

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 summary section with details like 'Creation: 25/09/2020 12:52 pm' and 'Last modified: 19/04/2021 12:08 pm'. A 'Full view' dropdown menu is open, showing options like '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 single row with columns: CONFIRMATION, QTY, PRICE, FEES, AMOUNT, and TOTAL. The row shows a quantity of 1 and an 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 in the center. The dialog box has a title bar 'Duplicate/send document' and contains the following fields: 'Shipment mode' (a dropdown menu), 'Printing' (radio buttons for 'Immediate' and 'Deferred'), 'Delivery contact' (a dropdown menu with 'Main, Ship-to' selected), 'Email' (a dropdown menu with 'ADD' button), and 'Address' (a text input field with a 'MODIFY' button). At the bottom right of the dialog box, there are 'OK' and 'CANCEL' buttons. The background interface is dimmed, showing the same file details and table as the previous screenshot.

