—*SPS ALERT*—

SPS Special Alert 228:

JobAps Undeliverable Messages Issue

Release Date: 7/28/2023

Good afternoon:

Recently there have been reports that some emails sent to applicants via JobAps have been marked as undelivered or undeliverable. We are aware of the situation and applied a solution that we believe will resolve the issue.

In the interim, this is a reminder that it is imperative these undelivered or undeliverable messages are not ignored and that applicants are being notified of their application status in other ways.

When a Delivery Status Notification Failure report message is received, or for any that have been received, please attempt to send the notice to the affected applicant(s) directly from your work email, or a shared email account of your recruiting unit. JobAps also allows you to print notices so that they can be manually mailed to applicants, if needed.

If you encounter any additional issues concerning this matter, please submit a SPS Ticket.

Thank you for your patience.