

How to resend tickets and emails

How to resend tickets?

There is no possibility to directly send tickets e.g., as an attachment to a confirmation email. Therefore, you only have the possibility to download the tickets as PDF in the file and then send them per email to the customer.

Please also see the following article for additional information on this: [\[How-to\] Download tickets directly from an email sent in the back office](#)

How to resend a confirmation email?

To resend a confirmation email from a technical point of view happens when reprinting the document. Therefore, please go to documents within the file and mark the confirmation email. Go to "print/send document duplicates" within the print menu.

The screenshot shows the back office interface for File 4389 (Settled) - ESCANILLA, Isabel / Guide [148096]. The interface includes a top navigation bar with 'MY FILES' and a '1' indicator. Below the file header, there is a 'Full view' dropdown and a 'PRINT FILE' button. A 'PRINT' dropdown menu is open, showing options: 'Print tickets', 'Reprint tickets', 'Print ticket duplicates', 'Create documents', 'Print documents', 'Print/send document duplicates', and 'Cancel documents'. The 'Print/send document duplicates' option is highlighted. The main table displays a summary of the document, including 'CONFIRMATION', 'QTY', 'PRICE', 'FEES', 'AMOUNT', and 'TOTAL'. The table shows a total amount of 31.00 €. At the bottom, there is a 'Paid subtotal' of 31.00 € and a 'Total' of 31.00 €. A 'Remarks' section at the bottom shows '0 remark(s)'.

The screenshot shows the back office interface for File 4389 (Settled) - ESCANILLA, Isabel / Guide [148096]. A 'Duplicate/send document' dialog box is open, allowing the user to configure the document duplication. The dialog box includes fields for 'Shipment mode' (dropdown), 'Printing' (radio buttons for 'Immediate' and 'Deferred'), 'Delivery contact' (dropdown with 'ADD' button), 'Email' (dropdown with 'ADD' button), and 'Address' (text input with 'MODIFY' button). The 'Immediate' radio button is selected. The 'Delivery contact' and 'Email' dropdowns are set to 'Main, Ship-to'. The 'Address' field is empty. The dialog box has 'OK' and 'CANCEL' buttons at the bottom right. The background interface is dimmed, showing the same file details and summary table as the previous screenshot.

