

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.

Testhot	el Erkerhof	~											 Offline fast entry ✓ Edit
Inbox	Check-In Stay	ieck-In Stay Check-Out Report Report-Archive										Partially copy guest data to the clipboard	
- Filter	-				~	Month	~		Searc	h Reset			Send guest e-mail
1 1 _ GL	Rows 1 - 8 of 8 total D 🕻 iest	-	Arrival	Departure	Persons	Creation date	Last modified	Guest mailing date	Fill in date	Guest card requested	Guest card sent	Check date	Send guest e-mail to reception
Mr	Dirk Sahner	Booking	2022-03-05	2022-03-12	4	2021-12-01 10:24	2021-12-01 10:24						reception
Mr	s Bernadette Schwager	Booking	2022-03-05	2022-03-12	3	2021-12-01 10:24	2021-12-01 10:24						
Pa	mela und Kurt Felder	Booking	2022-03-05	2022-03-12	5	2021-12-01 10:24	2021-12-01 10:24						
Mr	s Simone Wuhrer	Booking	2022-03-05	2022-03-12	5	2021-12-01 10:24	2021-12-01 10:24						
Mr	s Maya Grossniklaus	Booking	2022-03-05	2022-03-12	4	2021-12-01 10:24	2021-12-01 10:24						
Mr	Florian Nötzli	Booking	2022-03-05	2022-03-12	4	2021-11-29 15:21	2021-11-29 15:21						
Mr	Patrick Thomi	Booking	2022-03-05	2022-03-12	2	2021-11-29 15:21	2021-11-29 15:21						
	Oliv Brunner	Dealise	2022-03-05	2022 02 42		2024 44 20 45-24	2021-11-29 15:21						

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**

📷 Send guest e-mail 📷 Send guest card

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 quest manually.

Send guest e-mail to reception Send guest card to reception

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.