

I want to "send the guest card" after the "offline fast entry" of a guest, but I get the error message "Attachment file does not exist!".

Please check if the check mark for "Guest card requested and applied for" has been set or if it is set to "The guest card is issued automatically".

SEX*	-	Status	
E-mail*	ferien@reka.ch	Source	
Phone		Booking nr	
Street name*	Schlossgasse 14	Creation date	2021-12-01 10:24
House Nr.		Last modified	2021-12-01 10:24
ZIP code*	4125	Guest mailing date	
City*	Fiehlen	Fill in date	
Country*	-	Check date	
		Data transmitted	
		Data processed	
		Guest card requested	
		Guest card sent	
		Guest Card	

Person travels with other guests

Group name* Family

Children up to 11 years* 0

Children up to 15 years* 2

Adults from 16 years * 1

Total number of guests incl. main guest* 4

The guest card is issued automatically

Do not send the guest card by email

Please complete the fields marked with a red star (*) for each additional guest travelling with you, so that the guest card application can be completed by your guests.

[Specify additional guest details](#)

- Help
- Save
- Save and close
- Fill-in mask page
- Send guest e-mail
- Copy to clipboard
- Partially copy guest data to the clipboard
- Booking and unbooking guests
- Close

If you set the checkmark as in the example and click on "Save", the guest card will be automatically sent to the guest if he is already in the arrival period of the automatic sending. After saving, the option of printing is also available in the menu bar.

Since the guest card has its own ID and also a PDF is generated for the guest card, this checkmark is necessary, otherwise no guest card ID is generated and no PDF file can be sent as an attachment. This is the reason for the error message "Attachment file does not exist".

It remains to be noted that by activating the second checkmark "Do not send the guest card by e-mail" you can generate the guest card, but stop the automatic sending if a guest only wants to have the guest card as a printout.