

HOWTO Manage Undeliverable Email

This article addresses Email bounce-backs and Non-Delivery Reports (NDR)

At times, you will receive notice from someone indicating they were unable to send you an email because they received a notice the message was “undeliverable.” What they received was an email “bounce-back,” which is also referred to as a Non-Delivery Report (NDR).



Other times, you yourself will receive notice from your mail server that usually comes from “System Administrator” or “Mail Administrator,” indicating your message was unable to be delivered.

Here are the steps to take when you or the person trying to send you an email encounters a bounce-back or NDR:



- 1) IF YOU ARE THE INTENDED RECIPIENT and the sender is receiving a bounce-back or NDR when attempting to send you a message, open a Service Order (SO) at the customer portal by clicking “Client Login” at <http://www.allisonroyce.com> and indicate both the sender’s and receiver’s email addresses in your description when filling out the SO.

Once you receive the SO number, have your sender send an email to allisonroyce@gmail.com with the Subject line: “Service Order xxx” (replacing xxx with the service order number). This will enable Allison Royce engineers to receive the email with all of the hidden routing information required to research the matter. If we do not receive an email at allisonroyce@gmail.com we will be unable to determine the reason for undeliverable messages.

- 2) IF YOU ARE THE SENDER and you are receiving a bounce-back or Non-Delivery Report (NDR), indicating your message to your recipient was undeliverable, the first course of action is to read the complete bounce-back or NDR message to learn if there are any obvious reasons why the message was undeliverable or returned to you. The most common reasons why messages are returned are:
 - a. Incorrect recipient(s) email address;
 - b. Recipient(s) mailbox is full or over quota and unable to receive additional messages;
 - c. Recipient(s) post office is offline and unable to receive email;
 - d. Your message was evaluated by the recipient(s) post office and determined undeliverable or rejected due to its content.

If after reviewing the returned message you are unable to determine the cause of the bounce-back and need further assistance, open a Service Order (SO) at the customer portal (“Client Login” at <http://www.allisonroyce.com>) and upload your bounced message as an attachment so we can review the message in its entirety.

It’s important to know that Allison Royce does not filter outgoing email messages, and thereby reduce the possibility of any message blocking.

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