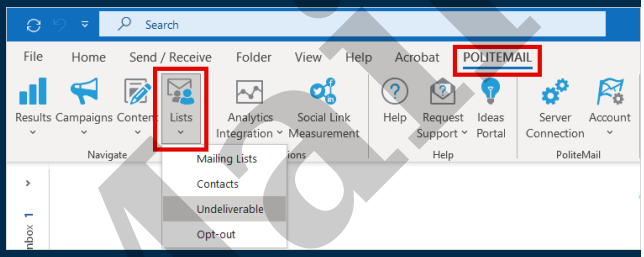
Exporting and Deleting Undeliverables

Last Modified on 10/01/2026 4:26 pm EDT

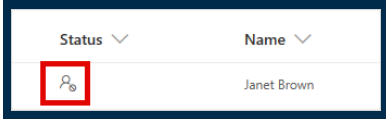
Applies To: ■ **New PoliteMail** ■ **Legacy PoliteMail**

Version: ■ **4.9+** ■ **5.0+**

To view your list of all undeliverables, select **POLITEMAIL> Lists > Undeliverable.**



PoliteMail manages undeliverable email for you automatically. It removes any undeliverable messages from your Inbox, places them into the ***Undeliverables folder*** and tracks any ***hard bounces*** (undeliverable error codes in the 500 range) as undeliverable.



Other returned messages, including ***soft bounces*** and ***delay*** messages, should not be considered undeliverable as the email will typically get through later. Undeliverables are shown on your list with the icon shown at right to indicate the address was undeliverable on the last email sent.

To Do This...	... Do This.
Export a list of Undeliverables	Click the 'Actions' button at the top of the list, then select 'Export All'. You can export the list as a .csv or as an Excel file.
Delete the Undeliverables List	Click the Select All button in the first column. This will select all the contacts in the list. Now click the **Delete** button.
Delete a specific Contact	Click on the contact's name to select it, and then click on the **Delete** button. Deleting these contacts will remove them from all PoliteMail lists. In **Version 4.9x**, select the Contact and then click the 'x' button.

PoliteMail