

Failed Email Delivery Sheet



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If a user has reported that they did not receive an email sent through Risk Assess. The following scenarios should provide the information needed to find and address where an email is trapped.

Check the “Recently Sent Emails” to see if the email is listed.

- If it’s not present, it’s probably suppressed. Check for suppression on any Custom email text. If there is no suppression listed, contact Support to check for other suppressions.
- If the email is present, then it was sent out and any delivery issues are going to be client-side.

Check the “Bounced Emails” to see if it’s located listed.

- If it is, then you can check the details and the diagnostics of the returned item. These fields will tell you if the email address is invalid and may have information that will be useful to the supplier’s IT personnel.
- If it’s not listed in the Bounced Emails, then it did not get returned to us. This likely means it was either filtered or trapped by the client.

Check for Filtered emails.

- The user should check for the email in junk folders, spam folders, deleted folders, etc. If found, remove or create any appropriate filters so that the emails arrive in the user’s inbox.

Check for Trapped emails.

- Many email systems have security in place that will not allow some emails through. For instance Risk Assess sends passwords via email and the word “password” or “user name” may be filtered by the recipient’s email server. The mail server may need to be specifically configured to allow emails from Risk Assess. This is typically done through “whitelisting” domains and IP addresses. Traffic that should be whitelisted from Risk Assess on the client or supplier’s email system are:
 - *.hiperos.com
 - IP address 74.205.24.151
 - IP address 74.205.24.152
 - IP address 74.205.24.154
 - IP address 74.205.24.156
 - IP address 74.205.24.157
 - IP address 74.205.24.145

Although Coupa does not provide support for a recipient email server configuration, we will provide our best effort in troubleshooting the issue. As a last resort and only after the above steps have been followed, please arrange to host a conference call with the IT personnel responsible for the recipient’s mail server that is having the issue and the Coupa Operations Manager.