**Single email recipient**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **To** | **CC** | **BCC** | **Outcome** |
| Email A | Recipient | S2D |  | Will be received on Recipient’s Timeline |
| Email B | Recipient |  | S2D | Will be received on Recipient’s Timeline |
| Email C | S2D | Recipient |  | Will be received on Recipient’s Timeline **and** in your Items that needs to be reviewed tab in Send to Donorfy |
| Email D | S2D & Recipient |  |  | Will be received on Recipient’s Timeline |

\*If the recipient’s email address is not matched to a constituent in Donorfy it will be located in your Items that needs to be reviewed tab in Send to Donorfy

\*Email C’s item in the needs to be reviewed tab in Send to Donorfy will be the Send to Donorfy email address and therefore can be deleted.

**Two email recipients**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **To** | **CC** | **BCC** | **Outcome** |
| Email A | Recipient A | Recipient B | S2D | Will be received on Recipient A’s Timeline only |
| Email B | Recipient A | S2D | Recipient B | Will be received on Recipient A’s Timeline only |
| Email C | Recipient A | S2D & Recipient B |  | Will be received on Recipient A’s Timeline only |
| Email D | S2D | Recipient A | Recipient B | Will be received on Recipient A’s Timeline **and** in your Items that needs to be reviewed tab in Send to Donorfy |
|  | | | | |
| Email E | Recipient A & B | S2D |  | Will be received on Recipient A and B’s Timeline |
| Email F | Recipient A & B |  | S2D | Will be received on Recipient A and B’s Timeline |
| Email G | S2D | Recipient A & B |  | Will be received on Recipient A and B’s Timeline **and** in your Items that needs to be reviewed tab in Send to Donorfy |
| Email I | S2D & Recipient A&B |  |  | Will be received on Recipient A and B’s Timeline |

\*If the recipient’s email address is not matched to a constituent in Donorfy it will be located in your Items that needs to be reviewed tab in Send to Donorfy

\*Email D and G’s item in the needs to be reviewed tab in Send to Donorfy will be the Send to Donorfy email address and therefore can be deleted.

**Multiple email recipients**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **To** | **CC** | **BCC** | **Outcome** |
| Email A | Recipient A | Recipient B & C | S2D | Will be received on Recipient A’s Timeline only |
| Email B | Recipient A | S2D | Recipient B & C | Will be received on Recipient A’s Timeline only |
| Email C | Recipient A | S2D & Recipient B | Recipient C | Will be received on Recipient A’s Timeline only |
| Email D | Recipient A | S2D & Recipient B & C |  | Will be received on Recipient A’s Timeline only |
| Email E | Recipient A |  | S2D & Recipient B & C | Will be received on Recipient A’s Timeline only |
|  | | | | |
| Email F | Recipient A & B | Recipient C | S2D | Will be received on Recipient A and B’s Timeline |
| Email G | Recipient A & B | S2D | Recipient C | Will be received on Recipient A and B’s Timeline |
| Email H | Recipient A & B | S2D & Recipient C |  | Will be received on Recipient A and B’s Timeline |
| Email I | Recipient A & B |  | S2D & Recipient C | Will be received on Recipient A and B’s Timeline |
| Email J | S2D | Recipient A & B | Recipient C | Will be received on Recipient A and B’s Timeline |
| Email K | S2D & Recipient A&B |  | Recipient C | Will be received on Recipient A and B’s Timeline |
|  | | | | |
| Email L | Recipient A, B & C | S2D |  | Will be received on Recipient A, B & C’s Timeline |
| Email M | Recipient A, B & C |  | S2D | Will be received on Recipient A, B & C’s Timeline |
| Email N | S2D | Recipient A, B & C |  | Will be received on Recipient A, B & C’s Timeline |
| Email O | S2D & Recipient A&B | Recipient C |  | Will be received on Recipient A, B & C’s Timeline |

\*If the recipient’s email address is not matched to a constituent in Donorfy it will be located in your Items that needs to be reviewed tab in Send to Donorfy

The tables below demonstrate why an email sent using your Send to Donorfy email address (S2D) has not reached a constituent’s timeline.

The tables are split by the number of email addresses being sent to.

**Single email recipient**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **To** | **CC** | **BCC** | **Outcome** |
| Email A | S2D |  | Recipient | Nothing will be received in Donorfy |
| Email B |  | S2D & Recipient |  | Nothing will be received in Donorfy |
| Email C |  |  | S2D & Recipient | Nothing will be received in Donorfy |

**Two email recipients**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **To** | **CC** | **BCC** | **Outcome** |
| Email A | S2D |  | Recipient A & B | Nothing will be received in Donorfy |
| Email B |  | S2D & Recipient A&B |  | Nothing will be received in Donorfy |
| Email C |  |  | S2D & Recipient A&B | Nothing will be received in Donorfy |

**Multiple email recipients**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **To** | **CC** | **BCC** | **Outcome** |
| Email A | S2D |  | Recipient A, B & C | Nothing will be received in Donorfy |
| Email B |  | S2D & Recipient A&B | Recipient C | Nothing will be received in Donorfy |
| Email C |  |  | S2D & Recipient A, B & C | Nothing will be received in Donorfy |
| Email D |  | Recipient C | S2D & Recipient A & B | Nothing will be received in Donorfy |