

Not receiving email from

Not receiving email from a specific sender?

Have sender double check email address they are sending to.

Senders IP address could be blacklisted and our mailfilters are catching it. (Sorry, we can't force these emails through.) They will need to get with their I.T. support to clean their location and request removal from them.

Is sender sending large attachments? Keep emails under 7 MB or have them use an FTP.

We can't tell much without a bounceback message. A Bounceback will contain the reason it wasn't delivered. Have sender read through it.