

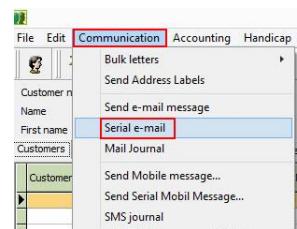
## FAQ | Membership Administration

### Send a Serial E-mail

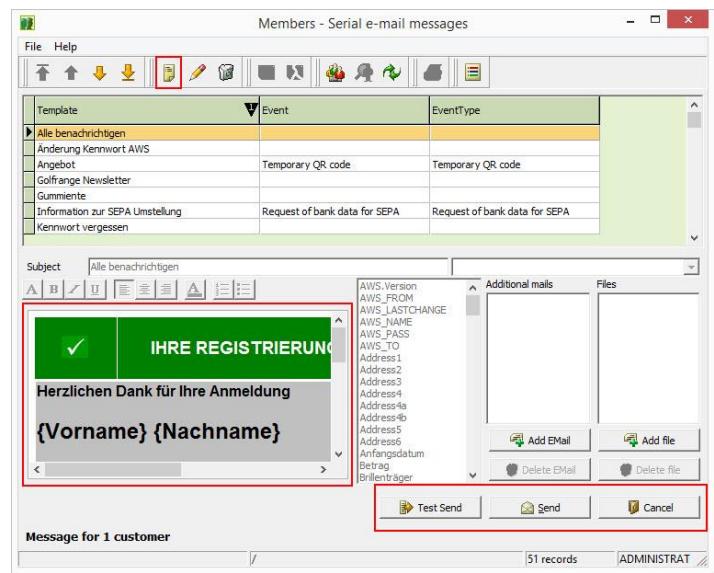
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Please note: Before you start this process you have to ensure that "AlbOnline" is connected to your main server and that your Tomcat / AWS or your Tomcat service (depending on the license model) is active – otherwise your e-mails will not be sent!

1. In the menu bar, click "Communication" and choose "Serial e-mail" from the list of options.



2. You will then see a window displaying all the template e-mails that have been saved so far – you might either re-send a template e-mail or create a new template.



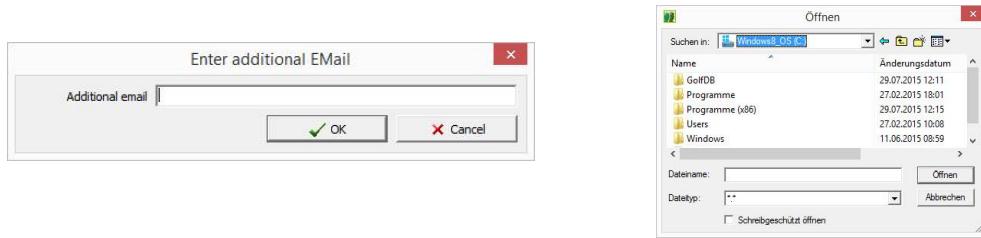
3. To create a new template, click "New", provide the e-mail with a subject, select the type (e.g. nullification e-mail / invoice by e-mail – these "types" are set up in AlbAdmin), and enter the text in the body of the window. You might choose variables from the field next to the text field. Click on the place in the text where you want to insert for instance a name, a tee, or the time, then double-click for instance on "Time" and "{Time}" will appear in the text. You can emphasize it in bold by using the formatting tools. If you wish, you can insert your signature at the bottom. After finishing the formatting, click on "Save".

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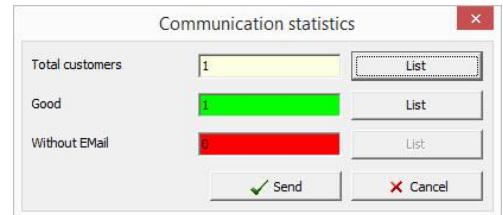
### Send a Serial E-mail

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4. Your e-mail is now one of several templates to choose from in order to send a serial e-mail. The area “Enter additional EMail”, enables you to add a further e-mail address. Please note that this e-mail address will receive a copy of all serial e-mails. If you send it to 200 recipients, this address will receive 200 e-mails. More useful might be the field “Add file”, where you can add PDF or JPG files containing for instance restaurant vouchers for a free coffee.



5. In order to test this, click on “Test Send”. In case that you want to make changes, click on the “Edit” icon and save your changes. If everything is ok, click “Send”. A new window will appear.



6. The “Communication statistics” indicates how many customers were selected to receive this e-mail and how many of them have or don’t have e-mail addresses in the system. By clicking on “List”, you will receive a list of the customers with missing e-mail addresses and can add them under the tab “Contacts”. Click “Send” and the e-mail will be sent. Depending on the number of recipients, this might take a moment.