

# How to View if a Contact is a Hard Bounce

If a specific contact is complaining that they are not receiving their email, they might have been flagged as a hard bounce.

To view if a contact has been flagged as a hard bounce by UMPIRE, follow these instructions:

## 1. Navigate to the People tab in the Target screen

CONNECT - Sales Demo

Dashboard Compose **Target** Automate Deploy Analyze

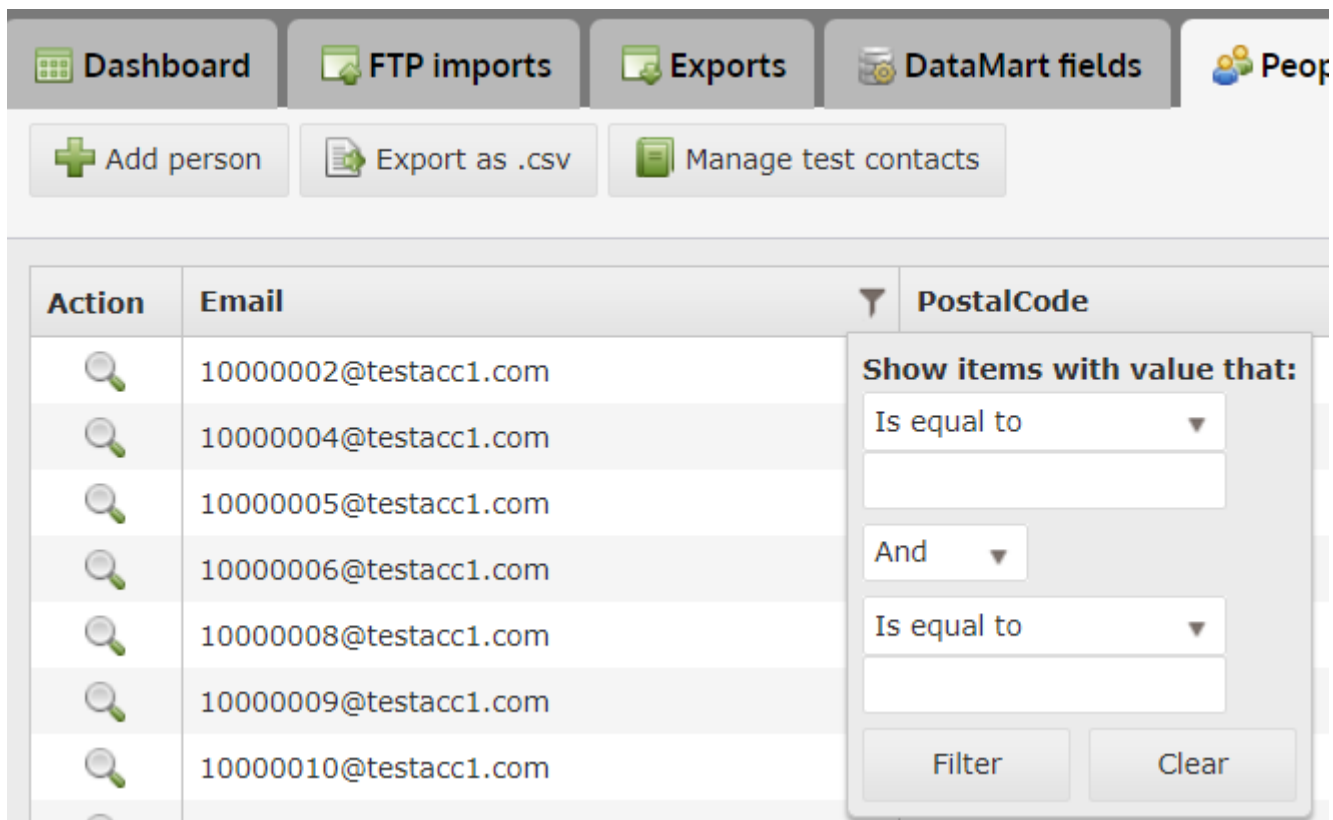
Dashboard FTP imports Exports DataMart fields **People** Data extensions

+ Add person Export as .csv Manage test contacts

Action	Email	PostalCode	BirthMonthYear	Birthday	ProductInterest
	10000002@testacc1.com	L3A 1A2	1950-01-01 12:00:00 AM		beer
	10000004@testacc1.com	N8A 1A4	1950-10-01 12:00:00 AM		beer
	10000005@testacc1.com	N1A 1A5	1950-01-01 12:00:00 AM		spirit
	10000006@testacc1.com	K6A 1A6	1950-01-01 12:00:00 AM		mixed
	10000008@testacc1.com	M5A 1A8	1950-01-01 12:00:00 AM		spirit
	10000009@testacc1.com	N8A 1A9	1950-01-01 12:00:00 AM		mixed
	10000010@testacc1.com	P1A 1B1		1950-01-10 12:00:00 AM	beer
	10000011@testacc1.com	K9A 1B2	1950-01-01 12:00:00 AM		beer
	10000013@testacc1.com	M3A 1B4	1950-01-01 12:00:00 AM		wine
	10000014@testacc1.com	N2A 1B5	1950-01-01 12:00:00 AM		wine
	10000015@testacc1.com	P2A 1B6	1950-01-01 12:00:00 AM		beer
	10000016@testacc1.com	K7A 1B7	1950-01-01 12:00:00 AM		wine
	10000017@testacc1.com	L1A 1B8	1950-01-01 12:00:00 AM		beer
	10000018@testacc1.com	N1A 1B9	1950-01-01 12:00:00 AM		spirit
	10000019@testacc1.com	N1A 1C1	1950-01-01 12:00:00 AM		mixed
	10000021@testacc1.com	N1A 1C3	1950-01-01 12:00:00 AM		spirit

1 2 3 4 5 6 7 8 9 10 ... 1 - 100 of 50

2. Using the filter options for the fields, Enter in Criteria so that you can locate the contact you wish to view



- Tip: The most common way to locate a contact is email address. Just click the filter option on your email field and type/paste in the email address of the contact you are trying to view.

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3. Click on the "View" icon next to the Contact



## 4. On the Right Panel, you can view if a contact is a Hard Bounce

DashboardFTP ImportsExportsDataMart fieldsPeopleData extensions

BackEdit

Contact InformationChange History

Field name	Value
Email:	10000002@testacc1.com
FirstName:	Subs Test
LastName:	again
Address:	
City:	Waterloo
Province:	Ontario
PostalCode:	L3A 1A2
BirthMonthYear:	1950-01-01 12:00:00 AM
Birthday:	
Language:	EN

Date Created: 4/7/2022 11:08:37 AM  
Original Source: Upload - contacts

Subscription	Permission Level	Permission Capture Date
Newsletter	Unsubscribe	2018-11-27 13:00:12
Promotional	Unsubscribe	2018-11-27 13:00:00
B2B	Unsubscribe	2018-11-27 13:00:00

Hard Bounce: No

Complaint: No

Contact Type: Test account  
Stakeholder  
Seed

Revision #3

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