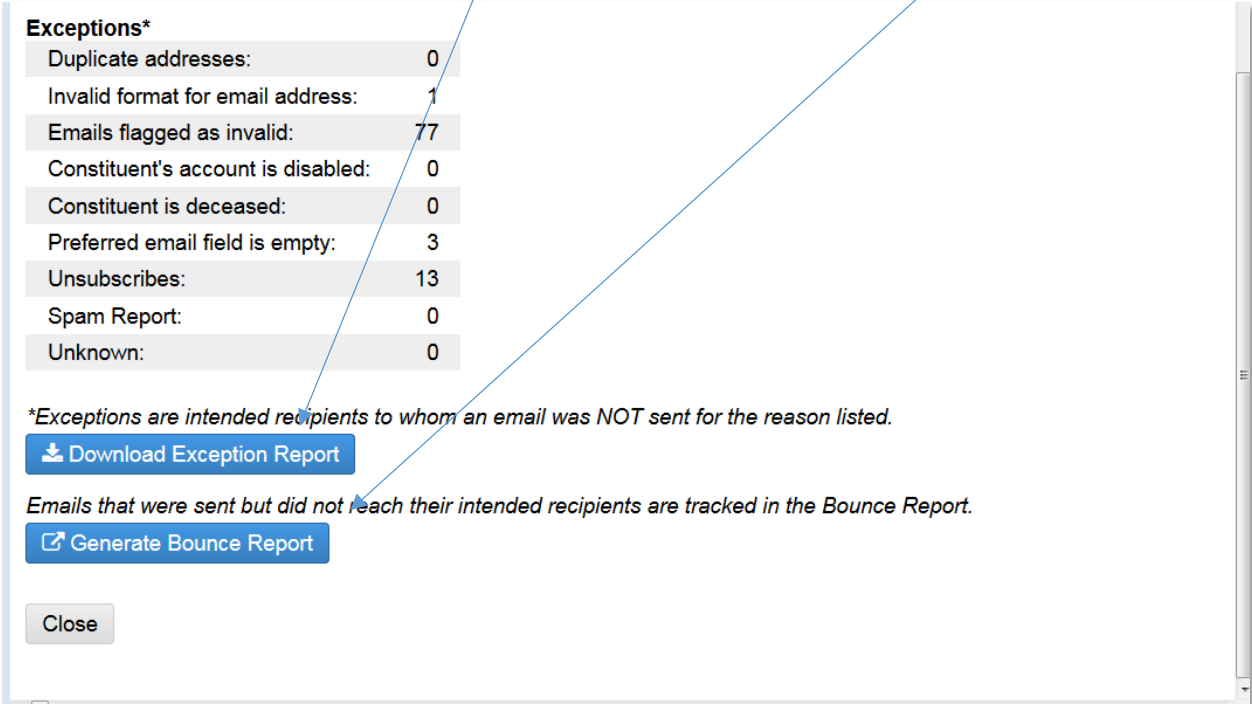
Duplicate addresses:	0
Invalid format for email address:	1
Emails flagged as invalid:	77
Constituent's account is disabled:	0
Constituent is deceased:	0
Preferred email field is empty:	3
Unsubscribes:	13
Spam Report:	0

Emails not sent are broken down to the following reasons.

- Duplicate addresses - The recipient list had duplicate email addresses
- Invalid format for email address - The email address in the recipient list was in an invalid format. Example: There could be a space in the email address: test @imodules.com or the email address is missing the .com: test@imodules.
- Emails flagged as invalid - An email in the recipient list has been flagged in the database as invalid.

- Constituent's account is disabled - An email in the recipient list is tied to a member that is set to disabled.
- Constituent is deceased - An email in the recipient list is tied to a member that is set to deceased.
- Preferred email field is empty - A member in the recipient list does not have a value in the preferred email field.
- Unsubscribes - An email in the recipient list is tied to a member who has unsubscribed globally, unsubscribed from a community or unsubscribed from a category.
- Spam Report - The constituent has marked the email as spam.
- Unknown

Scrolling down, a .CSV file of the exception report can be downloaded along with a bounce report.



Exceptions*

Duplicate addresses:	0
Invalid format for email address:	1
Emails flagged as invalid:	77
Constituent's account is disabled:	0
Constituent is deceased:	0
Preferred email field is empty:	3
Unsubscribes:	13
Spam Report:	0
Unknown:	0

**Exceptions are intended recipients to whom an email was NOT sent for the reason listed.*

[Download Exception Report](#)

Emails that were sent but did not reach their intended recipients are tracked in the Bounce Report.

[Generate Bounce Report](#)

[Close](#)

An example of a downloaded Exception Report.

COMMON_ID	PREFERRED_FIRST_NAME	PREFERRED_LAST_NAME	BEST_EMAIL	Exception Reason
3311544	Sh	Ho	hc	Invalid
2051443	Do	Oh	de	Invalid
2440247	Se	Ag	sn	Invalid
2428139	Jin	Kir	jk	Invalid
2475481	Ch	Ha	cc	Invalid
2563869	Ma	Bri	m	Invalid
2648105	Al	Ba	VI	Invalid
3052451	Jor	Luf	ja	Invalid
2777729	Sa	Kir	sk	Invalid
2835495	Hy	Sh	hs	Invalid
2766522	Me	Bu	m	Invalid
2763257	Jed	Lev	jls	Invalid
2833016	Tir	Oh	sc	Invalid
3207283	Ro	Plu	rc	Invalid
2861057	An	Ro	ar	Invalid
2953882	Ste	Ca	sa	Invalid
2959334	Ca	Ge	cg	Invalid
2957398	Jac	MU	jb	Invalid
2948441	Kir	Ok	KI	Invalid
2942084	Ve	Uc	ve	Invalid
2932877	Alf	Fl	ac	Invalid
2937633	Jer	Bo	ja	Invalid

And an example of a Downloaded Bounce Report.

Once an individual has been flagged with a hard bounce, their status of having a valid e-mail will be removed and they will no longer be eligible to receive e-mail. A member of the iModules support team can reinstate their 'OK to E-Mail' flag.