ClubRunner

Help Articles > Club Help > Club - Administration Guide > Communication > How do I access the email traffic report?

How do I access the email traffic report?

Michael C. - 2023-11-13 - Communication

With ClubRunner, you can view overall email statistics for your club. You can view your current annual email volume limit, and track current usage. You can also generate a report based on this data.

- To access the **Email Traffic Report**, you must go to your club homepage and log in. Then, click on **Member Area** on the top right, under your club banner.
- Along the top of the screen you will see several tabs. Click on the Communication tab.
- 3. Now, click on Email Traffic Report.
- You are now on the Email Traffic Report screen. At the top left, the Email Volume Limit box displays your annual email limit and the monthly use average.



5. At the top right, the **Usage to Date** box details the number of emails your club has sent annually as well as over the past 30 days. It also provides a month average based on your annual usage.

Email Traffic Report

Email Vol	lume Limit	Usa	age To Date Since Nov 10), 2021			
12000 Annual	1000 Monthly Average	30 Annual	18 Past 30 Days	10 Monthly Average			
Please note that your email volume limits are based on your account subscription. If you anticipate requiring higher volumes, consider upgrading your email package.							
From: Jan 08, 2022 🛗 To: Feb	b 08, 2022 🛗 Generate Report						

6. At the bottom of the page, you are presented with information about emails that have been sent within a given period of time. You can change period of time presented in this report with the date fields highlighted in the image. When you have selected the date range you desire, click **Generate Report**.

Please note that your email volume limits are based on your accor your email package.	unt subscription. If you a	nticipate requiring hig	her volumes, consider u	pgrading
From: Jan 08, 2022 📾 To: Feb 08, 2022 📾 Generate Rep	port			
Account	Batches Sent	Emails Sent	Total Size	Actions
Rotary Club of Purple Metro	22	18	465.68 KB	Details

7. Under **Account**, you will see from which account a given group of emails were sent.

Please note that your email volume limit your email package.	ts are based on your account subscription. If	you anticipate requiring	higher volumes, consi	ider upgrading
Jan 08, 2022 📰 10. Feb 08	, 2022 📰 Generate Report			
Account	Batches Sent	Emails Sent	Total Size	Actions
Rotary Club of Purple Metro	22	18	465.68 KB	Details

 Batches Sent tells you have many email batches have been sent, while Emails Sent records the number of invidual emails. For example, your club might have sent 10 batches of 20 emails. The Batches Sent field would say 10, while Emails Sent would be 200.

Please note that your email volume limits are based on your acco your email package.	unt subscription. If you	ı anticipate requirin	g higher volumes, consid	er upgrading
From: Jan 08, 2022 🗃 To: Feb 08, 2022 🗃 Generate Re	port			
Account	Batches Sent	Emails Sent	Total Size	Actions
Rotary Club of Purple Metro	22	18	465.68 KB	Details

9. The **Total Size** column tells you how much data has been used in sending all the emails from a given account.

Please note that your email volume limits are based on your accouryour email package.	nt subscription. If you ar	nticipate requiring hig	her volumes, co	nsider upgrading
From: Jan 08, 2022 📾 To: Feb 08, 2022 📾 Generate Rep	prt			1
Account	Batches Sent	Emails Sent	Total Size	Actions
Rotary Club of Purple Metro	22	18	465.68 KB	Details

10. Under the **Actions** heading, you can click **Details** to generate a more in-depth email traffic report for that account.

Please note that your email volume limits are based on your accou your email package.	unt subscription. If you	anticipate requiring h	igher volumes, conside	r upgrading
From: Jan 08, 2022 🛗 To: Feb 08, 2022 🛗 Generate Rep	port			
Account	Batches Sent	Emails Sent	Total Size	Actions
Rotary Club of Purple Metro	22	18	465.68 KB	Details

11. On the **Email Traffic Report** page you can view a breakdown of every email sent from that account. You can order this information according to date, sender, club, type of email, subject and email size.

Rotary Club of Purple Metro Email Traffic Report

From: Jan 08, 2022 🛗 To:	Feb 08, 2022 🛗 Generate	Report				
Filter records: Q						
Date - Sender -	Туре 🗸	Subject 🗸		Emails Sent 🚽	Total Size 🚽	Actions
Feb 08, 2022 Kevin Turner	Bulletin	Commitments		1	68.41 KB	Preview
Feb 08, 2022 Kevin Turner	Dynamic Bulletin To Myself	Commitments		1	68.41 KB	Preview
Feb 08, 2022 Kevin Turner	Dynamic Bulletin To Myself	Commitments		1	72.56 KB	Preview
Feb 08, 2022 Aaron (Abe) B Aaronson	Volunteer Confirmation	Signup Confirmation for \$VOLUNTEER_SIGNUP_LIST_NAME\$		1	5.00 KB	Preview
Feb 08, 2022 Aaron (Abe) B Aaronson	Volunteer Cancellation	Signup Cancellation for \$VOLUNTEER_SIGNUP_LIST_NAME\$		1	5.96 KB	Preview
Jan 13, 2022 Abe Aaronson	GdprConsentNotification	Contact Added for \$ACCOUNT_FULL_NAME\$		1	4.62 KB	Preview
Jan 08, 2022 Kevin Cruz	Club Communication	Spring Fling Garage Sale		0	0 bytes	Preview
			Total:	18	465.68 KB	

Showing all 22 records

Note

When viewing the email traffic report, any emails that contain sensitive information, such as password reset emails are not previewable due to the sensitive nature of those emails. Hovering over the "Preview" option will present the user with the following error "Emails such as Password Recovery are not available for preview due to privacy and security reasons.

Email Traffic

From Sep 17, 202	23 🛗 To	Oct 17, 2023	Generate Report				
Filter records: Q							
Date 🗸		Sender 🗸	Туре 🗸	Subject 🗸	Emails Sent 🚽	Total Size 🗸	Actions
Oct 17, 2023 at 1	1:33 PM	Anallise Massinger	Password Recovery	ClubRunner Login for Robins SoF Website	1	16.82 KB	Preview
Oct 13, 2023 at 6	5:19 PM	Robin's Sandbox of Fun	Event Order Confirmation	Order confirmation for {{{CloudEvent.Name}}} (Order #{{CloudEventRegistration.FriendlyId}})	Emails s not availa	uch as Passwo able for previe and security r	ord Recovery are aw due to privacy reasons.

 You can use the date fields provided to generate a report based on a given period of time. Click Generate report after selecting the **From** and **To** dates.

Rotary Club of Purple Metro Email Traffic Report

F	From: Jan 08, 2	2022 🛗 ^{To:} Fe	eb 08, 2022 🛗 Generate I	Report			
ŀ	Filter records:	Q					
	Date 💂	Sender 🗸	Туре 🗸	Subject 🗸	Emails Sent 🚽	Total Size 🚽	Actions
	Feb 08, 2022	Kevin Turner	Bulletin	Commitments	1	68.41 KB	Preview
	Feb 08, 2022	Kevin Turner	Dynamic Bulletin To Myself	Commitments	1	68.41 KB	Preview
	Feb 08, 2022	Kevin Turner	Dynamic Bulletin To Myself	Commitments	1	72.56 KB	Preview
	Feb 08, 2022	Aaron (Abe) B Aaronson	Volunteer Confirmation	Signup Confirmation for \$VOLUNTEER_SIGNUP_LIST_NAME\$	1	5.00 KB	Preview
	Feb 08, 2022	Aaron (Abe) B Aaronson	Volunteer Cancellation	Signup Cancellation for \$VOLUNTEER_SIGNUP_LIST_NAME\$	1	5.96 KB	Preview
	Jan 13, 2022	Abe Aaronson	GdprConsentNotification	Contact Added for \$ACCOUNT_FULL_NAME\$	1	4.62 KB	Preview
	Jan 08, 2022	Kevin Cruz	Club Communication	Spring Fling Garage Sale	0	0 bytes	Preview
				Tota	al: 18	465.68 KB	

Showing all 22 records

1. Finally, you can use the **Search** field to search for a specific email or email subject.

Rotary Club of Purple Metro Email Traffic Report

ł	From: Jan 08, 2	022 🛗 ^{To:} Fe	eb 08, 2022 🛗 🛛 Generate F	Report			
1	Filter records:	۹					
	Date 💂	Sender 💂	Туре 🗸	Subject 🗸	Emails Sent 🚽	Total Size 💂	Actions
	Feb 08, 2022	Kevin Turner	Bulletin	Commitments	1	68.41 KB	Preview
	Feb 08, 2022	Kevin Turner	Dynamic Bulletin To Myself	Commitments	1	68.41 KB	Preview
	Feb 08, 2022	Kevin Turner	Dynamic Bulletin To Myself	Commitments	1	72.56 KB	Preview
	Feb 08, 2022	Aaron (Abe) B Aaronson	Volunteer Confirmation	Signup Confirmation for \$VOLUNTEER_SIGNUP_LIST_NAME\$	1	5.00 KB	Preview
	Feb 08, 2022	Aaron (Abe) B Aaronson	Volunteer Cancellation	Signup Cancellation for \$VOLUNTEER_SIGNUP_LIST_NAME\$	1	5.96 KB	Preview
	Jan 13, 2022	Abe Aaronson	GdprConsentNotification	Contact Added for \$ACCOUNT_FULL_NAME\$	1	4.62 KB	Preview
	Jan 08, 2022	Kevin Cruz	Club Communication	Spring Fling Garage Sale	0	0 bytes	Preview
				Tota	ıl: 18	465.68 KB	

Showing all 22 records

1. To view the email stats/statistics, click on the number in the **Email Sent** column.

Rotary Club of Purple Metro Email Traffic Report

From: Jan 08,	2022 🛗 ^{To:} F	eb 08, 2022 🛗 Generate I	Report			
Filter records:	Q					
Date 🚽	Sender 💂	Туре 🗸	Subject 🗸	Emails Sent 🚽	Total Size 🗸	Actions
Feb 08, 2022	Kevin Turner	Bulletin	Commitments	1	68.41 KB	Preview
Feb 08, 2022	Kevin Turner	Dynamic Bulletin To Myself	Commitments	1	68.41 KB	Preview
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Jan 08, 2022	Kevin Cruz	Club Communication	Spring Fling Garage Sale	0	0 bytes	Preview
				Total: 18	465.68 KB	

Showing all 22 records

 This takes you to the **Email Statistics** page. The Statistics page presents information about the recipients of your email. At the top, it gives you a synopsis of the percentage of recipients who successfully received the message, how many recipients opened the email, as well as how many delivery errors occurred when delivering the email message.

Email Statistics

Subject: "Con	nmitments"						
(Opened 😮	Succes	ssfully Delivered 🔞		Un	delivered & Erro	ors 🔞
	0%		100%			0%	
0	/ 1 recipients		1 / 1 recipients		0 / 1 recipients		
Opened 🕜	Delivered 😮	Queued 🔞	Bounced 📀	Dro	opped 🕜	rd 😮 Total Recipients 😨	
0	1	0	0		0	0 1	
Status 🗸	To 🗸					Date 🗸	Actions
 Sent 	Kevin Turner <kturner@purp< td=""><td>lemetro.com></td><td></td><td></td><td>Feb 08, 202</td><td>22 10:01 AM</td><td>Preview</td></kturner@purp<>	lemetro.com>			Feb 08, 202	22 10:01 AM	Preview

1. The next area displays a detailed breakdown of all of the emails that were sent. Each

field provides a different detail.

- **Successfully Delivered**: This is the total number of messages that have been successfully delivered to the recipients.
- **Queued For Delivery**: This is number of messages that are ready to be sent, but have not yet gone out. Messages may be queued to improve deliverability.
- **Blocked**: This is the number of messages blocked by the system due to deliverability problems, such as bad domain name, incorrect email format, or that the recipient previously reported messages as spam.
- **Bounce**: This shows the number of emails that could not be delivered, because an error message was received. A hard bounce occurs when there is a permanent reason that the email cannot be delivered, such as an invalid email address. A soft bounce is usually a temporary error.
- Total Recipients: This is the total number of email recipients.
- 1. In the bottom field, you can view the recipients of the emails sent from your account, and the date they were sent.

Opened 😧		Successfully Delivered 🚱			Undelivered & Errors 🚱		
0% 0/1 recipients			100%		0% 0/1 recipients		
Opened 🕝	Delivered 😮	Queued 🕝	Bounced 😮	Drop	pped 🕜	Total Recipients 🔞	
0	1	0	0		0	1	
Status 🗸 To 🗸						Date 🚽	Actions
Sent Kevin Turner <kturner@purplemetro.com> Feb 08, 2022 10:01 AM Preview</kturner@purplemetro.com>							

Email Statistics

Cubicate "Committee onto"

- 1. There are several different **Statuses** that an email address could have:
- **Sent** The email was sent to the recipient. The email could have been opened, but not reported as opened due to anti-virus blocking the notice of it being opened.
- Opened The email was opened. This could be false, the anti-virus could have

opened it to check the email and the recipient never opened it.

- Dropped The email was not sent because the email is on the blocked list.
- **Bounced** The email was not received because an error was returned by their email service. Eg. email address does not exist.
- Blocked The email was not received because their email service blocked the email.
- **Spam** The recipient reported this as spam. They will no longer receive future emails sent from ClubRunner.
- **Unknown** The recipient was sent the email, but the system does not know if the recipient received it or not.

To learn how to review and remove emails from the blocked list please read the article called <u>How do I remove emails from the blocked email list?</u>

Related Content

- How do I re-send an email to undelivered recipients?
- Understanding email limits
- How does ClubRunner's email tracking work?
- How do I remove dropped & bounced emails from the blocked email list?