How to Exclude Recipients of a Previous Marketing Effort from a New Effort

Step 1. If you have already created your effort, click Edit Marketing Effort in the top left of your screen.

Step 2. Ensure that the box reading “Allow the Exclusion of Constituents who Received Previous Communications” is checked. If you’re setting up your effort from scratch, check this box during setup.

Step 3. Click on the Exclusions tab.

Step 4. Click Add next to the Previous Marketing Effort Exclusions section.

Step 5. Search for the name of the marketing effort whose recipients you want to exclude and click on the name.

Step 6. Once you’ve completed your marketing effort setup and added your segments, Calculate and Export your marketing effort to view your audience list.