

Bounce List

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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.

Introduction

One person in the office stops getting anything from Pipeline. Password resets, task reminders, the emails colleagues send from transactions: nothing arrives, while everybody around them is fine. That pattern almost always means their address is on the Bounce List.

The Bounce List is Pipeline's record of addresses a mail server has refused outright. When a server says no, Pipeline takes it at its word and stops sending there. A service that keeps pushing at addresses that reject it gets its whole sending domain treated as spam, and your mail rides on that reputation along with everyone else's. That's why a single rejection is enough to stop delivery, and why the list isn't something an account can switch off.

None of it reflects on the person whose address is listed. A brand-new mailbox that wasn't quite finished, a full inbox, a mail server having a bad hour — any of those is enough, and the address itself is usually correct. Getting it cleared is a short conversation with support rather than a rebuild of anything, and your mail picks up again from there.

How It Works

One list, one effect, and one way off it.

What Puts an Address on the List

A hard rejection from the recipient's own mail server. The common ones are `550 no such user here`, `550 the email account does not exist`, and `access denied`, along with a mailbox that's out of storage, a server rate limit, and DNS outages on the recipient's side.

The address doesn't have to be wrong. A brand-new agent whose mailbox wasn't quite ready when their welcome email went out lands on the list just as easily as a typo does.

What Happens While an Address Is Listed

Pipeline stops sending to it — all of it. Welcome emails, password resets, security codes, task reminders, doc notifications, and the messages people send from transactions.

The Spam Reports List

A separate list with the same effect. When someone marks a Pipeline message as spam, their email provider reports that back and Pipeline stops sending to them. Support clears that one on request too. The thing to tell your team: don't mark Pipeline messages as spam — unsubscribe or change the setting instead.

The Undelivered Notice

Every message that fails generates a *Notification of undelivered email* back to the sender. It's one notice per failed

message, which is why a provider-wide problem produces a flood of them at once and a single bad address produces a slow trickle.

Who Can Clear It

Support. The list lives in Pipeline's email records rather than inside your account, so there's no screen where you can check whether an address is on it or take it off yourself. Admins have asked for that; it's a real gap, not a hidden setting.

Get an Address Removed From the Bounce List

Ask support to clear a blocked address so Pipeline starts sending to it again.

Who Can Do This: Anyone. Support needs the affected email address.

To get an address removed from the Bounce List:

1. Check that the address is spelled correctly and can receive mail from outside your company.
2. Email help@paperlesspipeline.com with the address, or addresses, that aren't receiving Pipeline mail.
3. Support reviews the email records, confirms the bounce, and removes the address from the list.
4. Resend anything that failed while the address was blocked. You can resend a welcome email from *Manage Users*.

Pipeline resumes sending to the address right away. If it bounces again, the rejection is happening on the receiving server, and the recipient's email administrator or IT team needs to find out why Pipeline's messages are being turned away.

Bounce List FAQ

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.

See [Bounce List FAQ](#)

Bounce List Troubleshooting

Message never showed up? Start here.

- [An Email You Sent Didn't Arrive](#)

