# Problems with sending emails / sending invoices online

From the creation of the email by its sender, to the recipient reading it - sending emails involves many technical services, on the one hand ensuring the dispatch, on the other hand protecting the recipient from SPAM and PISHING emails. This can lead to various problems, which can often only be found by troubleshooting and analysis by excluding possible causes.

Missing attachments: When sending serial emails with attachments (which can contain, for example, an invoice), the attachments are sometimes not displayed. This often happens with mobile devices, but also possible with local PCs. This is a schematic representation of the technical process from dispatch to notification to the recipient, in order to simplify the understanding of the underlying causes:

1. The SENDER of the email/invoice: texts and attachments are compiled with the PC CADDIE software (as a single email or serial email) and sent to a mail server, the POST MAN, by pressing SEND. CONTROL: As soon as a "green tick" can be seen on the emails (including attachments) under "Persons–> Email" in the outgoing mail list, PC CADDIE has properly performed this task.
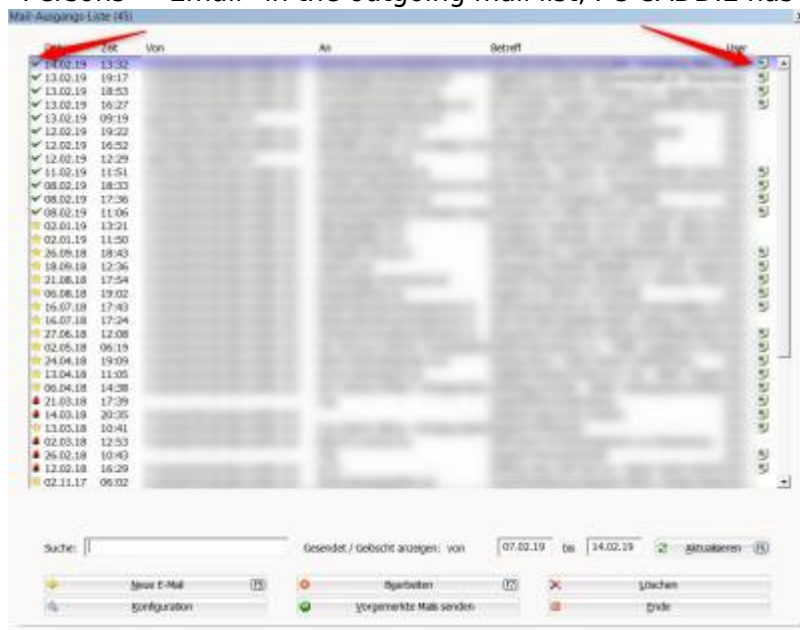
2. The POST MAN = Mail Server: The mail server has the task of delivering this mail to the MAILBOX/recipient POST BOX. The mail servers can already generate errors when sending and not deliver the email.
HELP: use the setting in PC CADDIE to send a copy of all emails in "BCC" to your own address (for example, emailcopy@gc-sonneschein.de). This makes it easy to check whether the mail server has correctly delivered the emails from PC CADDIE.

3. The MAILBOX = Inbox of the recipient: all emails delivered via the mail server are sent to the corresponding mail boxes of the recipient. This mailbox "checks" each email automatically using specific settings, whether the email is considered SPAM, whether it is moved, deleted or its attachment removed BEFORE the recipient receives the email. In addition, the mailbox can be "full", so that an acceptance of the email is directly refused. The SENDER does not necessarily have to be aware of this refusal to accept, depending on the setting of his mail server. In the recipient's mailbox,

the email - if not already sorted out - is available for download on a READER by the RECIPIENT. The download is usually carried out by several devices in parallel (mobile devices, PCs) and the synchronization is ensured by the mailbox account (IMAP) of the RECIPIENT.

HELP: the rules of the mailboxes are varied, some filters can be prevented during the dispatch: - only use attachments as PDF - use attachments with a clear name without special characters - use the settings with pause times for serial mailing, so that the dispatch is not considered "bulk mailing"

4. The READER = Email program: There are many software options for displaying emails (OUTLOOK, THUNDERBIRD, iPhone MAIL), each with its own filters for emails (already pre-filtered in the mailbox). Particularly with mobile devices, the default settings of the READER often limit the size of the email in which attachments of a certain size are not loaded.