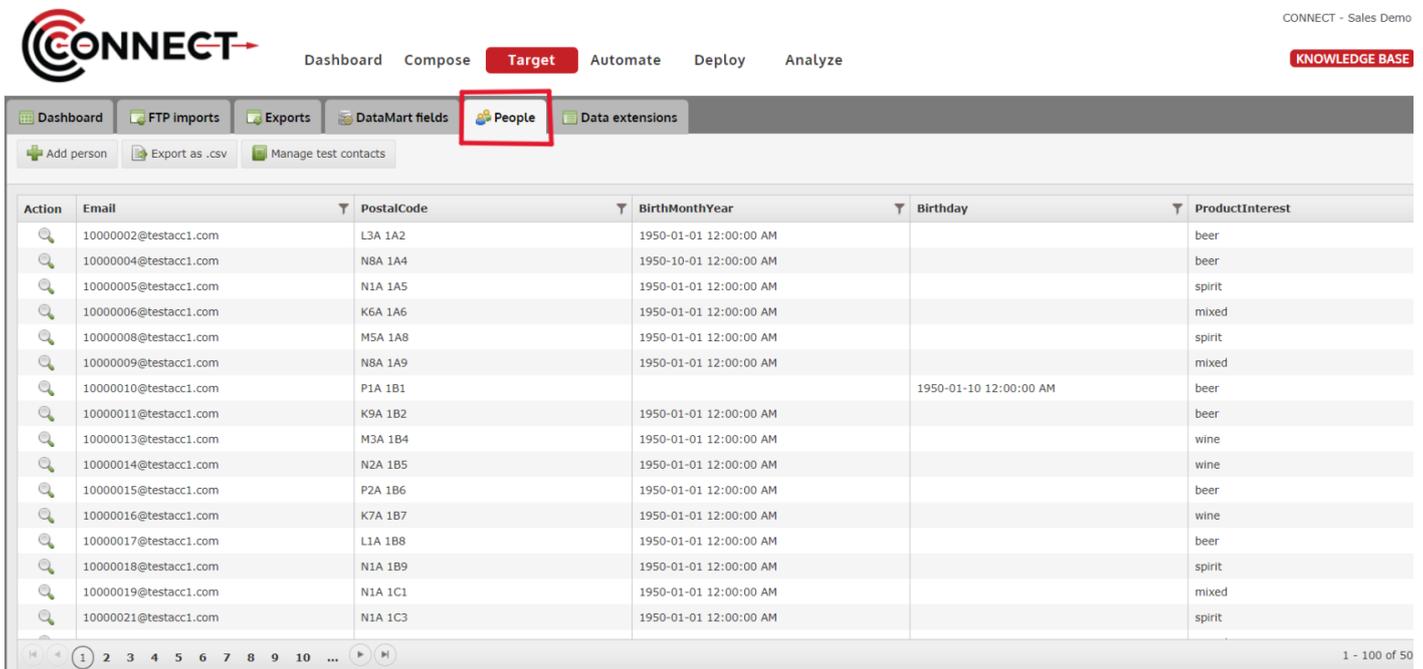


How to View if a Contact is a Hard Bounce

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

KNOWLEDGE BASE

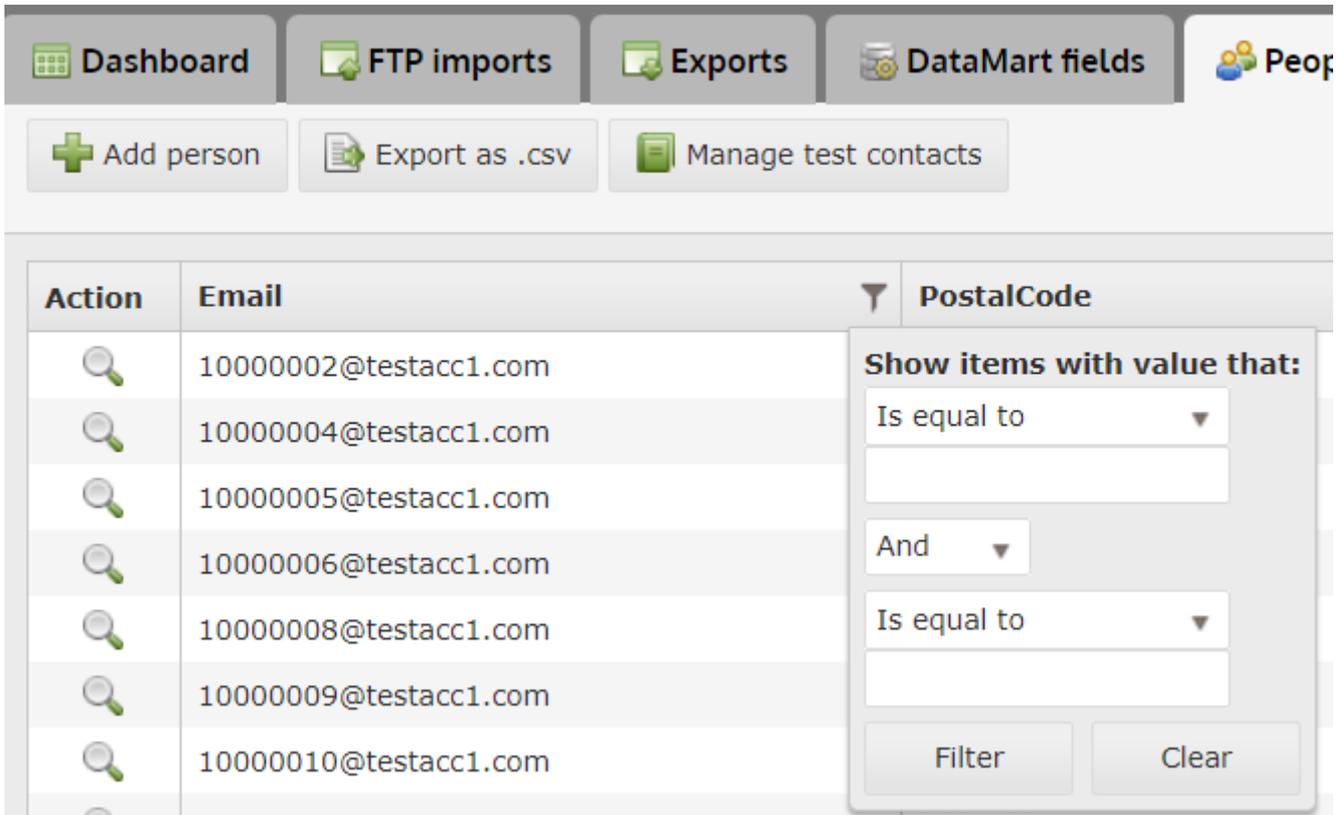
Dashboard FTP imports Exports DataMart fields **People** Data extensions

+ 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 - 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



The screenshot shows a web interface for managing contacts. At the top, there are navigation tabs: Dashboard, FTP imports, Exports, DataMart fields, and People. Below these are three buttons: Add person, Export as .csv, and Manage test contacts. The main area contains a table with columns for Action, Email, and PostalCode. The table lists several contacts with email addresses from testacc1.com. A filter dropdown menu is open over the PostalCode column, showing options for filtering values. The menu includes a search icon, a dropdown menu set to 'Is equal to', an 'And' dropdown, another dropdown set to 'Is equal to', and 'Filter' and 'Clear' buttons.

Action	Email	PostalCode
	10000002@testacc1.com	
	10000004@testacc1.com	
	10000005@testacc1.com	
	10000006@testacc1.com	
	10000008@testacc1.com	
	10000009@testacc1.com	
	10000010@testacc1.com	

- 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.

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

Dashboard FTP Imports Exports DataMart fields People Data extensions

Back Edit

Contact Information Change History

Field name	Value
Email:	1000002@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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