How to Whitelist Dinova Emails

Help ensure your preferred dining messages are getting through by designating Dinova as a "safe sender" and whitelisting our email domains and IP addresses

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Whitelisting Dinova emails is an important requirement for all Dinova partners.

As your company's Dinova contact, your role includes responsibility for ensuring the following whitelisting steps have been completed as quickly as possible after signing onto the program. Please complete the steps below <u>prior</u> to sending out email communication to your employees announcing Dinova.

1) Provide your IT team with the following information regarding Dinova email domains and IP addresses, and work with them to ensure all have been whitelisted.
2) Once your IT team has completed its tasks in the whitelisting process, **send an email to marketing@dinova.com and a Dinova marketing specialist will send a test e-mail to ensure 100 percent deliverability.** (This is a critical step in onboarding and should be completed prior to notifying your cardholders about the Dinova program).

NOTE: Launching your Dinova program – and particularly any myDinova components – prior to whitelisting will significantly reduce deliverability, which results in limited program awareness, reduced employee engagement, and lower dining rebates. Employees may opt into or out of any Dinova communications at any time. ***Please complete all of the following whitelisting activities before proceeding any further with your program rollout.***

DESIGNATE DINOVA AS A "SAFE SENDER" IN YOUR INBOX

In order to ensure that you're staying in the loop on our general communications, please add us to your contact list. To add Dinova to your address book:

1. Copy the address noreply@dinovamarketplace.com
2. Paste the address into your email contact list

DESIGNATE DINOVA AS A "SAFE SENDER" FOR YOUR COMPANY

Now that you've taken care of your own inbox, we request that you contact your IT department to add Dinova to your organization's list of whitelisted partners.

There are two basic methods for whitelisting our communications – by email domain and by IP address.

WHITELISTING BY EMAIL DOMAIN

Please provide your IT contact or network administrator with the following list, and request that these be designated as "Safe Sender" domains for your organization:

- @dinovamarketplace.com
- @dinova.com
- @mydinova.com

**Dinova's email marketing platform is supported by Salesforce Marketing Cloud. The email domain support@dinovamarketplace.com is the primary domain consistently used in all of the myDinova communication (i.e. newsletters, promotional emails, account summary emails, etc.)

It is important for the Dinova Marketing team to send out a test email once whitelisting has been completed by your IT team, in order to verify that all emails being sent by Dinova will be received by the intended recipient.

WHITELISTING BY IP ADDRESS

Dinova emails will originate from a few different sources, including Microsoft Outlook/Office 365 Exchange, Amazon Services, and Salesforce/Salesforce Marketing Cloud. In order to whitelist by IP address, please provide your IT contact or network administrator with the following information:

DATA CENTER	IP ADDRESSES	NOTES
Dinova	198.170.241.241 204.202.242.153 198.247.84.94 198.247.84.34 204.202.242.176 168.245.68.92 13.111.85.16	

	• 13.111.18.27	
Office 365 Exchange	• 40.92.0.0/15 • 40.107.0.0/16 • 52.100.0.0/14 • 104.47.0.0/17 • 2a01:111:f400::/48 • 2a01:111:f403::/48	*Helpful reference link:* *https://docs.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=o365-worldwide* *Example for TCP port 25:* **.mail.protection.outlook.com* *40.92.0.0/15,* *40.107.0.0/16,* *52.100.0.0/14,* *104.47.0.0/17,* *2a01:111:f400::/48,* *2a01:111:f403::/48*
Amazon	• 199.255.192.0/22 • 199.127.232.0/22 • 54.240.0.0/18 • 69.169.224.0/20 • 23.249.208.0/20 • 23.251.224.0/19 • 76.223.176.0/20 • 54.240.64.0/19	

DATA CENTER	IP ADDRESSES	NOTES
Salesforce	[Global] • 13.108.0.0/14 • 66.231.80.0/20 • 68.232.192.0/20 • 96.43.144.0/20 • 128.17.0.0/16 • 128.245.0.0/16 • 136.146.0.0/15 • 198.245.80.0/20 • 199.122.120.0/21 • 204.14.232.0/21 [Additional for USA] • 3.225.151.145	*Helpful reference link:* *https://help.salesforce.com/articleView?id=000321501&type=1&mode=1*

	13.127.212.138/32 15.207.181.18/32 15.207.182.186/32 18.211.105.61 18.214.12.209 34.197.58.108 34.202.86.120 52.3.16.30 52.22.251.194 52.44.156.44 52.70.135.185	

Thanks for helping out. For questions, please contact support@mydinova.com. We want to stay in touch!