

What do the different Send Statuses mean?

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Applies To: ☒ PoliteMail Desktop ☒ PoliteMail Online ☐ PoliteMail M365

Version: ☐ 4.94 ☐ 4.97 ☒ 5.x

Send Status

The Scheduled Sends window now displays icons that indicate the current status of each message. This replaces automated email notifications, which can be a distraction and are quickly outdated.

Use Case: If a user needs to cancel a scheduled message to update the contents, they can view all statuses at a glance from the Send Status window. They can then select the message they need to change and edit it from the 'Actions' button.

Status Descriptions

Icon	Description
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Enabled. The message has been created and a Scheduled Send has been selected, but the message has not yet been added to the send queue.



Queued. The message has been added to the send queue for delivery at the specified time.



Sending. The message is in the process of being sent. The time to send may vary significantly depending on the message size and number of recipients.



Disabled. The message has not yet been sent, and the scheduled send has been cancelled by the user. The message remains in the Scheduled Send window and can be re-enabled at any time (provided the scheduled send time has not passed).



Error. An error occurred during delivery. This is usually caused by a disruption at the SMTP server, such as the server being taken down for maintenance without checking if a message is in mid-delivery first.






Other Notes

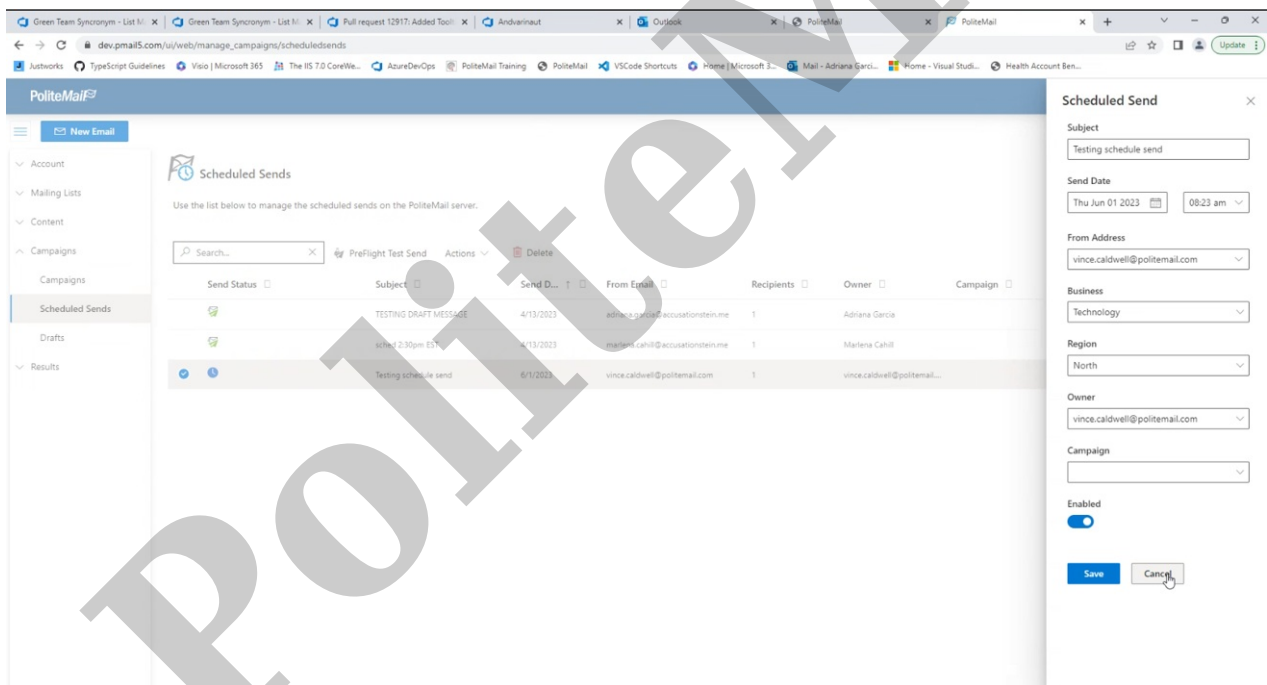
- Because the PoliteMail application is multi-threaded, it is possible for one message scheduled for delivery at the same time as an already-scheduled message to be before the other. This does not mean the prior message has an error.
- Selecting a scheduled message will open a panel on the right that displays its send properties. If the message is in the middle of sending, these properties will be grayed out.

Campaigns Scheduled Sends Drafts




Scheduled Sends

Use the list below to manage the scheduled sends on the PoliteMail server.

Search...			PreFlight Test Send	Actions	Delete
Send Status	Subject	Send Date			
	Test 4	5:33:59 PM			
	Test 1	5:33:00 PM			
	Test 3	5:33:59 PM			
	Test 5	5:35:00 PM			
	Test 2	5:33:59 PM			



The screenshot shows the PoliteMail web application interface. The main content area displays a table of scheduled sends. The table has columns for Send Status, Subject, Send Date, From Email, Recipients, Owner, and Campaign. The table contains three rows of data. The first row is highlighted, and a modal window titled 'Scheduled Send' is open on the right side of the screen. The modal contains fields for Subject, Send Date, From Address, Business, Region, Owner, and Campaign, along with an 'Enabled' toggle and 'Save' and 'Cancel' buttons.

Send Status	Subject	Send Date	From Email	Recipients	Owner	Campaign
	TESTING DRAFT MESSAGE	4/13/2023	adriana.garcia@accusationsteins.me	1	Adriana Garcia	
	polite 2:30pm EST	4/13/2023	marlena.cahill@accusationsteins.me	1	Marlena Cahill	
	Testing schedule send	6/1/2023	vince.caldwell@politemail.com	1	vince.caldwell@politemail.com	

Scheduled Send

Subject:

Send Date:

From Address:

Business:

Region:

Owner:

Campaign:

Enabled: ☒