

# Bounce List FAQ

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An address comes off the Bounce List when support clears it, and sending resumes right away. Answers to the common questions about what lands an address there, who can clear it, and those undelivered notices.

## Why did Pipeline stop emailing one of my agents?

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Their mail server rejected a message and the address landed on the Bounce List. Pipeline stops sending to an address once its server refuses delivery. Ask support to clear it and sending resumes.

## How do I get an address off the Bounce List?

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Email [help@paperlesspipeline.com](mailto:help@paperlesspipeline.com) with the address. Support checks the email records, confirms the bounce, and removes it. It takes one message, and sending picks back up immediately.

## Can I see or clear the Bounce List myself?

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Not today. The list lives in Pipeline's internal email records and isn't shown inside your account, so there's no screen to check or clear. Admins have asked for it and it's a recognized gap — for now it's a support request.

## What actually puts an address on the list?

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A hard rejection from the recipient's own mail server. Usually `550 no such user here` or `the email account does not exist`, but a full mailbox, a server rate limit, and a DNS outage on their side do it too. A brand-new agent's address can land there because their welcome email went out before their mailbox was finished.

## The address is definitely valid. Why did it bounce?

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The rejection came from the receiving server, not from Pipeline. Sometimes it's a one-off hiccup and clearing the address is the whole fix. If it happens again, the recipient's email administrator or IT team needs to look at why their server is turning Pipeline's messages away.

## What is the Spam Reports list?

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A separate list with the same effect. When someone marks a Pipeline message as spam, their provider reports it back and Pipeline stops sending to them. Support clears that list too. Tell your team to unsubscribe or change a setting rather than hitting Spam on Pipeline mail.

## Does it stop system emails too, or just messages people send?

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Everything. Welcome emails, password resets, security codes, task reminders, doc notifications, and messages sent from transactions all stop while an address is listed.

## What are all these "Notification of undelivered email" messages?

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One per message that failed to deliver. A single bad address produces a trickle; a provider-wide problem produces a flood all at once. Failed messages aren't resent automatically, so resend anything that mattered once the address is cleared.

## How do I stop bounce notices for someone who's left the company?

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Deactivate their user profile. A deactivated user stops receiving system emails, so the messages stop and the bounce notices stop with them. Their transactions and history stay in the account.

## Learn More

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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](#)

Turn off a user's access when they leave — without losing any of the work tied to their name.

See [User Deactivation](#)

## Still Have Questions?

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Didn't find your answer above? Email us at [help@paperlesspipeline.com](mailto:help@paperlesspipeline.com) and we'll help.

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