## Navigating a DMS Mail Report

**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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  - a) Through the DMS Mail Tab
  - b) Through your administrative Settings

## Viewing Your DMS Mail Reports

## a) Through the DMS Mail Tab

1. Visit your DMS Mail tab

Wellness Avenue	Dashboard Conta	cts Con	tributions Camp	aigns Opportu	nities Reports	DMS Mail				Settings   Help DMSCA DMSCA -
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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	e 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:
				D	MS Mail tab	)				

- b) Through your administrative Settings
- 1. Visit your Administrative Settings.
- 2. Under DMS Mail, select Draft, Schedule, and Manage DMS Mails.

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dminister 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	GLAccounts	
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		

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.

Wellness Avenue	Dashboard Co	ntacts Contr	ibutions Camp	aigns Opportu	inities Reports	DMS Mail				Settings   Help DMSCA DMSCA +
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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:
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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.

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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		