

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 This replaces automated email notifications, which can be a distraction and are quickly outdated.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



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

Green Team Synchronism - List N: x Green Team Synchronism - List N: x Pull request 12917: Added Tool: x Andriannaut x Outlook x PoliteMail x PoliteMail x + - o x

dev.pmail5.com/ui/web/manage_campaigns/scheduledsends

PoliteMail

New Email

Account

Mailing Lists

Content

Campaigns

Campaigns

Scheduled Sends

Drafts

Results

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

Scheduled Send

Subject
Testing schedule send

Send Date
Thu Jun 01 2023 08:23 am

From Address
vince.caldwell@politemail.com

Business
Technology

Region
North

Owner
vince.caldwell@politemail.com

Campaign

Enabled
☒

Save Cancel