



Adobe Experience Platform Email Deliverability Best Practice Guide

2023 Edition

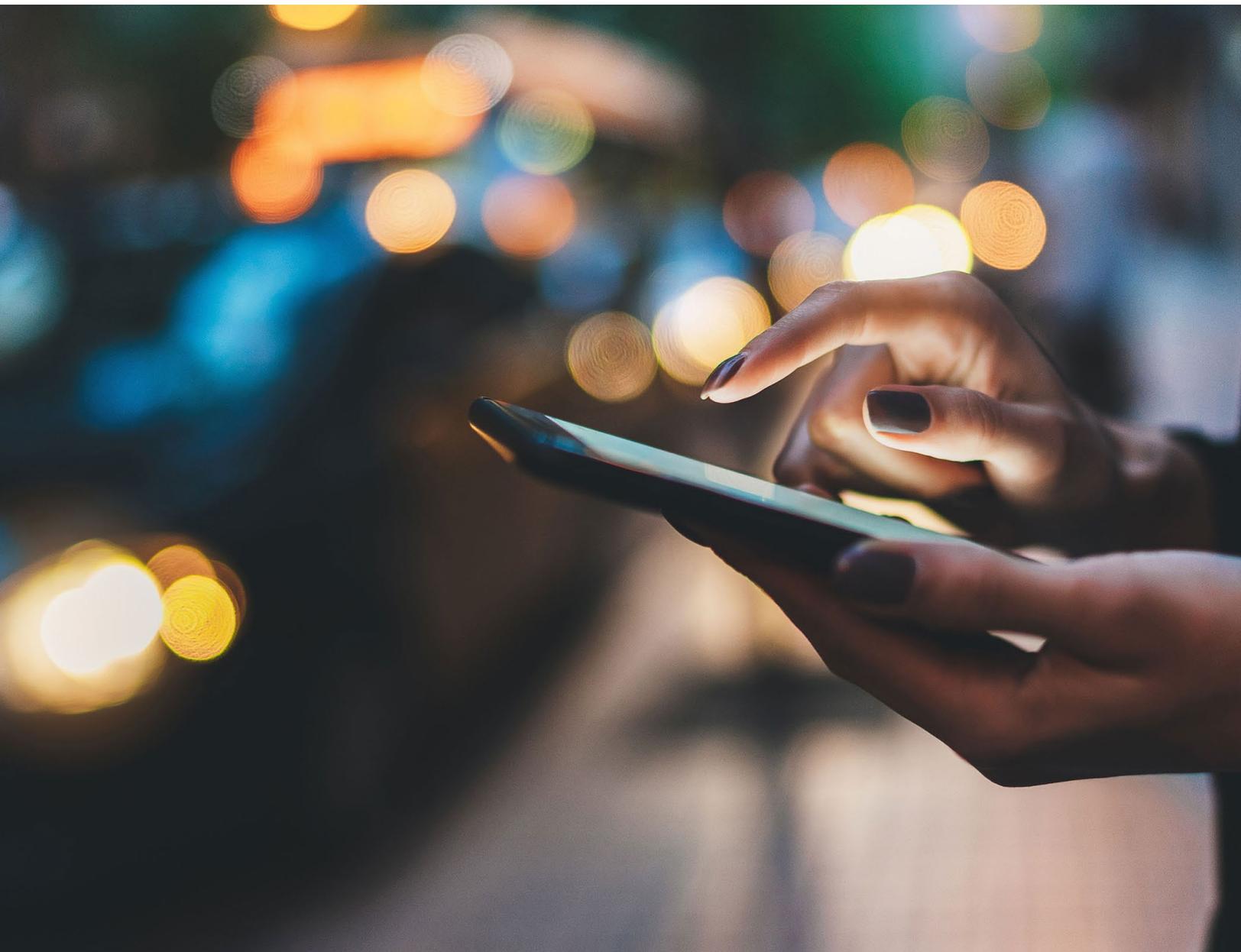
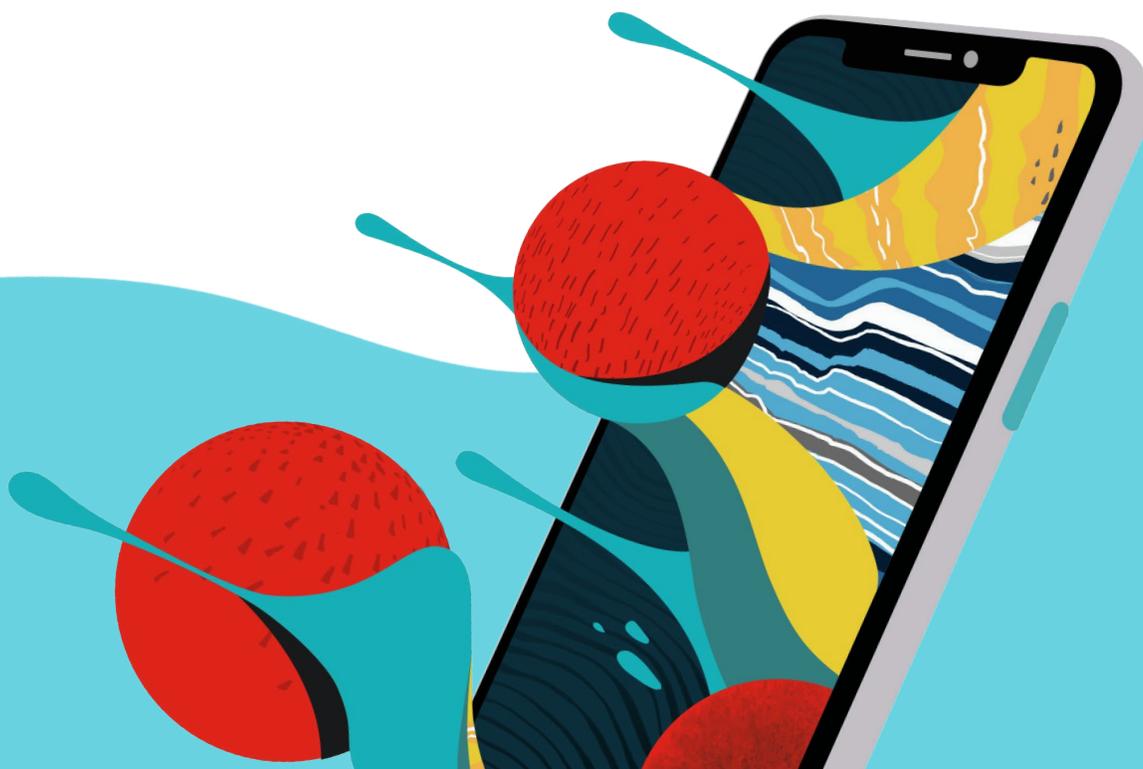


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Adobe Experience Platform Email Deliverability Best Practices Guide

In this digital era, people expect to be wowed — quickly. They want that “ah ha” moment with everyone they choose to interact with, and competition is fierce. Between devices like computers, cell phones, and smart home equipment, and the content supported, such as instant messaging, email, web, push and social media applications, consumers are incessantly bombarded with content. If a message isn't compelling, they're apt to delete it or entirely disengage.

Today, more than ever, you need to stand out. This means giving your customers unique, personalized, and extremely relevant customer experiences. Otherwise, you risk losing a customer forever. It's imperative to have an integrated, dynamic multichannel strategy that motivates your audience to stay engaged. Part of the strategy includes an email marketing program, and important to its success is deliverability. After all, an email can only make an impact if it makes it into the recipient's inbox.

1. Introduction

Email deliverability, a critical component to every sender's marketing program success, is characterized by ever-changing criteria and rules. ISPs have an ongoing need to prevent spam, so they are obliged to develop sophisticated filtering techniques to protect customers. Email senders can become unintentionally ensnared in those efforts. Effectively navigating this digital world in order to best reach your audiences requires regular tuning of your email strategy, with consideration to key deliverability trends.

Email is still highly relevant. According to Lifewire, more than 3.8 billion email addresses exist today. On top of that, social media consultants Lori Lewis and Chad Callahan report that 188 million emails are sent every minute. Gone are the days of sending maximum volumes of email for minimal conversion. The reality is that consideration of volume alone puts your highly engaged customers at risk of not receiving their emails. This can have major revenue implications for you as a sender. Viewing email as a low-cost channel with unlimited potential is challenging and fragile.



Use this guide to learn key deliverability terms, concepts, and approaches to empower you to stay ahead of the curve. Use it to keep the email channel at the forefront of your marketing mix, with high priority on deliverability, inbox placement, and your revenue.

2. Deliverability strategy

Designing successful email marketing campaigns depends on having a clear understanding of marketing goals, whether they're for prospecting or customer relationship management (CRM) initiatives. This helps to determine who to target, what to promote, and when outreach is ideal. Here are some examples of email marketing strategy objectives:

- Acquiring new customers
- Converting prospects to first time buyers
- Growing current customer relationships with additional client offerings
- Retaining loyal customers
- Enhancing customer satisfaction and brand loyalty
- Reactivating lost or lapsed customers

3. Deliverability defined

There are two key metrics that play a role in the definition of deliverability. The delivered rate is the percentage of emails that don't bounce and are accepted by the ISP. Next is inbox placement — this is applied to the messages that are accepted by the ISP and determines whether the email lands in the inbox or the spam folder.

It's important to understand both delivered rate and the inbox placement rate in conjunction with one another when measuring email performance. A high delivered rate is not the only facet of deliverability. Just because a message is received via an ISP's initial checkpoint doesn't necessarily mean that your subscriber actually saw and interacted with your communication.

4. Why deliverability matters

If you don't know whether your emails are getting delivered or whether they are landing in the inbox versus the spam folder, you should. Here's why:

Countless hours go into the planning and production of your email campaigns. If the emails bounce or ultimately land in your subscribers' spam folder, your customers probably won't read them, your call to action (CTA) won't be acknowledged, and you'll fall short of your revenue goals due to lost conversions. Put simply, you can't afford to ignore deliverability. It's crucial to the success of your email marketing efforts — and your bottom line.

Following deliverability best practices ensures that your email will have the best possible chance of opens, clicks, and the ultimate goal — conversion. You can write a brilliant subject line and have beautiful imagery and engaging content. But if that email doesn't get delivered, the customer doesn't have any opportunity to convert. All in all, in email deliverability, each step in the email acceptance process is dependent on the former for program success.

4.1. Step 1: Email delivered

Important factors for delivery:

- Solid infrastructure: IP and domain configuration, feedback loop (FBL) setup (including complaint monitoring and processing), and regular bounce processing. Typically, email service providers (ESPs) are responsible for this setup.
- Strong authentication: Sender Policy Framework (SPF), DomainKeys Identified Mail (DKIM), Domain-based Message Authentication, Reporting, and Conformance (DMARC).
- High list quality: Explicit opt-in, valid email acquisition methods, and engagement policies.
- Consistent sending cadence and minimization of volume fluctuations.
- High IP and domain reputation.

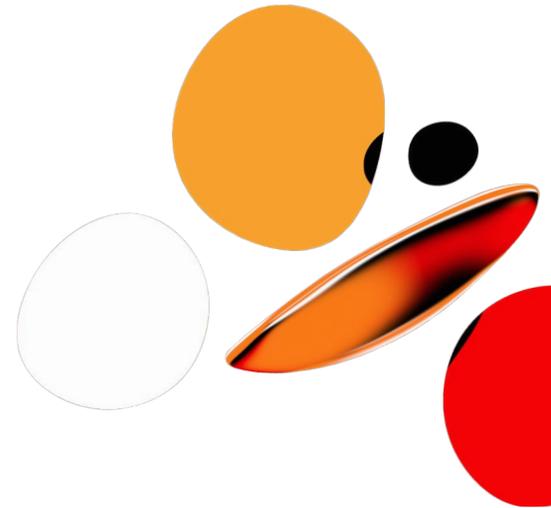


4.2. Step 2: Email inbox placement

ISPs have unique, complex, and ever-changing algorithms to determine whether your email is placed in the inbox or the junk or spam folder.

Here are some important factors for inbox placement:

- Delivered email
- High engagement
- Low complaints (less than 0.1 percent overall)
- Consistent volume
- Low spam traps
- Low hard bounce rate
- Lack of blocklist issues



4.3. Step 3: Email engagement — opens

Here are some important factors for open rate:

- Email delivered and landed in the inbox
- Brand recognition
- Compelling subject line and preheaders
- Personalization
- Frequency
- Relevance or value of content

4.4. Step 4: Email engagement — clicks

Here are some important factors for click rate:

- Email delivered, landed in the inbox, and opened
- Strong CTA
- Relevance or value of content



4.5. Step 5: Conversion

Here are some important factors for conversion:

- All the above
- Transition from email via a working URL to a landing page or sales page
- Landing page experience
- Brand recognition, perception, and loyalty

4.6. Potential impact on revenue

Conversion is key, but what's the alternative? Your deliverability strategy can strengthen or wreak havoc on email marketing program nirvana. The following chart illustrates the potential loss in revenue that a weak deliverability policy can have on your marketing program. As demonstrated, for a business with a 2 percent conversion rate and average purchase of \$100, every 10 percent reduction in inbox placement equals an almost \$20,000 loss in revenue. Keep in mind that these numbers are unique for every sender.

Sent	Percent delivered	Delivered	Percent inbox	Inbox	Number not in inbox	Conversion rate	Number of lost conversions	Average purchase	Lost revenue
100K	99%	99K	100%	99K	-	2%	0	\$100	\$-
100K	99%	99K	90%	89.1K	9,900	2%	198	\$100	\$19,800
100K	99%	99K	80%	79.2K	19,800	2%	396	\$100	\$39,600
100K	99%	99K	70%	69.3K	29,700	2%	594	\$100	\$59,400
100K	99%	99K	60%	59.4K	39,600	2%	792	\$100	\$79,200
100K	99%	99K	50%	49.5K	49,500	2%	990	\$100	\$99,000
100K	99%	99K	40%	39.6K	59,400	2%	1188	\$100	\$118,800
100K	99%	99K	30%	29.7K	69,300	2%	1386	\$100	\$138,600
100K	99%	99K	20%	19.8K	79,200	2%	1584	\$100	\$158,400

5. Other metrics that matter for deliverability

One of the best ways to identify a sending reputation issue is through the metrics. Let's take a look at some key deliverability metrics to monitor and how to use them to identify a reputation issue.

5.1. Bounces

Bounces are the result of a delivery attempt and failure where the ISP provides back failure notices. Bounce handling processing is a critical part of list hygiene. After a given email has bounced several times in a row, this process flags it for suppression (quarantine). The number and type of bounces required to trigger

suppression vary from system to system. This process prevents systems from continuing to send invalid email addresses. Bounces are one of the key pieces of data that ISPs use to determine IP reputation. Keeping an eye on this metric is very important. "Delivered" versus "bounced" is probably the most common way of measuring the delivery of marketing messages: the higher the delivered percentage is, the better.

We'll dig into two different kinds of bounces.

5.2. Hard bounces

Hard bounces are permanent failures generated after an ISP determines a mailing attempt to a subscriber address as not deliverable. Hard bounces that are categorized as undeliverable are added to the quarantine, which means they wouldn't be reattempted.

Here are some common examples of hard bounces:

- Address doesn't exist
- Account disabled

5.3. Soft bounces

Soft bounces are temporary failures that that an ISP generates when it has difficulty delivering email. Soft failures will retry multiple times (with variance depending on use of custom or out-of-the-box delivery settings) in order to attempt a successful delivery. Addresses that continually soft bounce will not be added to quarantine until the maximum number of retries has been attempted (which again vary depending on settings).

Some common causes of soft bounces include the following:

- Mailbox full
- Receiving email server down
- Sender reputation issues

Bounce Type	Hard Bounce	Soft Bounce	Ignore
	A "hard" error indicates an invalid address. This involves an error message that explicitly states that the address is invalid.	This might be a temporary error or one that could not be categorized.	This is an error known to be temporary.
Error Type	<ul style="list-style-type: none"> • User unknown • Unreachable (5.5.x) • Account disabled • Refused (spam complaint) 	<ul style="list-style-type: none"> • Invalid domain • Unreachable (4.4.x) • Mailbox full • Account disabled • Refused 	<ul style="list-style-type: none"> • Out of office • Technical error

Bounces are a key indicator of a reputation issue because they can highlight a bad data source (hard bounce) or a reputation issue with an ISP (soft bounce).

Soft bounces often occur as part of sending email and should be allowed to resolve during the retry processing before characterizing as a true deliverability issue. If your soft bounce rate is greater than 30% for a single ISP and does not resolve within 24 hours, it's recommended to consult with a deliverability expert.

5.4. Complaints

Complaints are registered when a user indicates an email is unwanted or unexpected. This action is typically logged through the subscriber's email client when they hit the spam button or via a third-party spam reporting system.

5.4.1. ISP complaint

Most Tier 1 and some Tier 2 ISPs provide a spam reporting method to users because opt-out and unsubscribe processes have been used maliciously in the past to validate an email address. Your ESP will receive these complaints via ISP feedback loops (FBLs). This is established during the setup process for any ISPs that provide FBLs and allows the ESP to automatically add email addresses that complained to the quarantine table for suppression. Spikes in ISP complaints can be an indicator of poor list quality, less-than-optimal list collection methods, or weak engagement policies. They're also often noted when content is not relevant.

5.4.2. Third-party complaints

There are several anti-spam groups that allow for spam reporting at a broader level. Complaint metrics used by these third parties are used to tag email content to identify spam email. This process is also known as fingerprinting. Users of these third-party complaint methods are generally savvier about email, so they can have a greater impact than other complaints may have if left unanswered.

ISPs collect complaints and use them to determine the overall reputation of a sender. All complaints should be suppressed and no longer contacted as quickly as possible and in accordance with local laws and regulations.

5.5. Spam traps

Spam traps exist to help identify email from fraudulent senders or those that aren't following email best practices. Spam trap email addresses are not published and are almost impossible to identify. Delivering email to spam traps can impact your reputation with varying degrees of severity depending on the type of trap and the ISP. Learn more about the different types of spam traps in the following sections.

5.5.1. Recycled

Recycled spam traps are addresses that were once valid but are no longer in use by a human recipient, and have instead been repurposed by a third party. One key way to keep lists as clean as possible is to regularly send email to your entire list and appropriately suppress bounced emails. This helps abandoned email addresses to be quarantined and withheld from further use.

In some cases, an address can become recycled within 30 days. Sending regularly is a vital aspect of good list hygiene, along with regularly suppressing inactive users. Reengagement campaigns are typically a part of sophisticated email marketing programs. This campaign style allows the sender to attempt to win back users that would otherwise no longer be mailed.

5.5.2. Typo

A typo spam trap is an address that contains a misspelling or malformation. This often occurs with known misspellings of major domains like Gmail (ex: gmial is a common typo). ISPs and other blocklist operators will register known bad domains to be used as a spam trap in order to identify spammers and measure sender health. The best way to prevent typo spam traps is to use a double opt-in process for list collection.

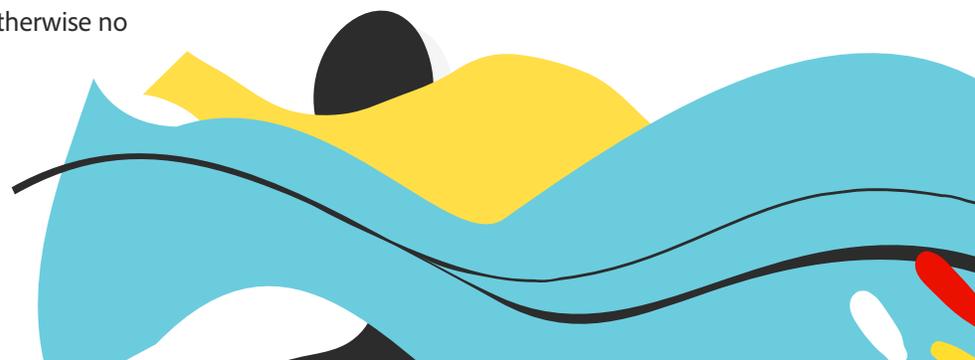
5.5.3. Pristine

A pristine spam trap is an address that has no end user and has never had an end user. It's an address that was created purely to identify spam email. This is the most impactful type of spam trap as it's virtually impossible to identify and would require a substantial effort to clean from your list. Most blocklists utilize pristine spam traps to list un reputable senders. The only way to avoid pristine spam traps from infecting your broader marketing email list is to utilize a double opt-in process for list collection.

A spam trap is an address used to identify an unpermissioned or unsolicited email.

5.6. Bulking

Bulking is the delivery of email into the spam or junk folder of an ISP. It's identifiable when a lower-than-normal open rate (and sometimes click rate) is paired with a high delivered rate. The causes for why emails are bulked vary by ISP. In general, though, if messages are being placed in the bulk folder, a flag that influences sending reputation (list hygiene, for example) requires reevaluation. It's a signal that reputation is diminishing, which is a problem that needs to be corrected immediately before it affects further campaigns. Working with a deliverability consultant can help remedy bulking issues, depending on your situation.



5.7. Blocking

A block occurs when spam indicators reach proprietary ISP thresholds, and the ISP begins to block email (noticeable through bounced mailing attempts) from a sender. There are various types of blocks. Generally, blocks occur specific to an IP address, but they can also occur at the sending domain or entity level. Resolving a block requires specific expertise, so it's recommended to consult with a deliverability expert for assistance.

5.8. Blocklisting

A blocklisting occurs when a third-party blocklist manager registers spammer-like behavior associated with a sender. The cause of a blocklist is sometimes published by the blocklisting party. A listing is generally based on IP address, but in more severe cases it can be by IP range or even a sending domain. Resolving a blocklisting should involve support from a deliverability expert and prevent further listings. Some listings are extremely severe and can cause long-lasting reputation issues that are difficult to resolve. The result of a blocklisting varies by the blocklist but has the potential to impact delivery of all email.

6. Engagement

One of your biggest areas of focus should be on engagement. Consider why it's so important, and how to approach improving and retaining engagement.

6.1. Engagement is essential

Engagement has become the single most important factor impacting inbox placement decisions. Over the years, ISPs have shifted focus from content-related filters to a behavioral model, heavily relying on positive and negative engagement actions. Positive engagement primarily includes opens, clicks, forwards, and replies. Negative engagement includes deleting without opening, ignoring, unsubscribing, and marking as spam. Receiving explicit permission is the foundation of positive email engagement. Once a brand has permission, that relationship should be nurtured by regularly measuring and meeting the customers' expectations through frequency and content.

A good open and click rate varies depending on many factors for different senders. Work with a deliverability consultant to establish specific goals and baselines for your email program.

Email engagement is also a term used to describe one type of metric that helps to determine IP reputations. ISPs that own portals (Hotmail, AOL, Yahoo, Gmail, etc.) on the B2C side as well as email hosting and filter providers on the B2B side have a tremendous amount of data available regarding customers' interactions with email. These entities can see opens, clicks, and many other forms of interaction, even if email is moved in or out of the spam folder. These entities can also see if the email address it was sent to is in the client's address book or not.

While you as a sender cannot track all of the same engagement metrics, opens and clicks make a good starting point. It's important to note that ISPs only have visibility to email engagement. Also, with the rollout of [Apple's Mail Privacy Protection initiative](#) in September 2021, it has become even more important for senders to monitor all types of engagement signals from your subscribers. This includes signals like website visits, social media interactions, purchasing activity, and behavior, among others.

6.2. Quality over quantity

Organic list growth is the cornerstone of a healthy list. Many marketers put a tremendous focus on list growth, but from a deliverability perspective it's important to build a quality list of highly engaged subscribers. Continually sending emails to a largely unengaged audience can decrease your sending reputation and greatly increase the likelihood that your email will land in the spam or junk folder.

Mailing frequency is important to consider when creating and maintaining an email marketing program. Setting the recipients' expectations during your welcome message is a very useful strategy — people like to know what to expect. Yet those expectations need to be met. Sending email too often can cause customer fatigue and in some instances may lead to increased complaints and unsubscribes.



The right frequency is something each marketer must find for their specific marketing program. We suggest testing different frequencies to find the right balance for any specific marketing program. Keeping recipients engaged and active is one of the most important things a marketer can do to ensure the success of an email marketing program.

6.3. Changing interests

Subscriber interests are constantly evolving, and marketers need to understand that commitment to a brand may be temporary. Some subscribers will opt out, but many will just delete or ignore unwanted emails. From a consumer's perspective, any message that is unsolicited or unwanted is perceived as spam. Therefore, marketers need to rely on permission-based marketing and monitor engagement for loss of interest. In order to achieve optimal inbox placement, we recommend that marketers strategically reengage subscribers using reactivation campaigns and a "win-back strategy," which can be very useful tools to an email marketer.

A win-back strategy is when a special incentive is regularly sent to a specific portion of a marketing database in an attempt to reengage a list that has been having low open and click activity. Positive responses are kept, and the portion of the list that doesn't respond is moved to an inactive status and would no longer be sent emails.

A reactivation campaign is similar but is used to reconfirm a list one time, which is useful when dealing with old, stale lists. The subscribers who are not successfully reengaged through this process should be excluded from future email promotions. In rare cases, this type of campaign may be required in order to resolve a blocklist.

The best way to implement a win-back or reactivation campaign will be unique to your email program and should be fully customized for your business needs and situation.

6.4. Reply-to is engagement too

It's easy to just set your reply-to email to be a "no-reply" address, but this would be a mistake that overlooks the bigger picture.

When recipients reply to marketing emails, a response is expected. By enabling a reply-and-respond system, you will help boost your sender reputation. This will increase the likelihood of positive deliverability and inbox placement rates. It's also just a much better customer experience and will help to increase positive consumer perception of your brand.

After all, nothing says "please do business with us" like "we want to hear from you."

A final key part of the reply-to strategy is that if you do have a real email address they can reply to, make sure someone is monitoring it and that it's not just an auto-response. If not monitored, the missed expectations can frustrate the customer and lead to complaints or lower engagement.



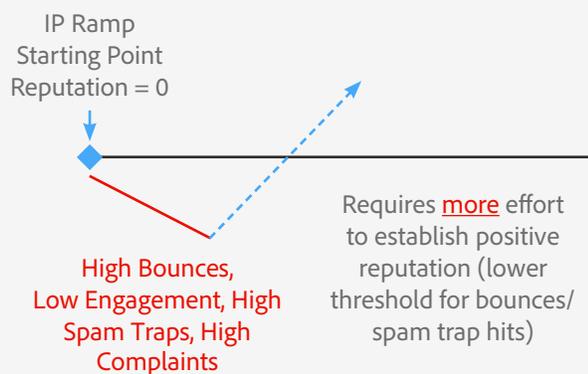
7. Transition process: switching email platforms

When moving email service providers (ESPs), it's not possible to also transition your existing, established IP addresses. It's important that you follow best practices for developing a positive reputation when starting afresh. Because the new, dedicated IP address(es) you will be using do not yet have a reputation, ISPs are unable to fully trust the email coming from them and need to be cautious in what is allowed to be delivered. New B2B senders and in rare cases, B2C, could possibly use shared IPs with an established reputation.

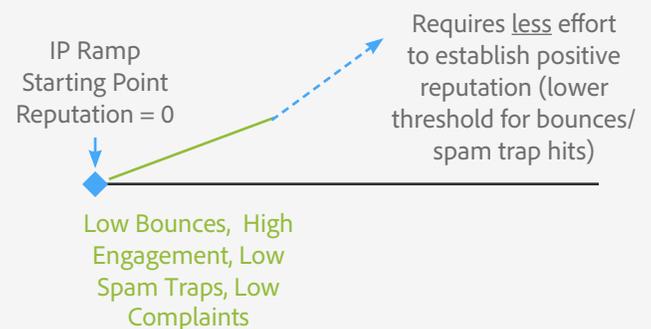
Think about what you do when meeting someone new. Typically, you need to build trust over time. Your brand's recognition does not factor into whether your email lands in the inbox or spam folder. ISPs need to reevaluate your sending practices, since action is most telling in email deliverability.

Establishing a positive reputation is a process. But once it's established, small negative indicators will have less impact on your email delivery.

Here's what happens when you start off on the **wrong foot**.

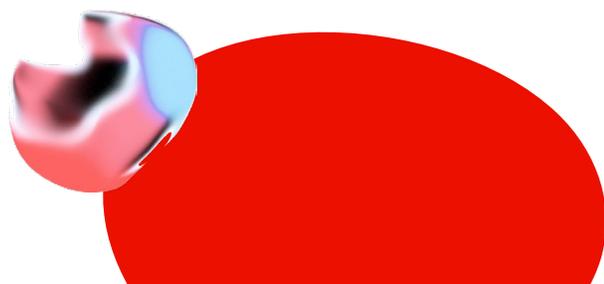


While this is what you want to **achieve**.



7.1. Infrastructure

Successful deliverability depends on a strong foundation. Email infrastructure is a core element. A properly constructed email infrastructure includes multiple components — namely domain(s) and IP address(es). These components are like the machinery behind the emails you send, and they're oftentimes the anchor of sending reputation. Deliverability consultants ensure that these elements are set up properly during implementation, but due to the reputation element, it's important for you to have this basic understanding.



7.1.1. Domain setup and strategy

Times have changed, and some ISPs (like Gmail and Yahoo) now incorporate domain reputation as an additional point when it comes to attaching email reputation to a sender. Your domain reputation is based on your sending domain instead of your IP address. This means that your domain takes precedence when it comes to ISP filtering decisions. Part of the onboarding process for new senders on Adobe platforms includes setting up your sending domains and ensuring that your infrastructure is established properly (see our “infrastructure” section for additional details). You should work with an expert on what domains you plan to use in the long term.

Here are some tips that shape a good domain strategy:

- Be as clear and reflective of the brand as possible with the domain you choose so that users don't incorrectly identify the email as spam. Some examples are receipt.domain.com, newsletter.domain.com, and so on.
- You shouldn't use your parent or corporate domain as it could impact the delivery of email from your organization to ISPs.
- Consider using a subdomain of your parent domain to legitimize your sending domain.
- Separate your subdomains for Transactional and Marketing message categories. Transactional messages are based on user actions and typically provide valuable information to the customer. You don't want these types of messages to be impacted by the reputation of your marketing subdomain.
- Having a branded envelope-from domain is important especially for B2B marketers because many hosting and filter providers factor in the domain reputation of the envelope-from when determining a sender's reputation.

7.1.2. IP strategy

It's important to form a well-structured IP strategy to help establish a positive reputation. The number of IPs and setup

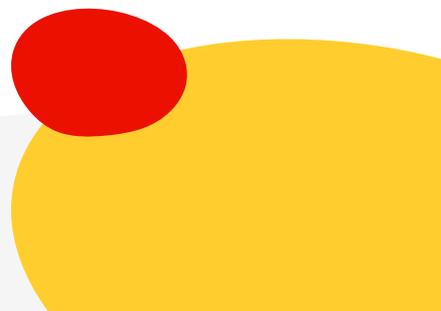
varies depending on your business model and marketing goals. Work with an expert to develop a clear strategy to start off right.

Consider the following as you build the IP/Domain Strategy for your brand:

- Too many IPs can trigger reputation issues as it is a common tactic of spammers to spread their traffic across many IPs (snowshoeing). Even though you're not a spammer, you might look like one if you use too many IPs, especially if those IPs haven't had any prior traffic.
- Too few IPs can cause slow email throughput and potentially trigger reputation issues. Throughput varies by ISP. How much and how quickly an ISP is willing to accept email is typically based on its infrastructure and sending reputation thresholds.
- Depending on your email strategy, it may also be advisable to separate different products or marketing streams into different IP pools if your reputation is drastically different for these products or streams. Some marketers also segment by region. Separating the IP for traffic with a lower reputation will not fix the reputation issue, but it will prevent issues with your “good” reputation email deliveries. After all, you don't want to sacrifice your good audience for a riskier one.

7.1.3. Feedback loops

Behind the scenes, Adobe platforms are processing data regarding bounces, complaints, unsubscribes, and more. The setup of these feedback loops is an important aspect to deliverability. Complaints can damage a reputation, so you should suppress email addresses that register complaints from your target audience. It's important to note that Gmail doesn't provide this data back. Because of this, list-unsubscribe headers and engagement filtering are especially important for your Gmail audience, who now comprise the majority of subscriber databases.



7.1.4. Authentication

Authentication is the process that ISPs use to validate the identity of a sender. The two most common authentication protocols are Sender Policy Framework (SPF) and DomainKeys Identified Mail (DKIM). These are not visible to the end user but do help ISPs filter email from verified senders. Domain-based Message Authentication Reporting and Conformance (DMARC) is gaining popularity, and it is currently supported by all major ISPs (Google, Microsoft, Yahoo, etc.).

SPF

Sender Policy Framework (SPF) is an authentication method that allows the owner of a domain to specify which email servers they use to send email from that domain.

DKIM

Domain Keys Identified Mail (DKIM) is an authentication method that is used to detect forged sender addresses (commonly called spoofing). If DKIM is enabled, it allows the receiver to confirm that the message originated from your organization.

DMARC

Domain-based Message Authentication, Reporting and Conformance (DMARC) is an authentication method that allows domain owners the ability to protect their domain from unauthorized use. DMARC uses SPF or DKIM or both to allow a domain owner to control what happens to email that fails authentication: delivered, quarantined, or rejected.

7.2. Targeting criteria

When sending new traffic, only target your most highly engaged users during the early phases of IP warming. This helps establish a positive reputation from the get-go to effectively build trust before rolling in your less engaged audiences. Here's a basic formula for engagement:

$$\text{Engagement Rate} = \frac{\text{Opened or Clicked}}{\text{Delivered}}$$

Typically, an engagement rate is based on a specific period of time. This metric can vary drastically depending on if the formula is applied on an overall level or for specific mailing types or campaigns. The specific targeting criteria needs to be provided by working with a deliverability expert, since every sender and ISP varies and usually requires a customized plan.

7.3. ISP-specific considerations during IP warming

ISPs have different rules and different ways of looking at traffic. For example, Gmail is one of the most sophisticated ISPs because it looks at engagement very strictly (opens and clicks) in addition to all other reputation measures. This requires a customized plan that only targets the highest-engaged users at the onset. Other ISPs may require a customized plan, too. Work with a deliverability expert for a specific plan.

7.4. Volume

The volume of email you're sending is critical to establishing a positive reputation. Put yourself in an ISP's shoes — if you start seeing a ton of traffic from someone you don't know, it would be alarming. Sending a large volume of email right away is risky and sure to cause reputation issues that are often difficult to resolve. It can be frustrating, time-consuming, and costly to dig yourself out of a poor reputation and the bulking and blocking issues that result from sending too much too soon.

The volume thresholds vary by ISP and can also vary depending on your average engagement metrics. Some senders require a very low and slow ramp of volume, whereas others may allow for a steeper ramp in volume. We recommend working with an expert, such as an Adobe deliverability consultant, to develop a customized volume plan.

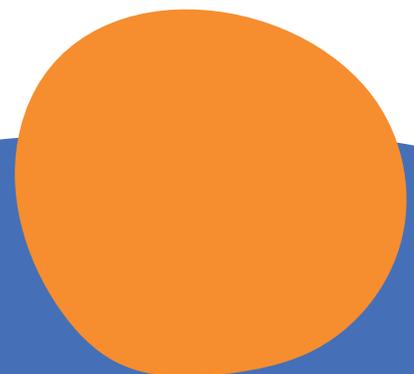


Here's a list of hints and tips for how to transition smoothly:

- Permission is the foundation of any successful email program.
- Low and slow — start with low sending volumes and then increase as you establish your sender reputation.
- A tandem mailing strategy allows you to ramp up volume on your Adobe solution while winding down with your current ESP, without disrupting your email calendar.
- Engagement matters — start with the subscribers who open and click your emails regularly.
- Follow the plan — our recommendations have helped hundreds of clients of Adobe solutions successfully ramp up their email programs.
- Monitor your reply email account. It's a bad experience for your customer if you use noreply@xyz.com or do not respond to their replies.
- Inactive addresses can have a negative deliverability impact. Reactivate and re-permission on your current platform, not your new IPs.
- Domains — use a sending domain that's a subdomain of your company's actual domain. For example, if your company domain is xyz.com, email.xyz.com provides more credibility to the ISPs than xyzemail.com.
- Transparency — registration details for your email domain should be available publicly and not kept private.

In many circumstances, transactional email doesn't follow the traditional promotional warming approach. It's difficult to control volume in transactional email due to its nature, since it generally requires a user interaction to trigger the email touch. In some cases, transactional email can simply be transitioned without a formal plan. In other cases, it might be better to transition each message type over time to slowly grow the volume. For example, you may want to transition as follows:

1. Purchase confirmations — high engagement
2. Shipping confirmations — medium-high engagement
3. Welcome emails — high engagement but can contain bad addresses depending on your list collection methods



8. First impressions — list collection and welcome emails

When looking to build a new relationship, making a good first impression is crucial. Without it, nothing else you say or do may be given a chance. The relationship between a brand and those choosing to interact with them is no different.

Everything starts somewhere and, when it comes to running an email program, it starts with collecting email addresses and welcoming those subscribers to your program. Let's check out how you can set yourself up for running a successful email program by making a good first impression in those areas.

8.1. Address collection and list growth

The best sources of new email addresses are direct sources like sign-ups on your website or in physical stores. In those situations, you can control the experience to make sure it's positive and that the subscriber is actually interested in getting email from your brand.

Some notes about these sign-up methods:

In-person (i.e., in-store, trade shows, and industry events, etc.) list collection can present challenges due to verbal or written address inputs causing misspelling in the addresses. Sending a confirmation email as quickly as possible after in-store sign-ups is recommended.

The most common form of **website sign-up** is "single opt-in." This should be the absolute minimum standard you use to acquire email addresses. It's when the holder of a specific email address grants a sender permission to send them marketing emails, usually by submitting the address via a web form or in-store signup. While it's possible to run a successful email campaign using this method, it can be the cause of some problems.

- Unconfirmed email addresses can have typos or be malformed, incorrect, or maliciously used. Typos and malformed addresses cause high bounce rates, which can and do provoke blocks issued by ISPs, or IP reputation loss.
- Malicious submission of known spam traps (sometimes called "list poisoning") can cause huge problems with delivery and reputation if the owner of that trap takes action. It's impossible to know if the recipient truly wants to be added to a marketing list without a confirmation. This makes it equally impossible to set the recipient's expectations and can lead to increased spam complaints — and sometimes blocklisting if the collected email happens to be a spam trap.

For guidance on how to minimize the issues presented in both physical store and single opt-in, go to section 8.1.2 in this guide for the details and benefits of double opt-in.

Subscribers often use throw-away addresses, expired addresses, or addresses that aren't theirs in order to get what they want from a website but also avoid getting added to marketing lists. When this happens, marketers' lists can result in having a high number of hard bounces, high spam complaint rates, and subscribers who don't click, open, or positively engage with emails. This can be seen as a red flag for mailbox providers and ISPs.

8.1.1. Sign-up forms

In addition to all of the fields for the data you want to collect about your new subscribers, which can encourage more relevant connections with your customers, there are a few other things you should do with your sign-up form on the website.

- Set clear expectations with the subscriber that they're agreeing to receive email, what they will receive, and how often they will receive it.
- Add options allowing the subscriber to select the frequency or type of communications that they receive. This allows you to know the subscriber's preferences from

the start so you can provide the best possible experience for your new customer.

- Balance the risk of losing the subscriber's interest during the sign-up process by asking for as much information as possible. Things like their birthday, location, interests, and so on, which might help you send more customized content. Every brand's subscribers will have different expectations and tolerance thresholds, so testing is key to finding the right balance for your situation.

Don't use prechecked boxes during the sign-up process. While this can get you in trouble legally in some cases, it's also simply a negative customer experience.

8.1.2. Data quality and hygiene

Collecting data is only part of the challenge. You also need to make sure the data is both accurate and usable. You should have basic format filters in place. An email address isn't valid if it doesn't include an "@" or "." for example. Be sure to not allow common alias addresses, which are also referred to as role accounts (like "info," "admin," "sales," "support," and so on). Role accounts can present risk because, by their nature, the recipient contains a group of people as opposed to a single subscriber. Expectations and tolerance can vary within a group, which risks complaints, varying engagement, unsubscribes, and general confusion.

Here are a few solutions to common issues you may run into with your email address data:

Double opt-in (DOI)

Double opt-in (DOI) is considered the best deliverability practice by most email experts. If you're having trouble with spam traps or complaints on your welcome emails, DOI is a good way to ensure that the subscriber receiving your emails is the person who actually signed up for your email program and wants to receive your emails.

DOI consists of sending a confirmation email to the subscriber's email address who has just signed up to your

email program. The email contains a link that must be clicked to confirm consent. With this acquisition method, if the subscriber doesn't confirm, the sender wouldn't send them additional emails. Let new subscribers know you're doing this on the website, encouraging them to complete the sign-up before continuing. This method does see a reduction in the number of sign-ups, but those who do sign up tend to be highly engaged and stay for the long term. In addition, this method usually results in a much higher ROI for the sender.

Hidden field

Applying a hidden field on your sign-up form is a great way to differentiate between automated bot sign-ups and real human subscribers. Because the data field is hidden in the HTML code and not visible, a bot will enter data where a human wouldn't. Using this method, you can build rules to suppress any signup that includes data populated in that hidden field.

reCAPTCHA

reCAPTCHA is a validation method you can use to reduce the chances the subscriber is a bot and not a real person. There are various versions, some of which contain keyword identification or images. Some versions are more effective than others, and what you gain in security and deliverability issue prevention is much higher than any negative impact to conversions.

8.1.3. Legal guidelines

Consult your lawyers to interpret local and national laws concerning email. Remember that email laws vary widely amongst different countries and in some cases amongst different regions within a country.

- Be sure to collect a subscriber's location information so that you're compliant with the subscriber's country laws. Without that detail, you may be limited in how you can market to the subscriber.
- Any relevant laws are generally determined by the location of the recipient, not the sender. You'll need to know and follow the laws for any country where you might have a subscriber.

- It's often difficult to know with total certainty the country of residence for the subscriber. Data provided by the customer may be out of date, and pixel location data may be inaccurate due to VPN or image warehousing, as is the case with Gmail and Yahoo email. When in doubt, it's usually safest to apply the strictest possible laws and guidelines.

8.1.4. Other non-recommended list collection methods

There are many other ways to collect addresses, each with its own opportunities, challenges, and drawbacks. We don't recommend these in general, since use is often restricted via provider acceptable use policies. We'll take a look at a few common examples, so you can learn the dangers to help you limit or avoid the risks:

Buy or rent a list

There are a lot of types of email addresses out there. Primary email, work emails, school emails, secondary emails, and inactive emails to name a few. The types of addresses collected and shared out through these methods are rarely primary email accounts, which is where nearly all engagement and purchase activity occurs.

If you're lucky, you get secondary accounts, where people will look for deals and offers when they're ready to shop for something. This usually results in low engagement levels — if any. If you're unlucky, the list will be full of inactive emails, which may now be spam traps. Often, you get a mix of both secondary and inactive emails. In general, the quality of these types of lists will do more harm than good to an email program. This practice is prohibited by the Adobe Acceptable Use Policy.

List append

These are customers who have chosen to engage with your brand, which is great. But they chose to engage through a method other than email (in-store, social media, etc.). They may not be receptive to getting an unrequested email from you and may also be concerned about how you gained their email address since they didn't provide it. This method has a risk of turning a customer or potential customer who engaged

with your brand into a detractor who no longer trusts your brand and will go to your competition instead. This practice is prohibited by the [Adobe Acceptable Use Policy](#).

Trade show or other event collection

Collecting addresses at a booth or through another official, clearly branded method can be useful. The risk is that many events like this collect all addresses and distribute them through the event promoter or host. This means the users of these email addresses never specifically asked to receive emails from your brand. These subscribers are likely to complain and mark your email as spam, and they may not have provided accurate contact information.

Sweepstakes

Sweepstakes provide large numbers of email addresses quickly. But these subscribers want the prize, not your emails. They may not have even paid attention to the name of who would be reaching out to them. These subscribers are likely to complain and mark your email as spam, and they may be unlikely to ever engage or make a purchase.

8.2. Welcome emails

Your welcome emails are the biggest foundational factor in driving a successful email program. Consider the following when creating them.

8.2.1. Developing a welcome strategy

On average, subscribers who engage with your welcome emails are more likely to continue engaging with other emails you send. Plus, a series of welcome emails has been shown to further increase engagement with your email program.

Regardless of your strategy, subscribers who don't receive a welcome email at all or who don't connect with your welcome message are unlikely to convert into happy subscribers. A well-planned and carefully crafted welcome plan that includes thinking about the what, when, and who of your messages leads to a positive first impression and the best path to long-term subscriber satisfaction.



8.2.2. Key elements

Here are a few key elements to consider when building your welcome email or emails:

Send your message ASAP

If you're offering a promotion, your new subscriber will likely be waiting on the website to get the email before making their purchase. A delay of even 5–10 minutes here can mean a lost sale. Even if you don't have a promotion, they're currently expressing interest in your brand. You need to engage with them while their interest is piqued instead of taking a chance at a later time.

Create strong subject lines and preheaders

You need to not only thank them for signing up, you also need to catch their attention and give them a reason to want to open the email. Don't forget to capitalize on the extra room in the pre-header to make your case.

Set expectations

Make it clear that your focus is on a positive experience for them. State what they should expect from you and how often to expect it. Providing a way for them to easily manage their experience (i.e., a link to a preference center) is also a good idea. Also consider adding links to prior content so that users can reference the content to which they are subscribing.

Let them get a feel for your brand

Every brand has a voice. Let yours be clearly displayed in your welcome email. This helps your new subscriber connect more with the brand and avoids them feeling surprised by a change in style with later emails.

Keep it concise

You have a lot to say and an eager ear in your new subscriber. But your first message should be short, simple, and to the point — not overwhelming.

Send a series of emails

As noted previously, you have a lot to say to an attentive audience. Building a full welcome series (3–5 emails) allows you to keep each email to the point while still covering all the information you want to share. It also fosters continued interest from the subscriber, which leads to continued positive engagement, boosted reputation, and improved deliverability.

Get personal

If you're doing a series of welcome emails, use one of them to show the personal touch. Use any information you collected at sign-up or from their purchase to showcase how you can make their experience unique and more valuable to them. If you didn't collect any data yet, use this as an opportunity to show what you could do if given the chance. Then, ask them for the information you need to enrich their experience.

9. Content best practices for optimal deliverability

Content is key. You've already read our perspective on relevance, but here are a few additional tips for optimizing your deliverability when it comes to content:

- Avoid too large of an HTML file. Stay under 100KB to prevent slow deliverability — aim for between 60KB and 80KB.
- Use alt tags to your advantage. Alt tags live within the image code of the HTML and display text if the image isn't visible or loading. Rather than having a simple description like "product shot," you might want to say something more compelling like "Buy now and get 30% off."
- Avoid too many images. Most ISPs now block images by default. You want to have a way to capture your audience without the images enabled so they then enable them.

10. Sender permanence

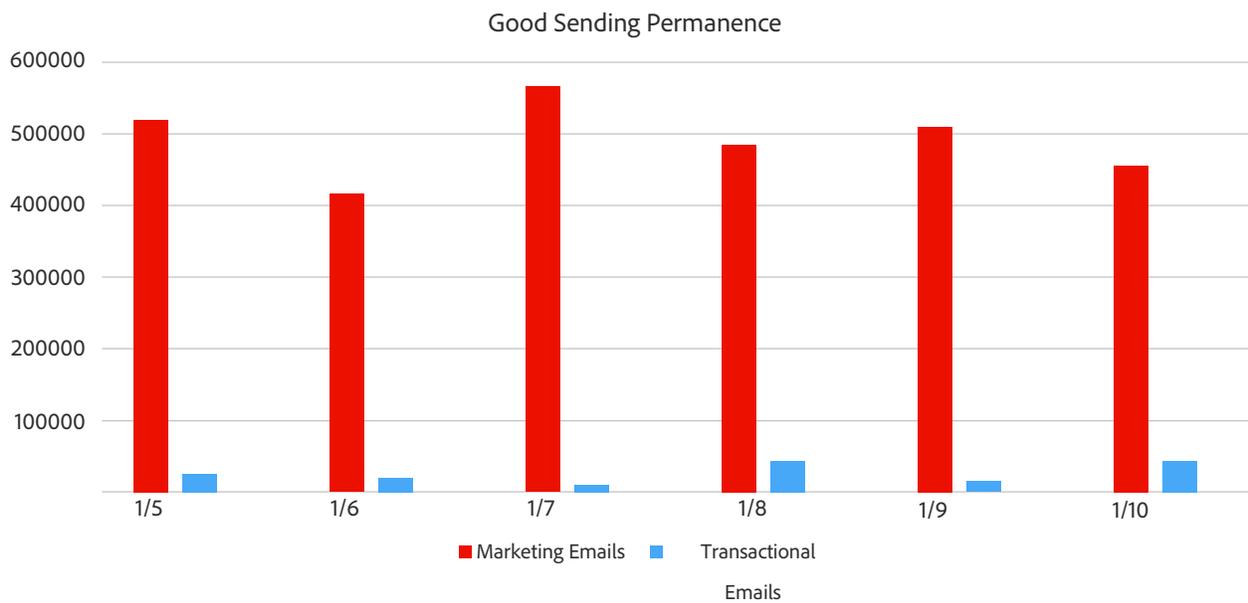
Sender permanence is the process of establishing a consistent sending volume and strategy in order to maintain ISP reputation. Here are some reasons why sender permanence is important:



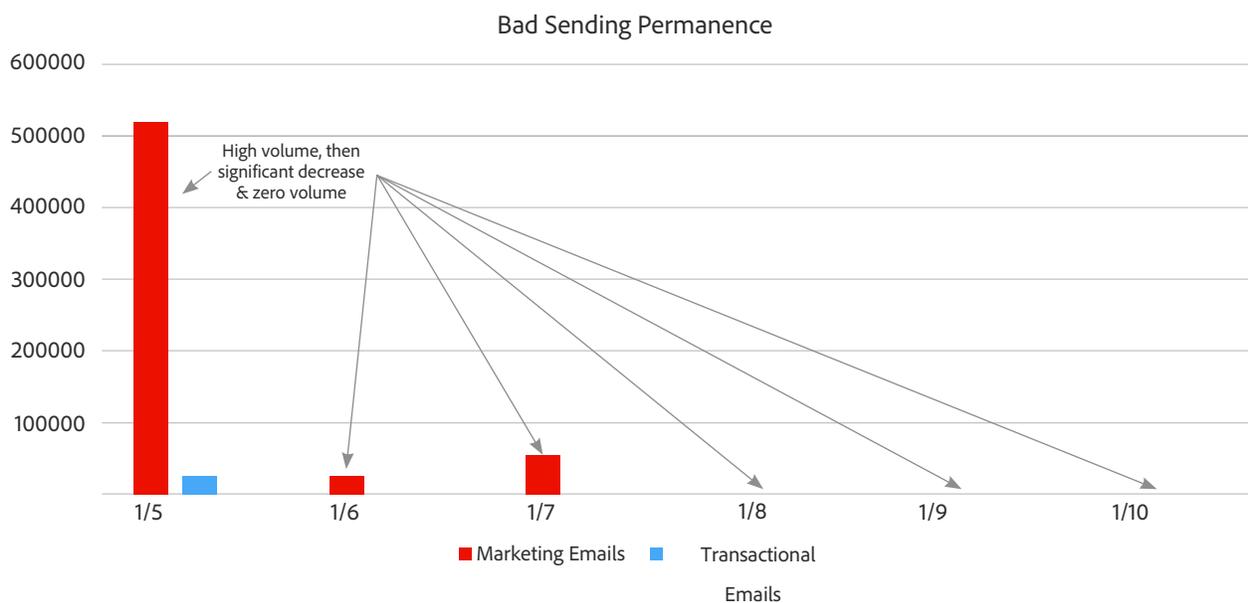
- Spammers will typically "IP address hop," meaning that they'll constantly shift traffic across many IP addresses to avoid reputation issues.
- Consistency is key to proving to ISPs that the sender is reputable and not attempting to bypass any reputation issues resulting from poor sending practices.
- Maintaining these consistent strategies over a long period of time is required before some ISPs will even consider the sender reputable at all.

Here are some examples:

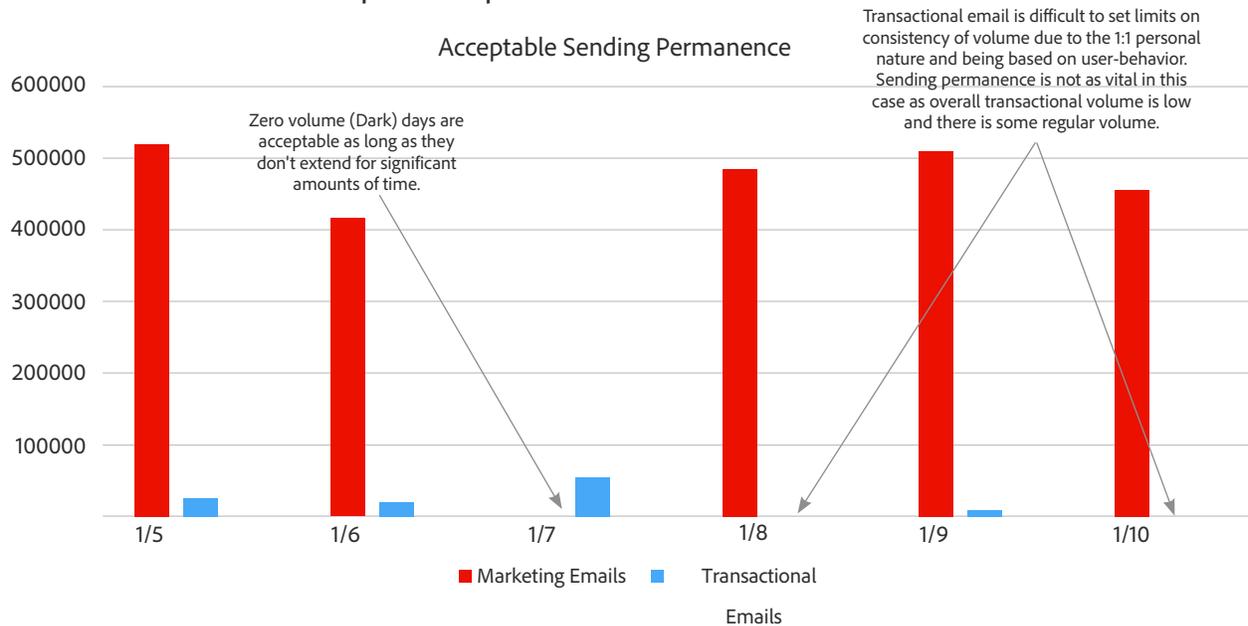
Sender Permanence - Graphical explanation



Sender Permanence - Graphical explanation



Sender Permanence - Graphical explanation



11. Internet service provider specifics

ISPs aren't all the same. Each focuses on different things when determining what email to allow through to user inboxes, get filtered to the spam folder, or not let through at all. We'll take a quick tour of the important differences between a handful of the ISPs. It's not meant to be a full list of all ISPs or cover all possible differences.

11.1. Gmail

Gmail makes up the largest portion of most senders' email lists. Gmail also tends to treat email a bit differently than everyone else. Here are some highlights:

11.1.1. What data is important?

Gmail is focused on its users' feedback for much of its filtering decisions. While we can't know the secret sauce involved in these decisions, there are common standards that most marketers can monitor. Open and click rates will provide insight into the engagement of your target audience and can be used to drive positive reputation and high inbox placement.

11.1.2. What data is available?

Gmail does provide limited insight into how it views your sending practices through its Gmail Postmaster Tools. This tool allows you a high-level view of your sending IP and domain reputation, authentication results, and complaint issues.

Note: Gmail doesn't display data on all complaints, nor does it facilitate a traditional feedback loop (FBL). Instead, it only provides data in certain circumstances, usually involving both high volumes and very high complaint rates. While keeping complaints to minimum is key to good deliverability, it's natural for some complaints to filter in. If complaints are regularly clocking at zero, it could point to an issue that requires additional investigation.

11.1.3. Sender reputation

Gmail tracks IP, domain, and even brand reputation. Changing your IP or domain (or both) won't allow you to easily shake a bad reputation. A quick or creative fix may be tempting, but it's much more effective to allocate time and effort to fixing the root of a reputation issue for inbox placement gains.

11.1.4. Insights

Gmail views engaged subscribers differently than most senders traditionally do. A sender may define an active or engaged list as someone who has opened an email within 30, 90, or 180 days (depending on the business model). Gmail, on the other hand, is looking at how often its users interact with your messages.

For instance, if you send 3 emails a week over 90 days, that would be roughly 39 emails. Using the traditional method, if the subscriber opened one of those 39 emails, they're engaged. To Gmail, this means they ignored 38 emails and are not engaged. You can get an approximate feel for your own users' engagement levels at Gmail by grading them on open count over the last 10 emails. For example, a subscriber associated with 7 opens of your last 10 emails is more engaged than someone who opened 2 of the 10. Sending email less often to those users who are less engaged will help you improve your sending reputation at Gmail.

Gmail utilizes different tabs for users to distinguish different types of email. These are "Inbox," "Social," and "Promotional."

Even if email is delivered into the Promotional tab, it's still considered inbox delivery. Users have control to modify their view and tabs.

11.2. Microsoft (Hotmail, Outlook, Windows Live, etc.)

Microsoft is generally the second- or third- largest provider depending on the makeup of your list, and it does handle traffic slightly differently than other ISPs.

Here are some highlights:

11.2.1. What data is important?

Microsoft focuses on sender reputation, complaints, user engagement, and its own group of trusted users (also known as Sender Reputation Data or SRD) who it polls for feedback.

11.2.2. What data does Microsoft make available?

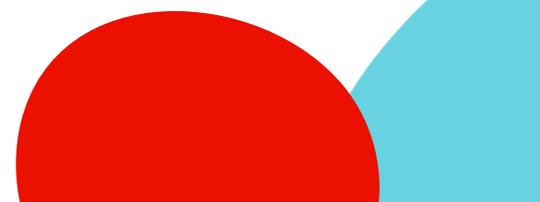
Microsoft's proprietary sender reporting tool, Smart Network Data Services (SNDS), lets you see metrics around how much email you are sending and how much email is accepted, as well as complaints and spam traps. Keep in mind that the data shared is a sample and doesn't reflect exact numbers, but it does best represent how Microsoft views you as a sender. Microsoft doesn't provide information on its trusted user group publicly, but that data is available through a third-party certification program for an additional fee.

11.2.3. Sender reputation

Microsoft has been traditionally focused on sending IP in its reputation evaluations and filtering decisions. Microsoft is actively working on expanding its sending domain capabilities as well. Both are largely driven by the traditional reputation influencers, like complaints and spam traps.

11.2.4. Insights

Microsoft combines its B2C receiving domains to establish and track sending reputation, like Hotmail, Outlook, MSN, and Windows Live.



Microsoft can be especially sensitive to fluctuations in volume, so consider applying specific strategies to ramp up and down from large sends as opposed to allowing for volume-based sudden changes.

Microsoft is also especially strict during the first days of IP warming, which generally means most email gets filtered initially. Most ISPs consider senders innocent until proven guilty. Microsoft is the opposite and considers you guilty until you prove yourself innocent.

11.3. Yahoo (Yahoo, AOL, Verizon, etc.)

Yahoo is generally one of the top three domains for most B2C lists. Yahoo behaves somewhat uniquely, as it will generally throttle or bulk email if reputation issues arise.

Here are some highlights:

11.3.1. What data is important?

Yahoo built and maintains its own proprietary spam filters, using a mixture of content and URL filtering and spam complaints. Along with Gmail, it's one of the early-adopting ISPs that filter email by domain as well as IP address.

11.3.2. What data does Yahoo make available?

Yahoo has an FBL that it uses to feed complaint information back to senders. Yahoo is also exploring adding more data in the future.

11.3.3. Sender reputation

A sender's reputation is made up of a combination of IP address, domain, and from address. Reputation is calculated using the traditional components, including complaints, spam traps, inactive or malformed addresses, and engagement. Yahoo uses rate limiting (also known as throttling) along with bulk foldering to defend against spam. Yahoo complements its internal filtering systems with some Spamhaus blacklists, including the PBL, SBL, and XBL to protect its users.

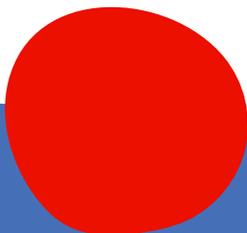
11.3.4. Insights

Lately, Yahoo has instituted regular maintenance periods for old, inactive, email addresses. That means it's common to observe a significant surge in invalid address bounces, which may impact your delivered rate for a short period of time. Yahoo is also sensitive to high rates of invalid address bounces from a sender, which is indicative of a need to tighten acquisition or engagement policies. Senders can often experience negative impact at around 1 percent invalid addresses.

12. Ongoing monitoring

Here are some ways to help identify a possible issue where you might need expert support:

- There's an observed spike in hard or soft bounces. This could be indicative of a block, blocklisting, or other deliverability issue.
- There's a noticeable decrease in open and click metrics while delivered rates remain high. This is indicative of potential bulk folder placement.
- There's a significant increase in complaints. This can be caused by a poor-quality list source.
- You have any strategic initiatives that might impact deliverability. These include but aren't limited to subscriber acquisition, engagement strategies, seasonal strategies or significant changes to frequency, and campaign type.



13. Putting it into practice

As we've covered in this guide, there are many nuances to deliverability and following best practices. There are four key pillars to success.:

1. Set proper expectations during sign-up and have a good sign-up process that prevents bad addresses.
2. Provide relevant and timely content.
3. Maintain your lists by removing addresses that become bad.
4. Monitor, test, and adjust as you go.

If you're ever unclear or need assistance with an issue, please work with a deliverability expert for help.

14. Sources

Heinz Tschabitscher, "[How Many People Use Email Worldwide?](#)," Lifewire, May 31, 2021. Lori Lewis, "[2019: This Is What Happens in an Internet Minute](#)," Merge, March 5, 2019.



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