

Navigating a DMS Mail Report

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Donor Management System

Once you've sent out a DMS Mail (Bulk Email) to your Contacts, you can view detailed reports about the mailing's performance.

—> [Learn how to send a Bulk Email to Contacts](#)

Want to learn more about this feature?

[Watch our Training Webinars here](#)

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Viewing Your DMS Mail Reports

a) Through the DMS Mail Tab

1. Visit your *DMS Mail* tab

DMS Mail

Settings | Help

DMSCA DMSCA

Draft, Schedule, and Manage DMS Mails

[New Mailing](#)

Mailing Name

Mailing Date
Any

Created or Sent by

Mailing Status

- Scheduled
- Running
- Complete
- Paused
- Canceled
- Draft / Unscheduled

Is Mailing Archived?
 Yes No

Language
- all languages -

Campaign Groups

[Search](#)

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Mailing Name	Language	Status	Created By	Created Date	Sent By	Scheduled	Started	Completed	Campaign Group	Action
Valentine's Day 50/50 Raffle	English (Canada)	Complete	DMSCA DMSCA	Feb 24th, 2023 2:52 PM	DMSCA DMSCA	Feb 24th, 2023 2:53 PM	Feb 24th, 2023 2:53 PM	Feb 24th, 2023 2:53 PM		Report Copy More

DMS Mail tab

b) Through your administrative Settings

1. Visit your **Administrative Settings**.
2. Under **DMS Mail**, select *Draft, Schedule, and Manage DMS Mails*.

Wellness Avenue

Dashboard Contacts Contributions Campaigns Opportunities Reports DMS Mail

Settings Help

DMSCA DMSCA

Administer CanadaHelps DMS

Customize Data and Screens

Website Forms Contact Types

Activity Types Tags (Categories)

Communications

Organization Address and Contact Info Print Page (PDF) Formats

Message Templates

Localization

Date Formats

System Settings

Payment Processor Settings Import/Export Mappings

Misc (Undelete, PDFs, Limits, Logging, etc.) Receipt Settings

CanadaHelps Contribute

Manage Campaigns GL Accounts

Funds Manage Groups

CanadaHelps Campaign Group

Campaign Groups

DMS Mail

Headers, Footers, and Automated Messages DMS Templates

From Email Addresses Draft, Schedule, and Manage DMS Mails

Mailchimp Settings

Settings > Draft, Schedule, and Manage Emails

3. You will then see a list of all of your Mailings. Select **Report** beside the mailing in which you wish to view a report.

The screenshot shows the 'DMS Mail' interface with a search filter on the left and a table of mailing reports below. The search filter includes fields for Mailing Name, Mailing Date, Created or Sent by, Mailing Status, Language, and Campaign Groups. The table below lists several mailings with columns for Mailing Name, Language, Status, Created By, Created Date, Sent By, Scheduled, Started, Completed, Campaign Group, and Action.

Mailing Name	Language	Status	Created By	Created Date	Sent By	Scheduled	Started	Completed	Campaign Group	Action
March Madness Campaign	English (Canada)	Complete	DMSCA DMSCA	Mar 2nd, 2023 1:23 PM	DMSCA DMSCA	Mar 2nd, 2023 1:47 PM	Mar 2nd, 2023 1:54 PM	Mar 2nd, 2023 1:54 PM		Report Copy More
Valentine's Day 50/50 Raffle	English (Canada)	Complete	DMSCA DMSCA	Feb 24th, 2023 2:52 PM	DMSCA DMSCA	Feb 24th, 2023 2:53 PM	Feb 24th, 2023 2:53 PM	Feb 24th, 2023 2:53 PM		Report Copy More
Mailing test 99	English (Canada)	Complete	Irfan Haque	Feb 13th, 2023 4:42 PM	Irfan Haque	Feb 13th, 2023 4:42 PM	Feb 13th, 2023 4:43 PM	Feb 13th, 2023 4:43 PM		Report Copy More
Attachment Test		Complete	DMSAdmin	Feb 9th, 2023	DMSAdmin	Feb 9th, 2023 1:46	Feb 9th, 2023	Feb 9th, 2023 1:46		Report

DMS Mailing reports

4. On the next page, you will see the contents of the bulk DMS Mail Report:

- **Delivery Summary:** provides an overview of the mailing's delivery performance.
- **Intended Recipients:** lists any DMS Groups to which the mailing was sent.

- **Note:** The list of intended recipients may be shorter than expected, in comparison to your Bulk Email Group. If an email address is associated with more than one Contact profile, the DMS will send **only one copy** to one of these duplicate email addresses. If a Contact is marked as "NO BULK EMAILS", the Contact will be removed from the intended recipients.

- **Click-through Summary:** details the mailing's click-through rates.
- **Content / Components:** allows you to view and edit the various components of your mailing.
- **Mailing Settings:** view the basic information relating to your mailing.

DMS Mail Report: [Redacted]

Delivery Summary

Intended Recipients	7	Report	Advanced Search
Successful Deliveries	7 (100.00%)	Report	Advanced Search
Unique Opens	2 (28.57%)	Report	Advanced Search
Total Opens	2	Report	Advanced Search
Click-throughs	0 (0.00%)	Report	Advanced Search
Forwards	0	Report	Advanced Search
Replies	0	Report	Advanced Search
Bounces	0 (0.00%)	Report	Advanced Search
Unsubscribe Requests	0 (0.00%)	Report	Advanced Search
Opt-out Requests	0 (0.00%)	Report	Advanced Search
Scheduled Date	Jun 25th, 2021 4:47 PM		
Status	Complete		
Start Date	Aug 10th, 2021 10:51 AM		
End Date	Aug 10th, 2021 10:51 AM		

Recipients

Members of [Redacted]

Content / Components

HTML Message	View complete message
Reply	Auto-responder
Opt-Out	Opt-out Message
Resubscribe	Resubscribe Message
Unsubscribe	Unsubscribe Message

Mailing Settings

Mailing Name	Testing bulk email
Subject	Basic - Thank You Email
From	[Redacted]
Reply-to email	[Redacted]
Forward replies	Off
Auto-respond to replies	Off
Open tracking	On
URL Click-through tracking	On
Public url	[Redacted]

[Back to CanadaHelpsMail](#)

Mailing Report

5. Select **Advanced Search** to view each Contact that fits the criteria. For example, you can view a list of every email recipient who **opened** the mailing, and you can perform further Actions on the group(i.e. [create a sub-group](#)).

Delivery Summary

Intended Recipients	3	Report	Advanced Search
Successful Deliveries	3 (100.00%)	Report	Advanced Search
Unique Opens	3 (100.00%)	Report	Advanced Search
Total Opens	7	Report	Advanced Search
Click-throughs	0 (0.00%)	Report	Advanced Search
Forwards	0	Report	Advanced Search
Replies	0	Report	Advanced Search
Bounces	0 (0.00%)	Report	Advanced Search
Unsubscribe Requests	0 (0.00%)	Report	Advanced Search
Opt-out Requests	0 (0.00%)	Report	Advanced Search
Scheduled Date	Nov 9th, 2021 9:59 AM		
Status	Complete		
Start Date	Nov 9th, 2021 9:59 AM		
End Date	Nov 9th, 2021 9:59 AM		

Advanced Search your Bulk Email Report to view each Contact that received the email, opened it, unsubscribed, etc.