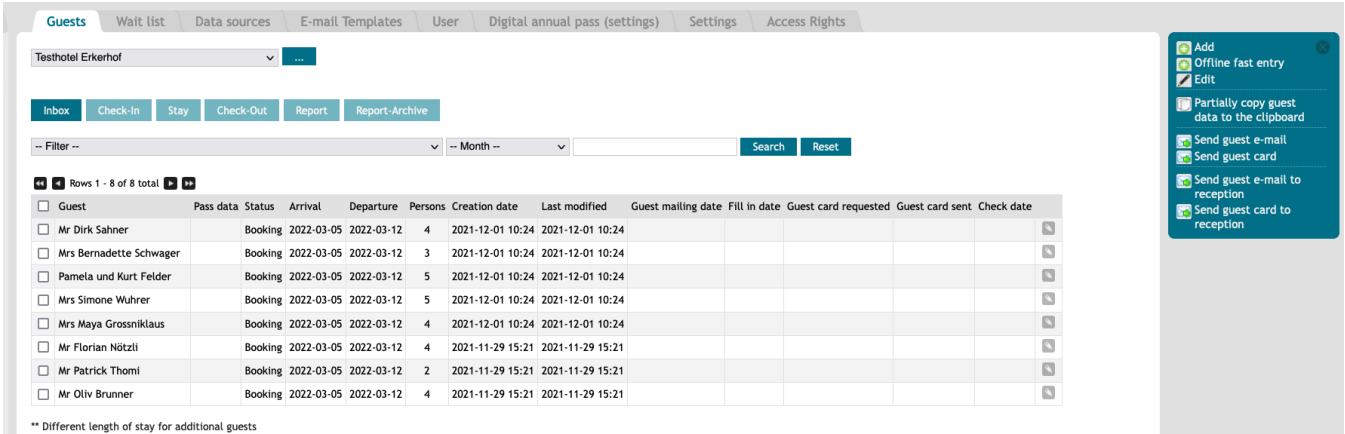


If someone did not receive the guest email (invitation for online check-in) by mail - how can we resend it quickly?

Unfortunately, there are some email address providers or SPAM filters that suppress automatically sent emails, which can lead to the problem described above.

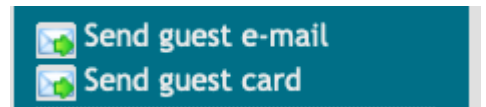


The screenshot shows the MASCH software interface for managing guests. At the top, there are navigation tabs: Guests, Wait list, Data sources, E-mail Templates, User, Digital annual pass (settings), Settings, and Access Rights. Below these is a dropdown menu for 'Testhotel Erkerhof'. A row of buttons includes 'Inbox', 'Check-In', 'Stay', 'Check-Out', 'Report', and 'Report-Archive'. Below these are filter options for 'Filter --' and 'Month --', along with 'Search' and 'Reset' buttons. The main area contains a table with 8 rows of guest data. The table has columns for Guest, Pass data, Status, Arrival, Departure, Persons, Creation date, Last modified, Guest mailing date, Fill in date, Guest card requested, Guest card sent, and Check date. The sidebar on the right contains several action buttons: 'Add', 'Offline fast entry', 'Edit', 'Partially copy guest data to the clipboard', 'Send guest e-mail', 'Send guest card', 'Send guest e-mail to reception', and 'Send guest card to reception'.

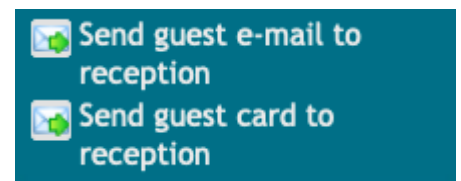
Guest	Pass data	Status	Arrival	Departure	Persons	Creation date	Last modified	Guest mailing date	Fill in date	Guest card requested	Guest card sent	Check date
<input type="checkbox"/> Mr Dirk Sahner		Booking	2022-03-05	2022-03-12	4	2021-12-01 10:24	2021-12-01 10:24					
<input type="checkbox"/> Mrs Bernadette Schwager		Booking	2022-03-05	2022-03-12	3	2021-12-01 10:24	2021-12-01 10:24					
<input type="checkbox"/> Pamela und Kurt Felder		Booking	2022-03-05	2022-03-12	5	2021-12-01 10:24	2021-12-01 10:24					
<input type="checkbox"/> Mrs Simone Wuhrer		Booking	2022-03-05	2022-03-12	5	2021-12-01 10:24	2021-12-01 10:24					
<input type="checkbox"/> Mrs Maya Grossniklaus		Booking	2022-03-05	2022-03-12	4	2021-12-01 10:24	2021-12-01 10:24					
<input type="checkbox"/> Mr Florian Nötzli		Booking	2022-03-05	2022-03-12	4	2021-11-29 15:21	2021-11-29 15:21					
<input type="checkbox"/> Mr Patrick Thomi		Booking	2022-03-05	2022-03-12	2	2021-11-29 15:21	2021-11-29 15:21					
<input type="checkbox"/> Mr Oliv Brunner		Booking	2022-03-05	2022-03-12	4	2021-11-29 15:21	2021-11-29 15:21					

** Different length of stay for additional guests

If the guest asks you upon arrival to send him the invitation for online check-in again, so that he can complete the digital registration form via his smartphone, then you can trigger this via the function "**Send guest e-mail**".



If the guest still did not receive the e-mail, because the SPAM filter does not even allow the receipt, you still have the second option "**Send guest e-mail to reception**". In this case, the guest card will be sent to the email address of your reception. You can forward the mail with the guest email to the guest manually.



Last option is a solution with most SPAM filters, because the SPAM filter distinguishes between automated sent and human sent emails. However, it is not a guarantee and in case of doubt ask your guest for a second e-mail address.

We know that especially free e-mail providers like WEB.DE, AOL.COM, GMX.DE suppress many e-mails if the provider, in this case JRT AG, does not pay money to them. That is why these providers are among the black sheep in the industry for many systems.