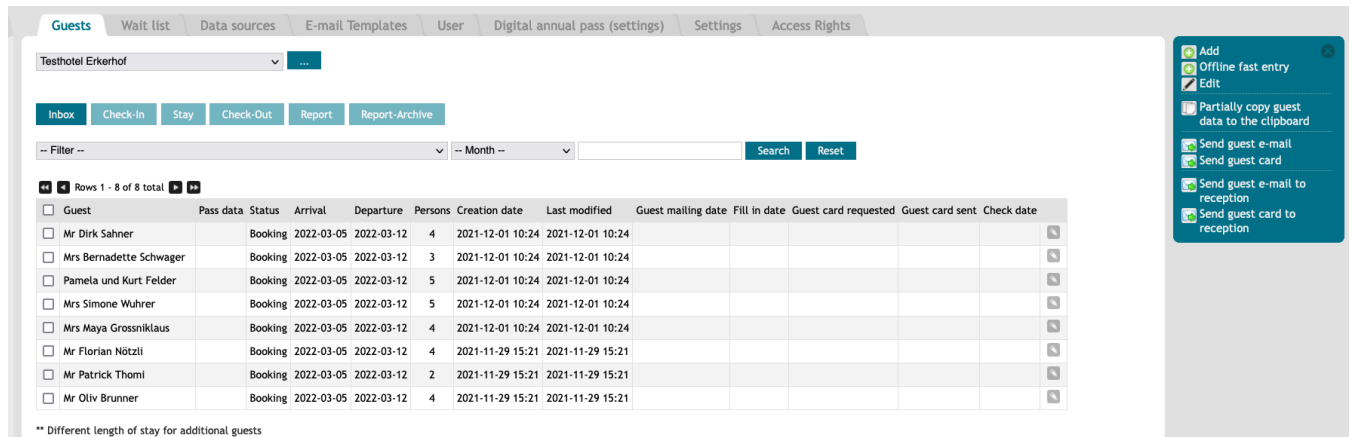
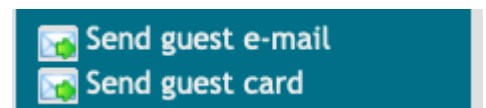


If someone has not received the guest card by mail - how can we quickly resend it or print it?

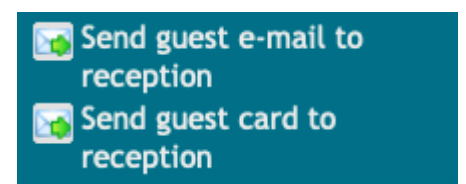
Unfortunately, there are some email address providers or SPAM filters that suppress automatically sent emails, which can lead to the problem described above.



If you want to resend the guest card to the guest, you can simply mark the corresponding guest via the check mark (to the left of the name) and select the **"Send guest card"** function on the right-hand side. The guest card will then be resent to the guest.



If the guest still does not receive the email, because the SPAM filter does not even allow the receipt, you still have the second option **"Send guest card 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 card to the guest manually.



The latter is a solution for 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.