

Identify Contacts Causing Bounced Emails!

Printed Manual

Bounced Emails Detective for ACT!

Identify Contacts Causing Bounced Emails!

by *PersonalCRM Inc.*

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PersonalCRM Inc.

891 Quetta Court
Sunnyvale, CA 94087
Phone: 408-773-9380
E-Mail: info@personalcrm.com
Web: www.personalcrm.com

Bounced Emails Detective for ACT!

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Publisher

Tom Wikman

Special thanks to:

Special thanks to our customers for their input and support in testing and encouraging us to go forward with this project.

Special thanx to the Wikman family for all their support.

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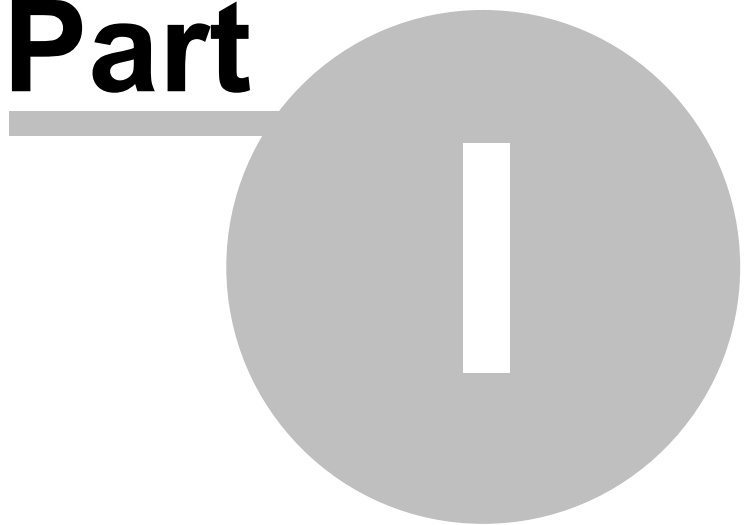
Foreword

*The best of both worlds! Outlook
and ACT! Aaahhh.....*

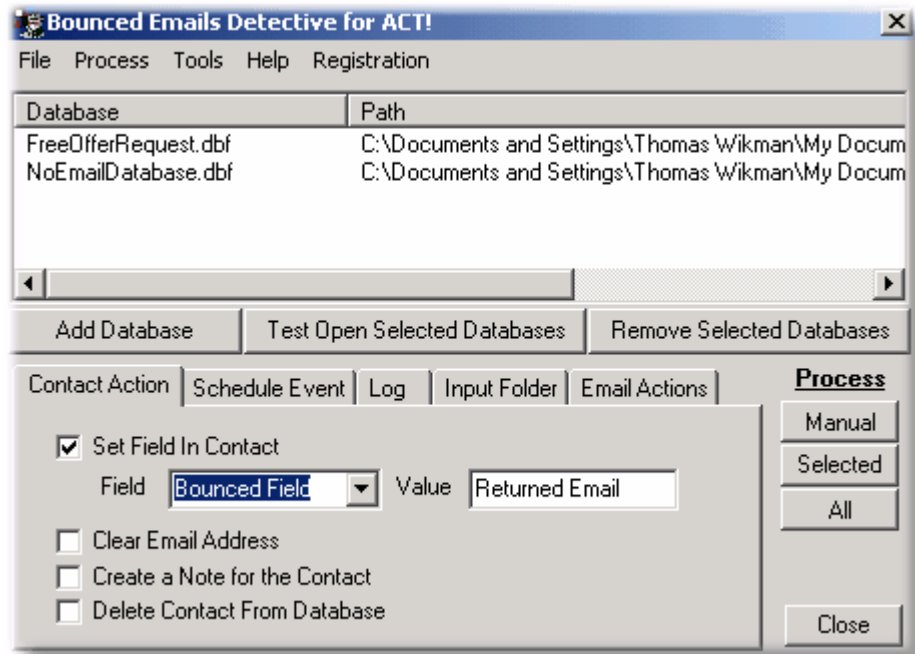
Bounced Emails Detective for ACT!

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Part



1 Welcome



Welcome to **Bounced Emails Detective for ACT!** The Ultimate Tool to manage multiple database email integrity!.

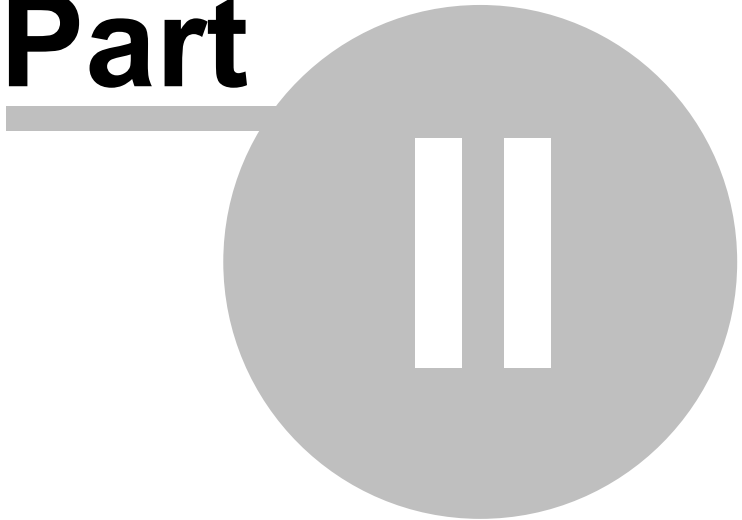
With **Bounced Emails Detective for ACT!** you'll be able to:

- Identify quickly which contacts have an invalid email
- Scan through thousands of bounced emails and update your contact list
- Manage the integrity of your email database
- Manage multiple databases with a single click of the button.

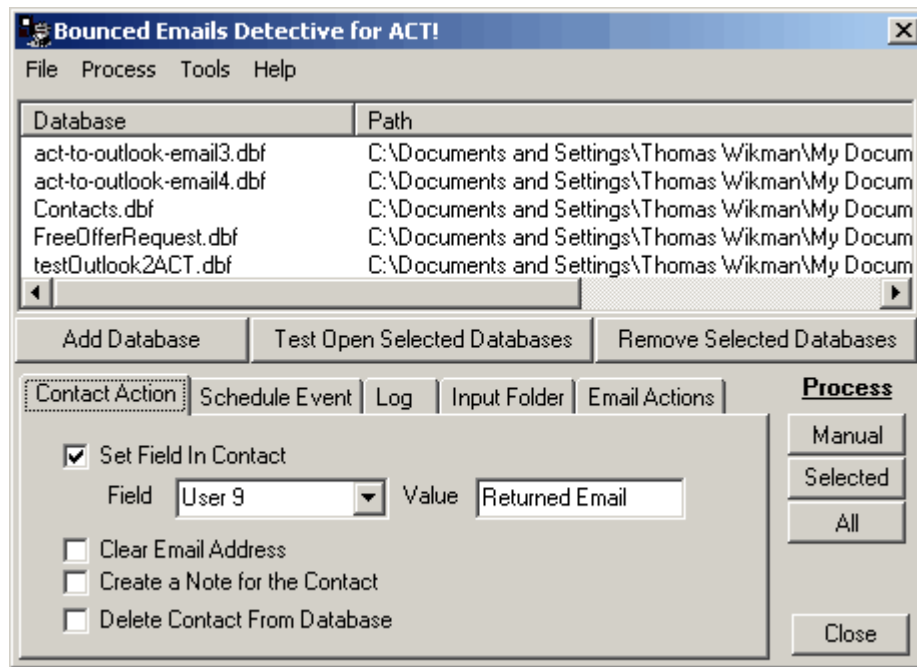
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2 Introduction

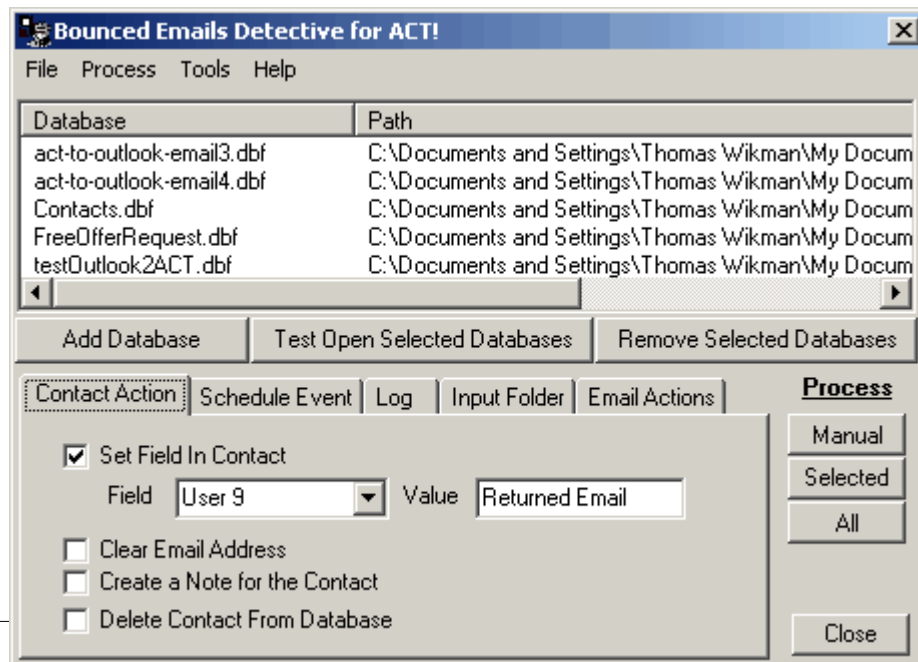


The purpose of Bounced Emails Detective for ACT! is to identify bounced emails and provide the user with a set of actions to take when the offending contact in the database is found.

Sub Topics

- Why use Bounced Emails Detective for ACT!
- Help on Bounced Emails Detective for ACT!
- What is new with V4.0
- How to buy

2.1 Why Use Bounced Emails Detective for ACT!



Bounced Emails Detective for ACT! is the most complete bounced emails analyzer in the market.

[Identify the Offending Contact](#)

Quickly scan the email and identify the contact in the database that has the incorrect email address.

[Multi-Database Support](#)

With the simple click of the mouse, scan through your inbox for returned emails and identify the contacts in all the database list provided to Bounced Emails Detective.

[Background Processing Supported](#)

Process all your bounced emails in the background. Once the basic setup has been done, run the software in the background using the windows scheduler. Whether you have 1 database or multiple databases, Bounced Emails Detective will process them all.

[Multiple Processing Options](#)

When processing the bounced emails, you can take multiple actions on identified contacts:

- Set a field on the contact to a value
- Clear the email address
- Create a note for the contact
- Schedule a todo for that contact
- Remove the contact

Never before has it been so easy to update your email list.

[Customizable Identifiers and No-Check lists](#)

You can customize the identifiers to look for in the subject string for the bounced emails. You can even add non-English characters to look for. In addition, a No-Check list of emails that are never flagged as invalid is provided to the user for editing.

[Compatible with Outlook](#)

Bounced Emails Detective is fully compatible with MS-Outlook. No special setups or changes. Just install it and start processing

[Speed](#)

Our New and Super fast identification system and processing will enable you to process bounced emails in a matter of minutes. You no longer need to take off for the day in order to bring your database up-to-date.

2.2 Help on Bounced Emails Detective for ACT!

You can obtain help for Bounced Emails Detective for ACT! in the following ways:

- **The help file shipped with the product.** The help file provided with Bounced Emails Detective for ACT! is the most recent help file when this version of Bounced Emails Detective for ACT! was created. We provide an online version of this help file which may be more up-to-date than the shipped version
- **The online help file.** This is the most updated version of the help file. When additions and changes are made to the help file, they are always posted on the online help file. To access it,

[click here](#).

- **Printed Version of this Help File.** You can download the made-for-print version of this help file from the web by [clicking here](#). You will need to have the Adobe .pdf reader installed on your system. To download the Adobe .pdf reader, [click here](#). To print the manual, click on the print button of the .pdf reader and the manual will then be printed on your local printer.
- **Bounced Emails Detective for ACT! Discussion Board.** Participate on PersonalCRM's discussion board free of charge and pose questions and exchange ideas with other users of Bounced Emails Detective for ACT!. All discussion threads are monitored by PersonalCRM's personnel and you will receive answers to questions that relate to product installation, setup, and use. To access the discussion board, [click here](#).
- **Email Support.** You can obtain free email support from PersonalCRM. Make sure that you explain your problem/question with as much detail as possible. You can either send the email to support@personalcrm.com, or use the support form by [clicking here](#).
- **Personalized, one-on-one support.** PersonalCRM will provide personalized, one-on-one support to paying customers. Support is provided on an hourly basis. If you are interested on one-on-one support, you can purchase it by [clicking here](#). A support professional will call you (US Only). If you are based outside the U.S., schedule a time to call so that we can make sure the best support person is available to receive your call.
- **Suggestions.** PersonalCRM is driven to provide software solutions that will satisfy our customers. Your input is important to us and we want you to contact us if you have any suggestions on added features or even improvements we can make to our products in order to make them better. [Please click here to submit a suggestion](#).

2.3 What is New With V5.0

Version 5.0 of Bounced Emails Detective for ACT! has added some key components to make processing ACT! databases faster, more efficient and more encompassing:

Major Features

- **Multiple-Database Support.** Multiple database support has been added. Scan all databases with the click of the button
- **Improved Help Functionality.** New local and web help eases the use of Bounced Emails Detective for ACT!.
- **Speed.** Major speed improvements have been added. In some cases, speed has improved by almost 1000%.
- **ACT! Field Support.** All fields in ACT! are now supported.
- **Outlook Support.** We continue with better and faster support for Outlook
- **Installation.** Our installation now takes less than 1 minutes and you are up and running before you know it.
- **User Interface.** The user interface has been improved dramatically and made "tighter" for ease of use and management.
- **Background Processing.** Full Background support to analyze and manage multiple databases.

2.4 How to Buy Bounced Emails Detective for ACT!



Bounced Emails Detective for ACT! is distributed worldwide by a variety of resellers and distributors.

To Purchase

Click on the Registration->Purchase menu option of Bounced Emails Detective for ACT! and you will be taken to the purchase page for the product.

PersonalCRM Home page

<http://www.personalcrm.com>

Email support

support@personalcrm.com

Snail mail

PersonalCRM Inc.
891 Quetta Court
Sunnyvale, CA 94087

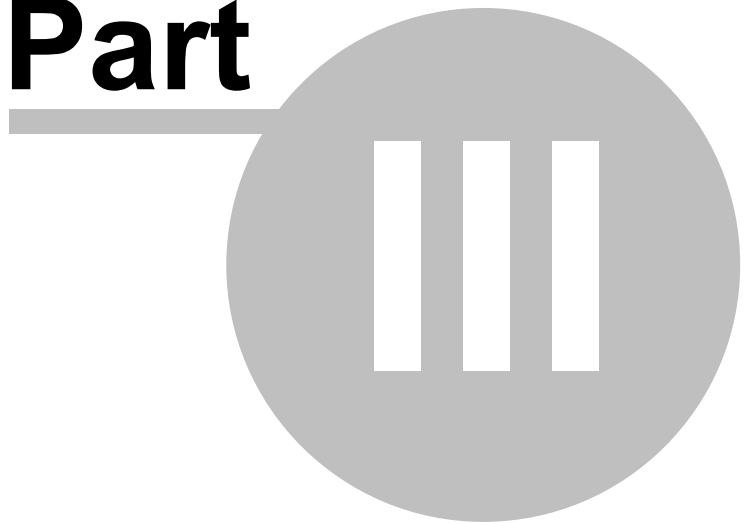
Fax

USA: (240)220-3244

Bounced Emails Detective for ACT!

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3 Installation

Installation of Bounced Emails Detective for ACT! is straightforward. The following is needed

- You'll need approximately 8mb of hard disk space
- ACT Installed on your system
- Administrator Privilege if running Windows XP, XP Pro, and 2000

To install, simply execute the Bounced Emails Detective for ACT! executable and follow the directions to install the program.

Sub-topics

Bounced Emails Detective for ACT! for ACT! Compatibility
Lists the system with which Bounced Emails Detective for ACT! is compatible with
License Registration
Instructions on the procedures on registering Bounced Emails Detective for ACT!
End-User License Agreement
Uninstall

3.1 Compatability

Bounced Emails Detective for ACT! is an Addon Product for ACT!. Hence, it requires the user to have ACT! installed in the machine. Bounced Emails Detective for ACT! is compatible with ACT! 2000 or above.

ACT! 2000/6.0 compatibility

Bounced Emails Detective for ACT! is compatible with the following versions of ACT!:

- ACT! 2000 with Service Pack 5.0.4.495 or 5.0.3
- ACT! 6.0 - All versions.

Bounced Emails Detective for ACT! may not work with ACT! 2000 without a service pack i.e. build 5.0.0. The programming interface in the original ACT! version has posed problems with Bounced Emails Detective for ACT! and we suggest that if you are running an original version of ACT!, that you upgrade.

What to do if you have the original ACT! 5.0.0 build?

You have to upgrade to ACT! to Version 5.0.4.495. The upgrade may be obtained for free from act.com. Download the software (16mb) and execute it.

From our tests, V 5.0.4.495 has shown to be very reliable.

How to find out what version/build of ACT! you are running

To find out what version of ACT! you are running, do the following:

1. Click on **Help->About ACT!** on the ACT! Contact Screen
2. Check the Build Number on the right hand corner of the About Screen. The number of the build has to be higher than 5.0.0.X which is the original release of ACT! 2000.

Outlook Compatability

Bounced Emails Detective for ACT! is compatible and has been tested with Outlook 2000, 2002 and 2003.

Operating System Compatibility

Bounced Emails Detective for ACT! is compatible with the following Windows operating systems:

- Windows 98
- Windows 98 - SE
- Windows Me
- Windows 2000
- Windows XP
- Windows XP Professional

3.2 Registration

Purchasing Bounced Emails Detective for ACT!!

To purchase Bounced Emails Detective for ACT!, click on the Buy/Purchase Button and it will take you to the web site for purchase. When the product is purchased, you receive a license code (some of our partners also call it a Serial Number), indicating that your product has been purchased and paid for.

To activate Click on the **Registration->License Activation** button of Bounced Emails Detective for ACT!. In some cases, the registration of the product may fail due to issues with a network's firewall. Hence, if this fails, use the **Manual License Activation** and an unlock code with instructions to activate your product is sent to you.

Bounced Emails Detective for ACT! Serial Number

Bounced Emails Detective for ACT! has a unique serial number for every PC it is installed on. The obtain your serial number, click on **Help -> About Bounced Emails Detective for ACT!** and your serial number is listed.

3.3 End-User License Agreement

Bounced Emails Detective for ACT! LICENSE AGREEMENT - PERSONALCRM Inc.

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3.4 Uninstall

To uninstall Bounced Emails Detective for ACT!, do the following:

- Click on [Start->Settings->Control Panel](#)
- Execute [Add/Remove Programs](#) from the Control Panel
- Select Bounced Emails Detective for ACT! from the listed programs
- Click Remove and Bounced Emails Detective for ACT! will be removed from your system.

A Few Things

- Installing and Uninstalling will not reset the evaluation period for Bounced Emails Detective for ACT!
- Uninstalling Bounced Emails Detective for ACT! will not reset the conversion counter

Bounced Emails Detective for ACT!

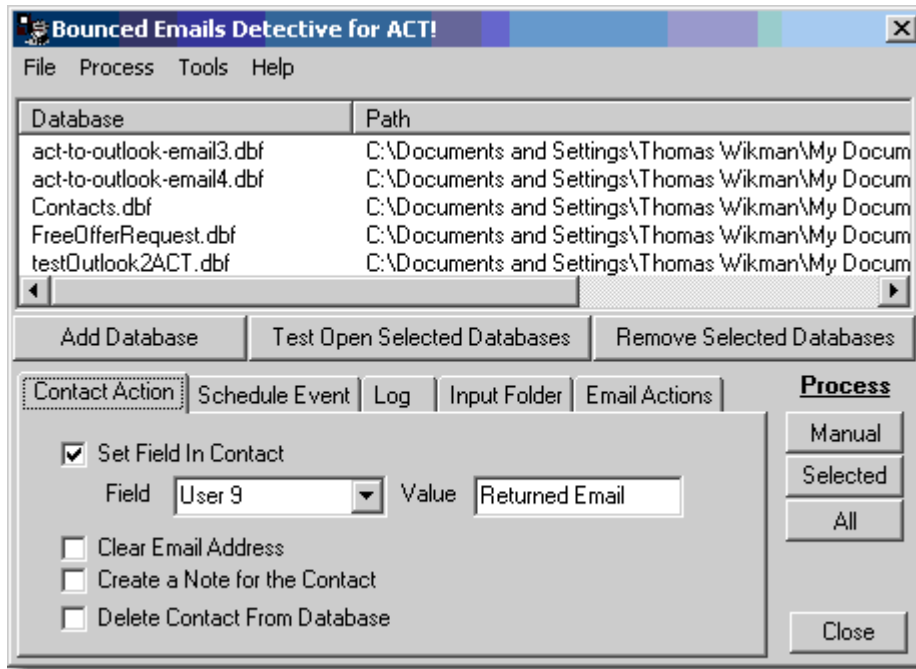
Identify Contacts Causing Bounced Emails!

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4 Running Bounced Emails Detective for ACT!

Click anywhere on the screen shot of Bounced Emails Detective for ACT! to be taken to the topic relevant to that area.

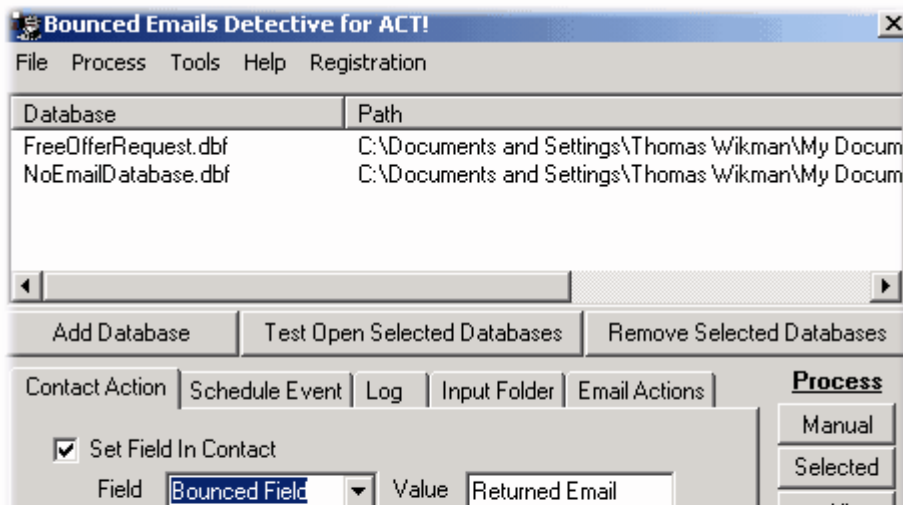


Before you are fully acquainted with Bounced Emails Detective for ACT! for ACT!, it is recommended you backup the database in case any of the import is done erroneously.

[Sub-Topics](#)

- Add/Removing Databases
- Process Menu
- Tools
- Help Menu
- Processing Buttons
- Tab Settings

4.1 Setting The Bounced Email Field

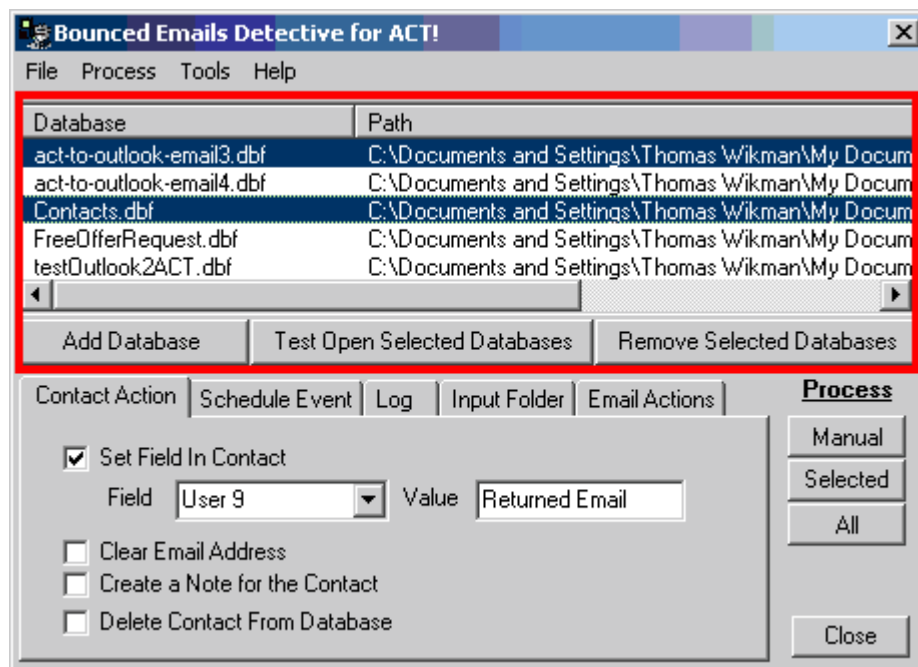


Before you run Bounced Email Detective, you must set the Bounced Email Field Identifier. This field is used by the Bounced Emails Detective to identify which contacts in the database created bounced emails and it is used by the Bounced Emails Management Tool. This field has to be of size 75 and of type Character. It is recommended that you create a separate field to store this value, like Bounced Field, using ACT!'s Edit->Define Fields option.

A couple of things:

- Bounced Emails Detective will only display fields that can store a 75 character string
- If this field is not defined, the Bounced Emails Management Interface will not operate properly on the database.
- If you define a custom field (like Bounced Field), you must define the same field for all the databases being analyzed.

4.2 Adding/Removing Databases



To Add a Database

If you want to add a database to the list of databases to be processed, click on the Add Database button.

To Remove a Database

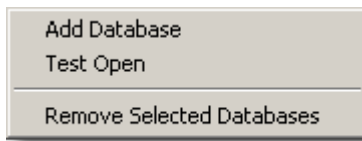
To remove a database, click on the database that is listed on the database list and click on the remove selected button. If you have selected multiple databases, those will be removed as well. These databases are only removed from the list to be processed. They are not removed from your system.

Test Open Selected Databases

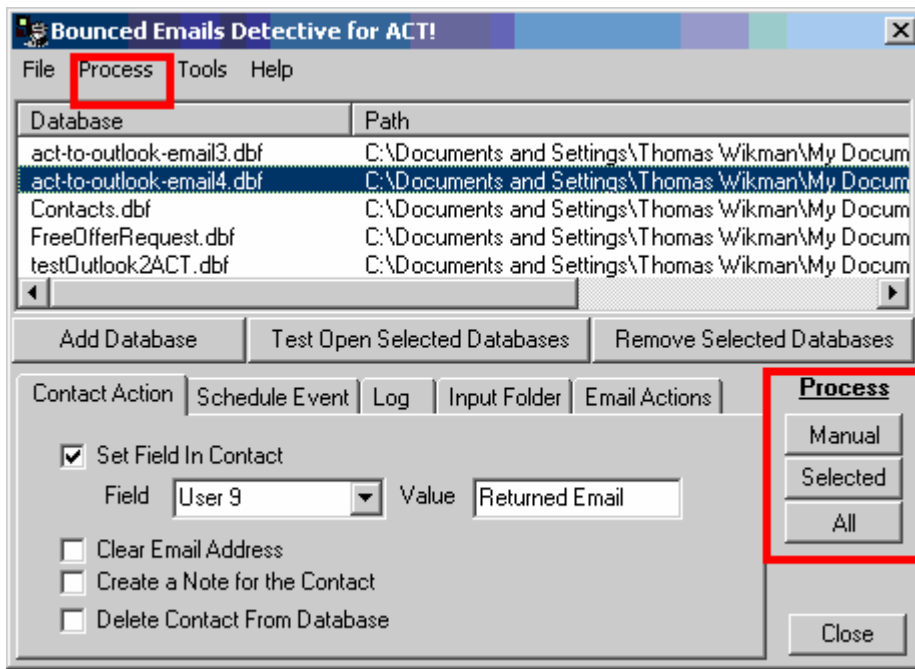
If you have a password protected database, you can test and see whether you login is successful. If the login is not successful, the database will be skipped in the processing of emails.

Mouse Right Click Options

The same options above are available if you right click with the mouse.



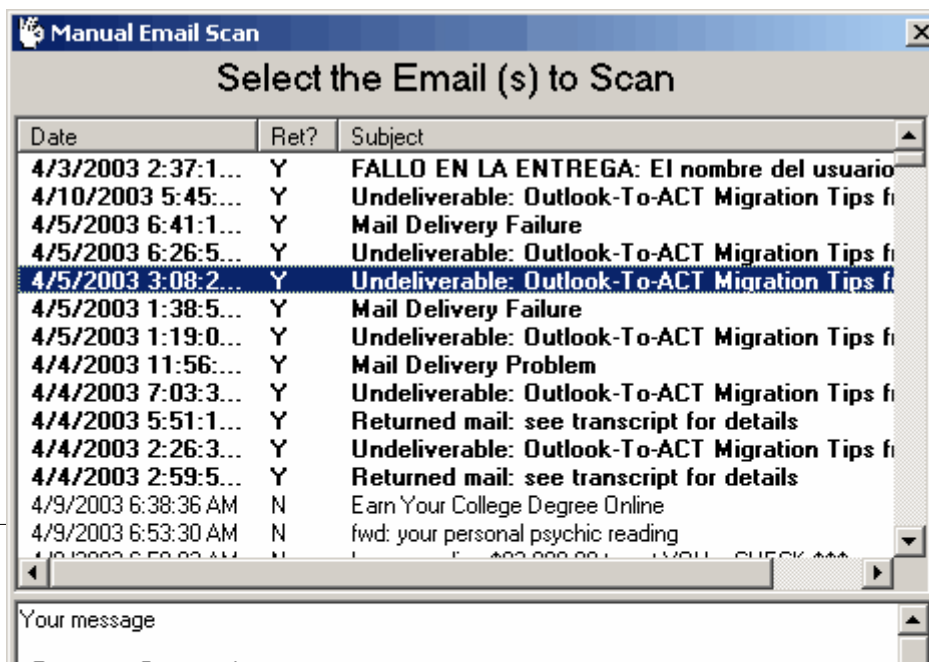
4.3 Process Menu



The process menu provides users with 3 options:

1. Manual. This option opens the list of emails in the established Outlook Inbox, lists the emails and allows the user then to selectively scan the emails.
2. Process Selected Databases. Here, you select the databases you want to process in the database list and they are then selectively processed.
3. All. When pressed, all the databases that have been setup are processed.

4.3.1 Manual Processing



In manual processing, you can select one or as many emails as you wish to process against the selected databases on the main screen. The emails that have been identified as bounced emails have the value **Y** in the Ret? column.

To Scan Emails

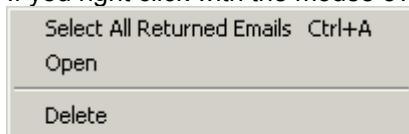
To scan emails, click on the email that you want to scan and click on the scan button. You can also select multiple emails by using the Ctrl key and/or the shift key and then press the scan button.

To Scan Across Multiple Databases

Only the databases that are selected on the main screen are scanned in the manual option. It performs like the Selected option but processes only selected emails. Hence, to scan across multiple databases, go to the main screen and select the databases that you want to use to scan.

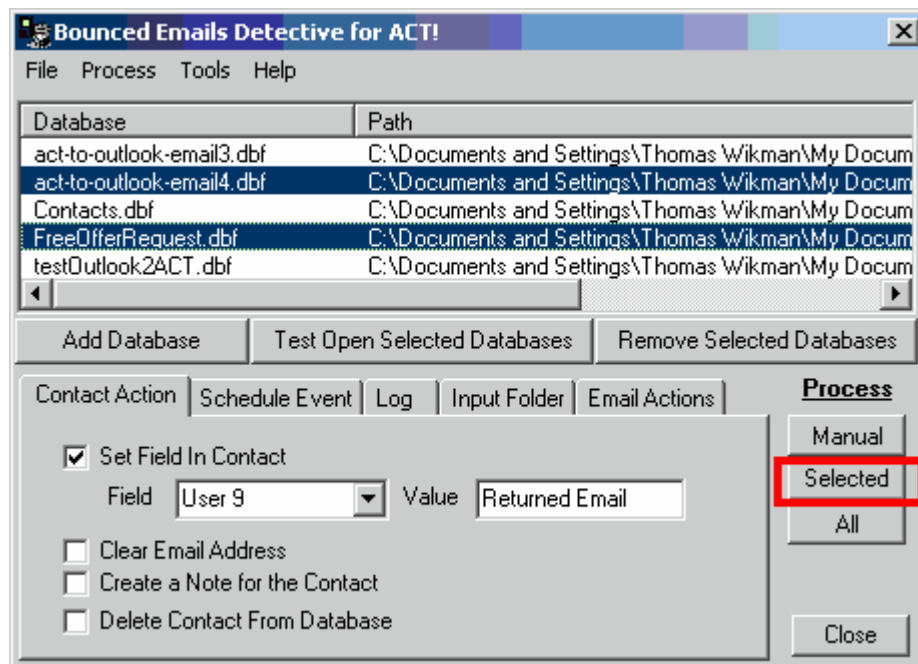
Mouse Right Click

If you right click with the mouse over an email, the following options are available:



- **Select All Returned Emails.** This will select all the returned emails that have been identified. Pressing CTRL-A also does the same thing
- **Open.** Open the last selected email
- **Delete.** Delete the selected returned emails

4.3.2 Selected Processing



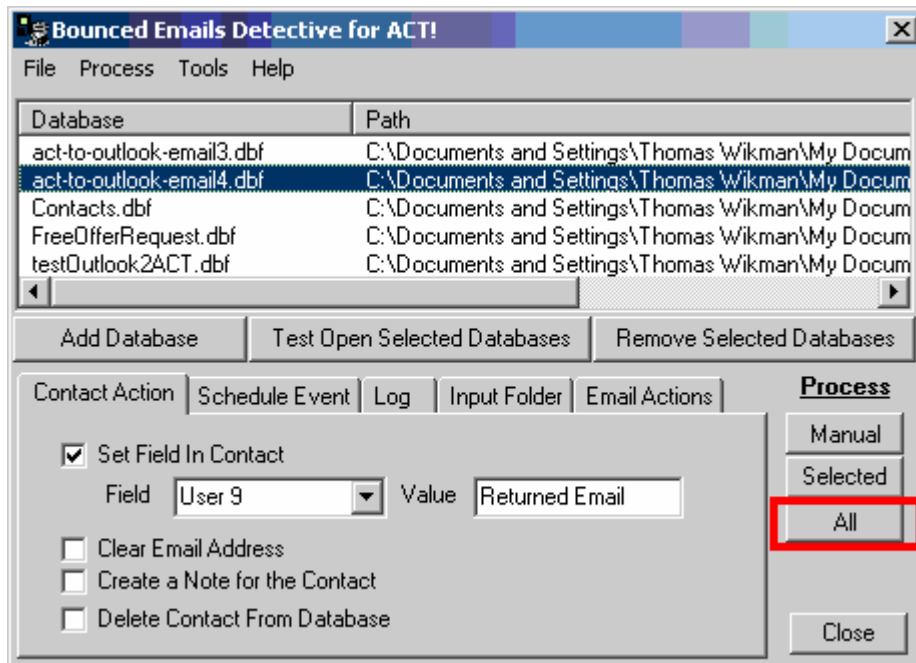
The selected processing button processes the selected (and highlighted) databases for bounced emails.

Selecting Multiple Databases

Multiple databases can be selected in the following manner:

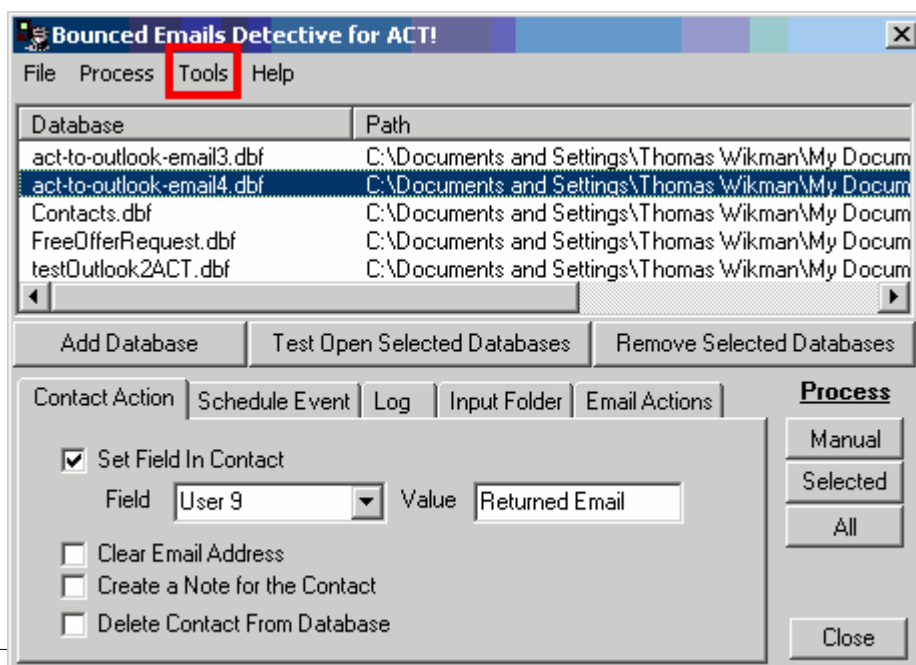
- **Independent Selections.** Hold down the Control Key while clicking on the databases you want to select.
- **Range.** To select a range, hold down the shift key and click with the mouse for the range.
- **All.** If you want to select all the databases, press CTRL-A and they will all be selected.

4.3.3 All Processing

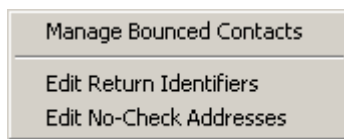


The Process All button/menu option processes all the emails in the inbox and analyzes all the databases that have been added to the list of databases to be processed.

4.4 Tools



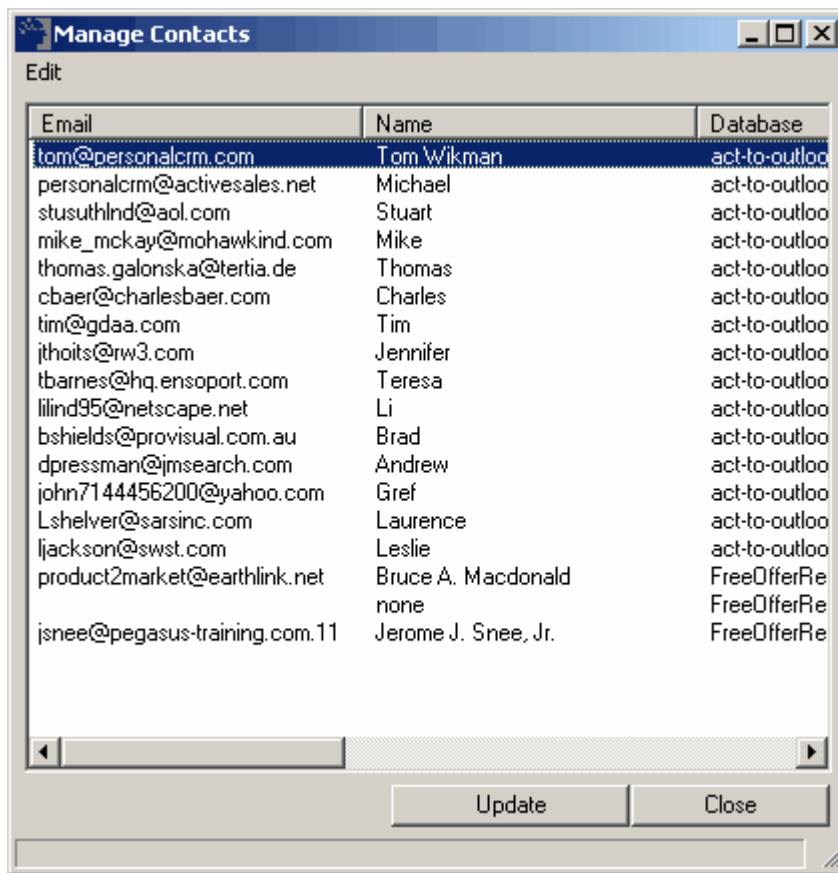
The tools menu is accessible by clicking on the Tools menu. Currently there are three options available:



Tools provides 3 options:

1. Manage Bounced Contacts. This tool is an interface designed for users to edit/clear bounced email address and also to remove contacts that have been identified to contain invalid email addresses. You manage **ALL databases** from this single interface.
2. Edit Return Identifiers. Here you can add/remove/edit subject line return identifiers.
3. Edit No-Check Addresses. Here you can edit the no-check address list.

4.4.1 Manage Bounced Contacts



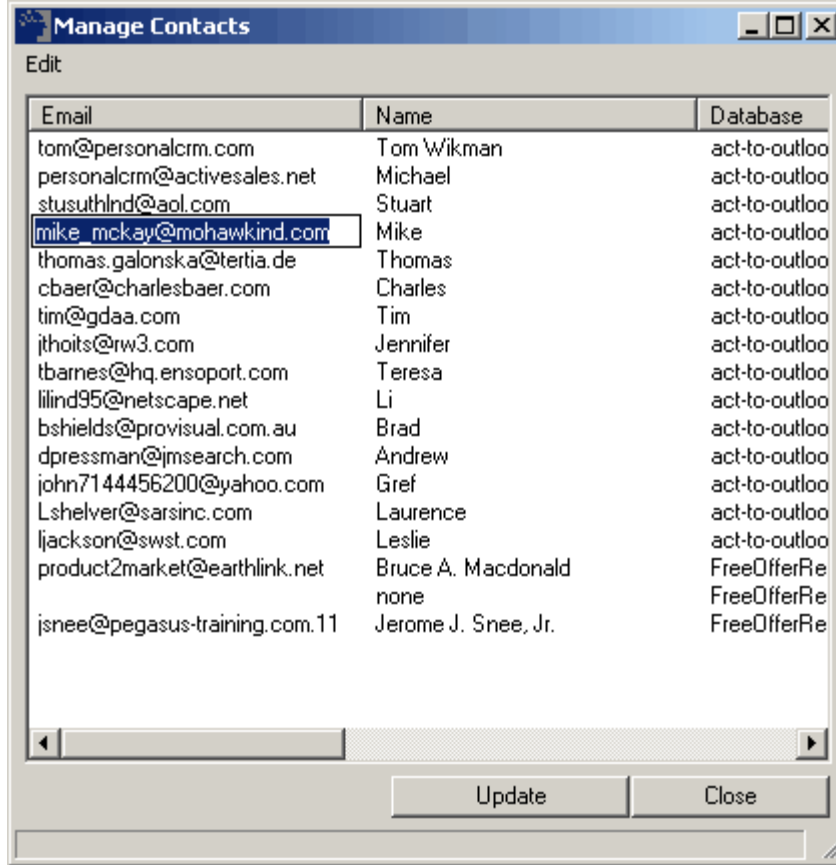
The manage bounced contacts tools allows users to manage all databases that have been setup to be scanned from a single screen.

The manage bounced contacts will only function if the Set Field In Contact option is set during the scan on the return email addresses.

Selecting Contacts

You can select one, a range, or a selection of contacts by either using the left button of the mouse or by pressing Control-A to select all.

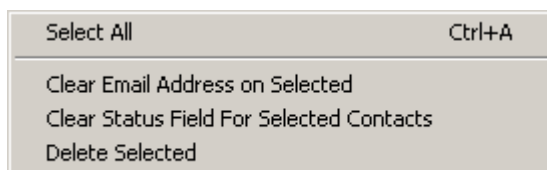
To Edit an Email Address



Click on the email address itself and you can then edit the email address. The new/edited email address is only saved when the Update button is clicked or when you close the windows and choose to update the databases.

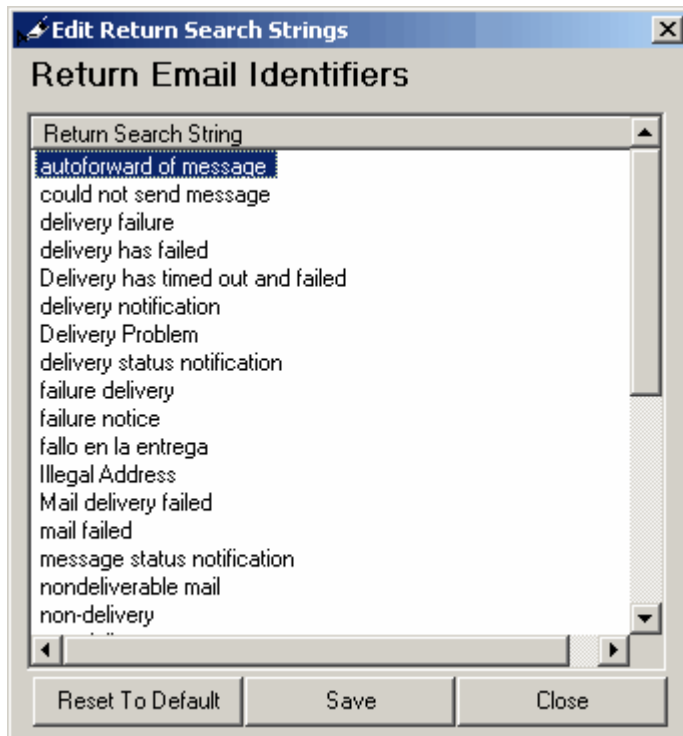
Using the Right Mouse Button and/or Edit Menu

When you click on the right button of the mouse while over the contact list, you receive the following options:



1. **Select All (or Ctrl+A).** Selecting this option, all the bounced contacts listed are selected. You can either then Clear their email addresses or simply delete the contact from your database.
2. **Clear Email Address on Selected.** This option allows you to clear all the email addresses on the selected contacts. The email addresses are only cleared when you update or close the windows with update.
3. **Clear Status Field for Selected Contacts.** When selected, the status field set on the main screen to identify the contacts as bounced is reset to empty. This action is in real time and cannot be undone when finished.
4. **Delete Selected.** Delete selected will delete the listed bounced contacts. This action only becomes permanent when the update button is pressed or when the window is closed and the database is updated.

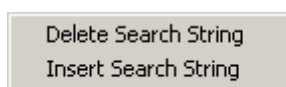
4.4.2 Edit Return Identifiers



Return Identifiers are the strings that come on the Subject Line of an email and identifies it to be a bounced email.

You can add/remove/edit the subject string identifiers.

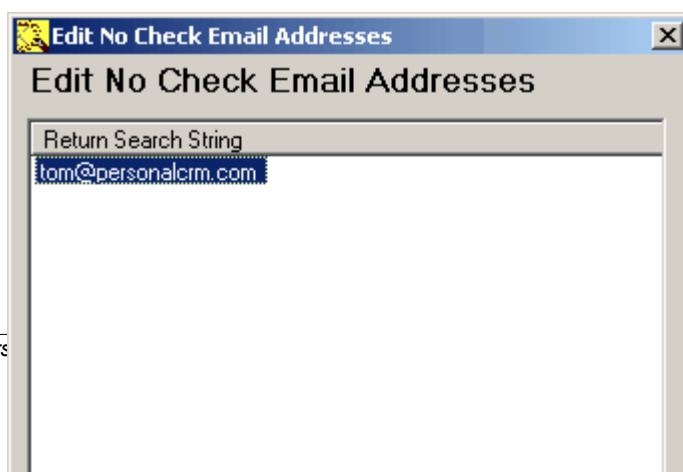
To add or remove an identifier, select the identifiers and then right click with the mouse. A menu will appear that allows you to delete the string or insert a new one. When a new search string is inserted, the default value is New Search String



To Edit a search string, click on the string itself and the edit mode is then enabled. Click on Save to save the search strings.

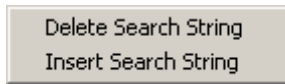
Click on Reset to default, it will clear the strings and reset to default strings. You will lose all custom settings.

4.4.3 Edit No-Check Addresses



No Check Email Addresses are email addresses that you do not want Bounced Emails Detective to search for i.e. your own email address or email addresses of other internal users in the ACT! database. In many cases, these emails are part of the bounced email analysis and will be identified as a bounced email address. To prevent this, add your and the email addresses of other users in the ACT! database to this list.

To add or remove an identifier, select the identifiers and then right click with the mouse. A menu will appear that allows you to delete the string or insert a new one. When a new search string is inserted, the default value is New Search String



To Edit a no-check identifier, click on the string itself and the edit mode is then enabled. Click on Save to save the search strings.

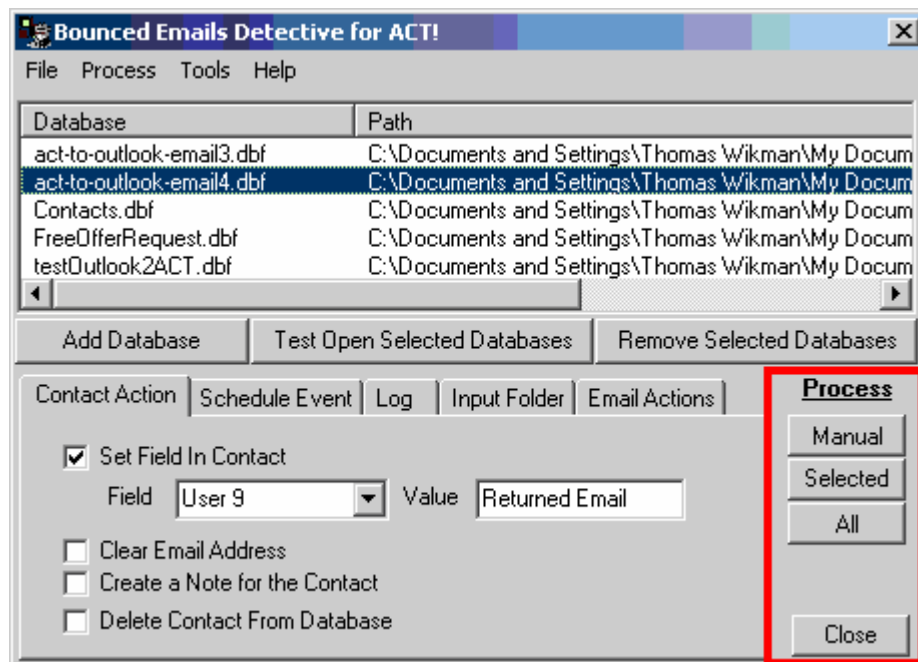
Click on Reset to default, it will clear all the identifiers and just add your email address.

4.5 Help Menu

The help menu has 3 options:

- **Topic Help** - This is the help shipped with Bounced Emails Detective for ACT!.
- **Online Help** - Click here to access the online help. This help system is updated regularly with the latest additions/changes.
- **About Bounced Emails Detective for ACT!**. Click here to find out the information about the current version of Bounced Emails Detective for ACT! that you are running. A listing of the serial number is also included here.

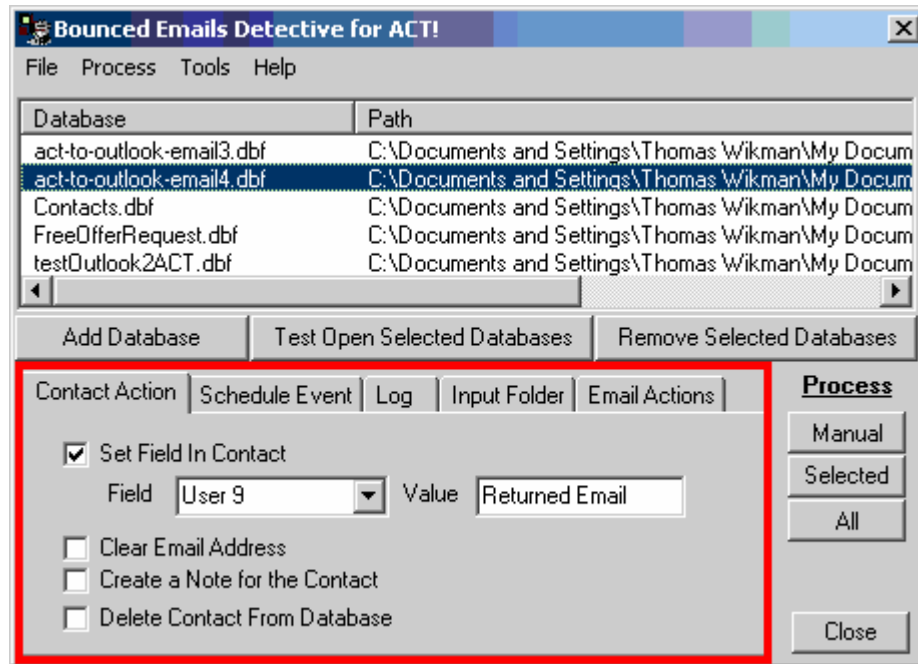
4.6 Processing Buttons



The Processing Buttons do the following.

- Manual. Click here to enter the manual processing screen.
- Selected. Process the selected databases.
- All. Process all the databases.

4.7 Tabs



Each tab provides with options that are used when processing bounced Emails:

The different options are accessed by clicking the appropriate tab selection:

Contact Action: Setup what to do with the contact that has been identified as having an invalid email

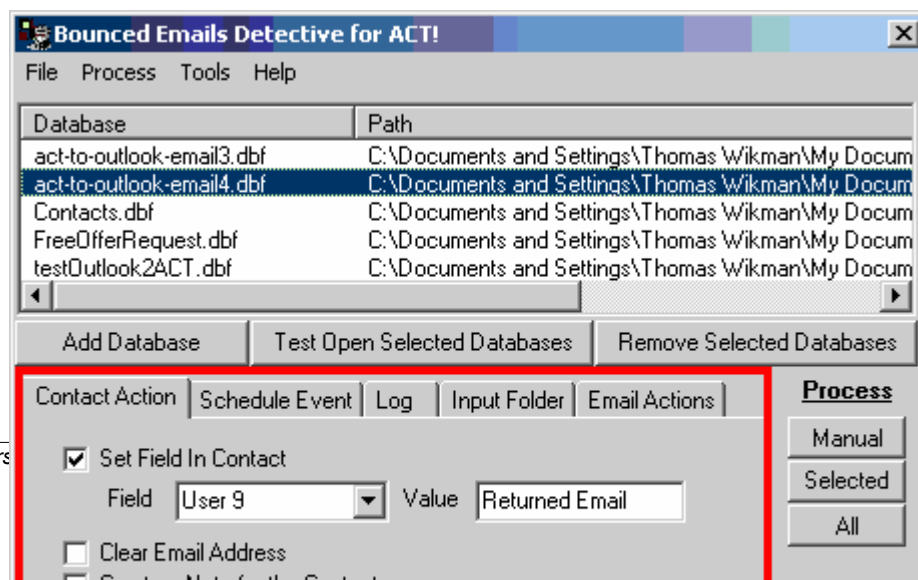
Schedule Event: Schedule an event for a contact when a contact is identified.

Log: Enable, Disable, Clean and Read the log of contacts identified as having incorrect email.

Input Folder: Setup the folder in Outlook where the bounced emails are stored.

Email Actions: What action to take with the bounced email after it is processed.

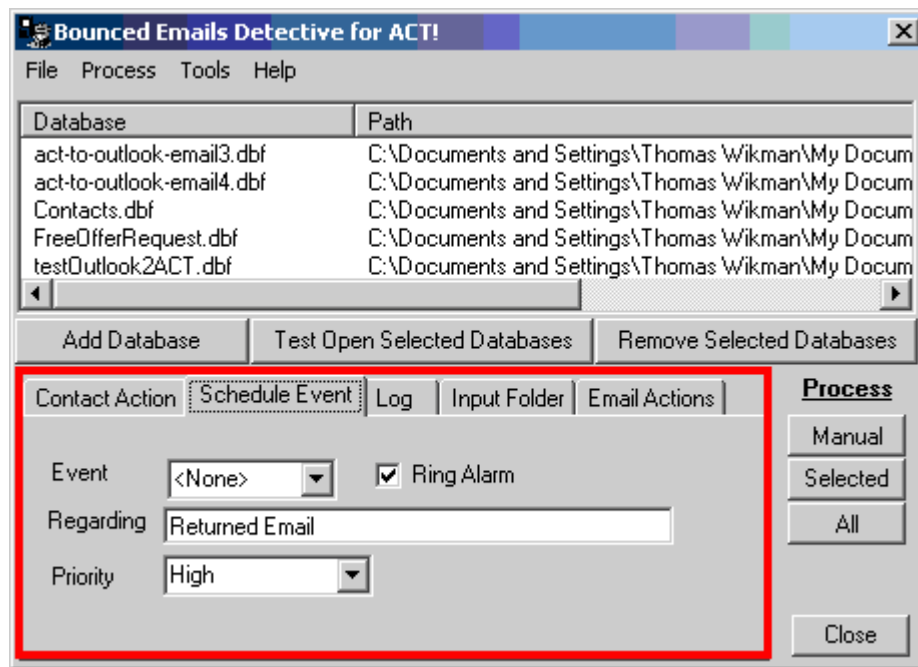
4.7.1 Contact Action



The contact action Tab establishes the action that you want to take on the contact when it has been identified as having an invalid email:

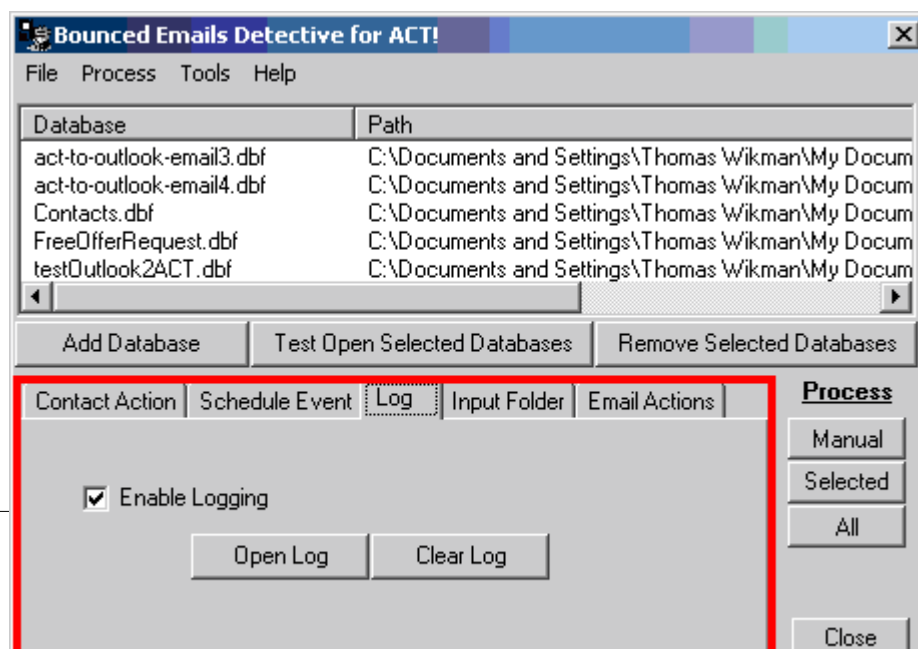
- **Set Field in Contact.** You can choose from any field in the ACT! database to set to a value when that contact is found to have an invalid email. This is useful so that you can perform lookups on the contact database that have an invalid email and then edit the contact.
- **Clear Email Address.** This option instructs the software to clear the email address so no further emails are sent to that contact.
- **Create a Note for the Contact.** The software can create a note in the history/notes section of the contact with a description of the error returned with the bounced email.
- **Delete Contact From Database.** This option will remove the contact from the database.

4.7.2 Schedule Event



The schedule event Tab instructs Bounced Emails Detective to schedule and event to the identified contact. All standard ACT! values apply.

4.7.3 Log

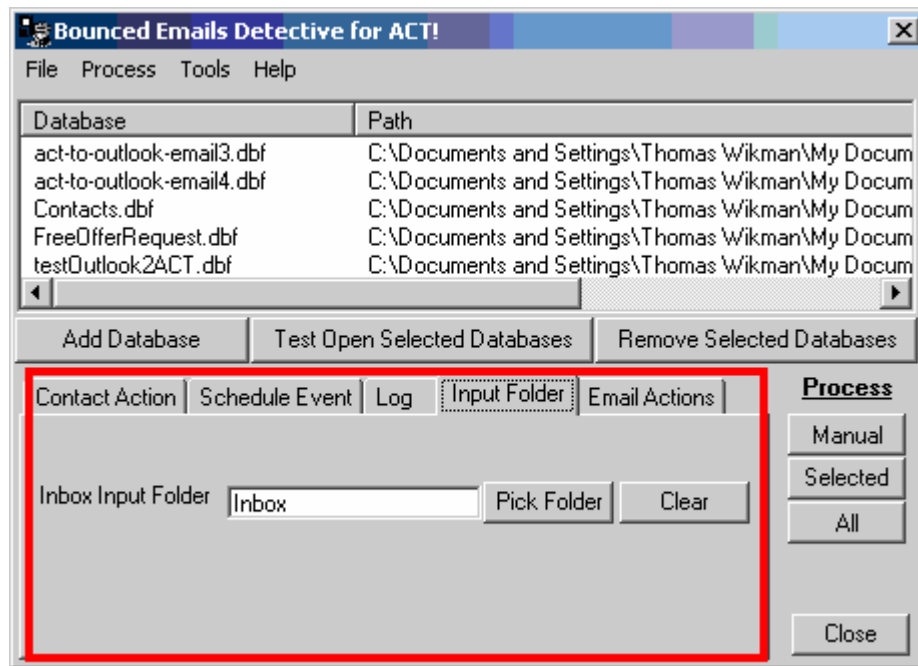


You can enable logging of the contacts that have been identified as having incorrect email addresses. The log is a serial file, comma delimited that can be imported into an ascii spreadsheet for later analysis. The format is as follows:

"Contact Full Name", "Invalid Email", "Database Path"

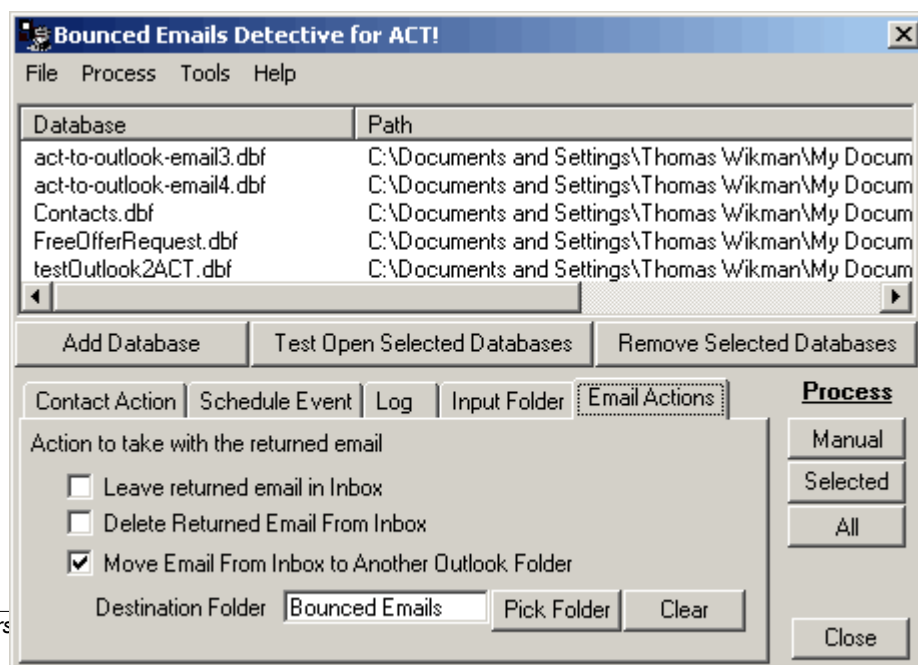
If you enabled the log, clear it periodically so that the file stays small.

4.7.4 Input Folder



The input folder is where Bounced Emails Detective is to scan for the emails that have bounced. Clicking on Pick Folder activates the Outlook Pickfolder menu and enter which folder you want the software to scan.

4.7.5 Email Actions



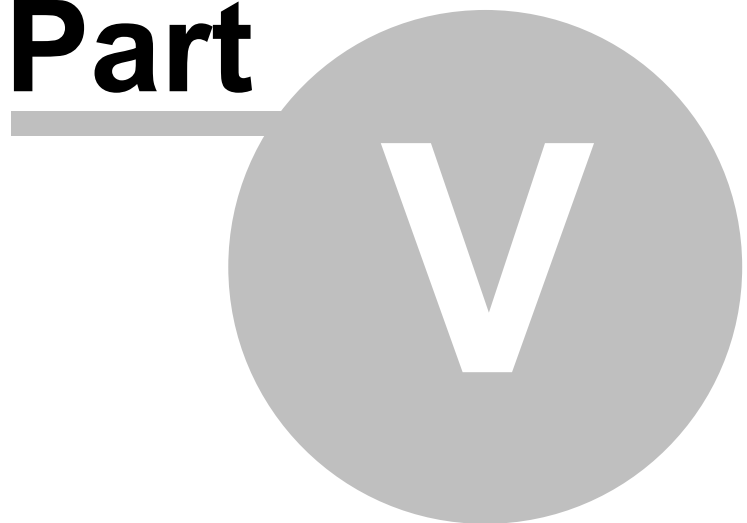
Email Actions tab specifies what to do with the returned email once it has been processed. You are provided with 3 options:

1. **Leave returned email in Inbox**. Do not do anything with the returned email. Just leave it where it is.
2. **Delete Returned Email From Inbox**. After the bounced email has been processed, delete it from the Inbox.
3. **Move Email from Inbox to Another Folder**. This option instructs Bounced Emails Detective to move the processed bounced email from the established inbox to an alternative folder.

Bounced Emails Detective for ACT!

Identify Contacts Causing Bounced Emails!

Part



5 Tips and Tricks

The examples below lists a few of the applications of Bounced Emails Detective for ACT!

This section keeps expanding as we receive more requests from users for explanations. Check the web help for any updates.

Subtopics

Failure To Scan Email
What is scanned and found

5.1 Failure to Scan Email

Bounced Emails Detective will not appropriately find the contact if the following happens:

1. There is no pertinent information on the email body. If the bounced email does not have the email address of the offending contact on the main part of the email, the system will not find the contact.
2. The main body of the email is empty. Many system admin setup their systems to return an empty email when the recipient is not found. Those emails won't be processed.

5.2 What is scanned and found

When emails are returned, there is a string on the subject string that identifies the email as a return email. If you find a string that we have not already provided, you can add it using the Edit Return Identifiers tool.

Within the main body of the email, the software searches for email addresses that will match the email address in the database. If a match is found, the contacts is dealt with.

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