

Conventions for Handling Bounced Emails

Applies to: Outlook 2000 Outlook 2002 Outlook 2003 YOUNGROW All versions

Issue:

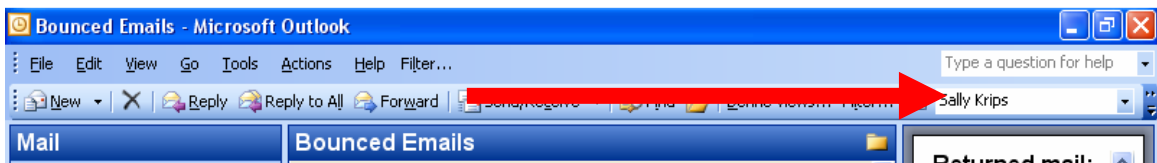
Bounced emails are a fact of business life – people change jobs and change providers – many will change their email address as a result. And you will probably have typing errors in your email data entry initially. You will receive an email back telling you that a particular delivery to an email address was undeliverable.

As there is no publicly available list of email addresses, the **only** way to correct these is by ringing or writing to your client and asking them for their correct email address (**youGROW** makes this easy to organise).

Resolution:

We need a way to firstly identify the contact with the correct email address, and then to provide an organised means of filtering these contacts so that we can either ring them, or write to them. The following instructions enable this:

1. Create a new Folder in Outlook called **Bounced Emails** (Go to **New | Folder** | type in **Bounced Emails** as the folder name | use the drop down arrow to ensure the folder **contains, Mail and Post Items**, and select **personal Folders**, as to **where to place the folder**. Click **OK**).
2. Check if email has actually bounced (i.e. not a warning message), and drag the email to the **Bounced Email** folder.
3. If the email is a **Warning** message, just delete it (More often than not they end up going through – you will receive an undeliverable message eventually if it does not).
4. When you have some time, open up the **Bounced Email** folder.
 - a. Open each individual email, select the actual email address, and right click on the mouse to copy.
 - b. Close the email, and go to the **Find Contact** box as below:



- c. Select any name which is already in the dialogue box, right click on the mouse, and select **Paste**, to paste the email into the find dialogue box.
 - d. Click **Enter**.
 - e. When the relevant contact has opened, select **Bounced Emails** as the Category in the Category Box (To create a new category, with the contact open, click on the **Category** field | Click on **Master Categories** | type in **Bounced Emails** as the category name | click **Add** | Click **OK**).
 - f. Click **Save and Close**.
5. Delete the relevant email from the Bounced Email list as you have now actioned it.
6. Now create a new view for the Bounced Emails contacts, if you don't already have one.
 - a. Select the **youGROW Query View**"



- b. Click **Define Views**.
 - c. Click Copy the **current view settings**.
 - d. Name the new view, **Bounced Emails**, and click **OK**.
 - e. Click on **Filter**.
 - f. Select the **More Choices** tab.
 - g. Click **Categories**, and select **Bounced Emails** as the category to filter on.
 - h. Click **OK, OK**, and then **Apply View**.
7. When you have time, either ring each client, or send them a letter using mail merge from this view, to ask them for their new email address.
 8. Enter this in RetailManager or EzyWine. Synchronise **youGROW** when you have finished updating the new email addresses.
 9. After you have updated their email address, uncheck the **Bounced Email** from that contact's category in **youGROW**.

NB: If you receive an email from a client asking them to remove you from their mailing list, **always** acknowledge the email and confirming you have removed them. Delete the email from the client's record in RetailManager, and mark the client **Do Not Contact** in **youGROW**.

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