

An Email You Sent Didn't Arrive

Last Modified on 09/04/2026 11:12 am EDT

A message that never showed up almost always stopped at the recipient's mail server rather than inside Pipeline. Here's how to tell which one you're looking at, and what to do about each.

You Got a "Notification of Undelivered Email"

That notice means the message was rejected, not delayed — it did not arrive and it won't be retried. The recipient's address is now on Pipeline's Bounce List, and Pipeline has stopped sending to it.

To get sending going again:

1. Check that the address is spelled correctly and can receive mail from outside your company.
2. Email help@paperlesspipeline.com with the address that isn't receiving Pipeline mail.
3. Support confirms the bounce in the email records and removes the address from the list.
4. Resend the message. You can resend a welcome email from *Manage Users*.

The Recipient Never Got It and You Got No Notice

No notice usually means the message left Pipeline and was accepted by the receiving server — so it's somewhere on their side.

- **Have them check spam and junk**, and search for messages from help@paperlesspipeline.com.
- **Have them check any filters or rules** that might be routing Pipeline mail into a folder.
- **Ask us to check the delivery record.** Send the recipient's address, the subject, and roughly when you sent it, and we can tell you what the receiving server did with it.

The Whole Office Stopped Getting Email at Once

When every address in an account starts bouncing at the same time, it isn't the addresses — it's a service problem, usually at Pipeline's email provider. Check status.paperlesspipeline.com for a known outage.

During an outage, messages Pipeline shows as *Sent* may not actually have been delivered. The rule for sorting it out afterward: if you got an undelivered notice for a message, it didn't go through and needs resending. If you didn't, it very likely did.

One Recipient Keeps Bouncing, No Matter How Often We Clear It

Clearing the address treats the symptom. If the same address is rejected again after it's cleared, the recipient's own mail server is applying the block, and only their side can lift it. Have them take the exact bounce text to their email

administrator or IT team — ask them to confirm the mailbox exists, that it isn't full, and that mail from outside their domain isn't being filtered.

The Recipient Marked a Pipeline Email as Spam

Their provider reports that back, and Pipeline stops sending to them — this time from the Spam Reports list rather than the Bounce List. Write in and we'll clear it. Going forward, unsubscribing or changing a setting is the move; marking Pipeline mail as spam takes the whole address offline.

The Transaction Name Has an Emoji in It

Pipeline puts the transaction name in the subject line, so an emoji in the name ends up in the message header — and Gmail and some other providers reject messages with those characters outright, with a `550 5.7.1` error.

To send it anyway:

1. Start your subject line with a pipe character (`|`), typed with Shift and the `\` key.
2. Send the message. The transaction name, and its emoji, stay out of the subject.

For a lasting fix, keep emoji and unusual characters out of transaction names.

Still Stuck?

Send us the recipient's address, the subject line, and roughly when you sent it. Email help@paperlesspipeline.com and we'll pull the delivery record.

Learn More

When a recipient's mail server rejects a message, their address lands on Pipeline's Bounce List and sending stops until it's cleared.

See [Bounce List](#)

Still Have Questions?

Didn't find your answer above? Email us at help@paperlesspipeline.com and we'll help.
