Troubleshooting Emailing Scoresheets

Issue: Customers are not receiving their scoresheet/receipt emails.
There are multiple options and situations that could be causing this.

If NONE of your customers are receiving emails, the problem could be one of the following:

1. Your internet access to the Sync Server is not working. Verify this by going to Sync Office > Admin tab > Check In. Select the Check In button and if successful, hit the Log In button. If one of the buttons gives a timeout error or cannot connect, check the internet connection.
2. Your access and license to Brunswick Cloud has expired
   i)   For centers that purchased Brunswick Cloud, that license may have expired and has now been downgraded. You can verify you have an active subscription under the Brunswick Cloud Dashboard > Accounts > Features.
   ii) You can upgrade your license under the Purchase Features section of the Brunswick Cloud dashboard.
   iii) After doing so, within Sync Office at your center, go to the Media / Manage Campaigns page and click on the cloud icon in the top left of the screen.
3. You have exceeding the monthly allowance for Emails
   i)   To review the number of emails you have sent, check the Brunswick Cloud Dashboard under Marketing to see the amount allowed and the amount sent this month. The allowance will not reset until the beginning of the month.
   ii) You can upgrade your monthly amount under the Purchase Features section of the Brunswick Cloud dashboard
   iii) After doing so, within Sync Office at your center, go to the Media / Manage Campaigns page and click on the cloud icon in the top left of the screen.
4. Your Campaign with Scoresheet and Receipt emails has been paused/expired/archived
   i)   Confirm by checking under Campaigns in the Brunswick Cloud Dashboard.
   ii) Under Active Campaigns, you should see a Campaign active with Purple numbers, indicating Transactional emails (Scoresheet or Receipt).
      (1) If the Campaign is paused, click the "Click to make Active" button next to the campaign name.
      (2) If the Campaign is not in the Active folder, but in the Archived, the end date may have passed and the Campaign has been archived. You cannot change the dates to reinstate it. Instead, you must create a New Campaign, copying the archived Campaign from the list of System Campaigns. To do so, click +New Campaign, and you will see a list of previous campaigns that have been created in your center. Find the archived Campaign with the Scoresheet emails, select it, select the dates it should run, then on the Campaign Edit screen, click Make Active.
   iii) After doing so, within Sync Office at your center, go to the Media / Manage Campaigns page and click on the cloud icon in the top left of the screen. This should

download the campaigns manually and your scoresheet/receipt emails should show up in the list of available channels.

5. Your Scoresheet or Receipt email is paused within a Campaign
   i) If Options 1-3 were not the cause of the issue, check the Campaign that includes your Scoresheet or Receipt emails by editing the Campaign in the Campaigns section. Under Transactional Emails on the left of the Campaign edit screen, select the Scoresheet or Receipt email category.
   ii) A paused Scoresheet or Receipt email will be grayed out and shown inactive. Click the "Click to make Active" button.
   iii) If the channel is still not appearing, the end date may have passed and the channel has been archived. Simply change the active dates of the channel or remove any date/day/time restrictions to reactivate it.
   iv) After doing so, within Sync Office at your center, go to the Media / Manage Campaigns page and click on the cloud icon in the top left of the screen. This should download the campaigns manually and your scoresheet/receipt emails should show up in the list of available channels.

If ONLY SOME of your customers are not receiving emails, the problem could be one of the following:

1. Verify their email was entered correctly
   i) Have the customer re-enter their email during a test scoring session
   ii) If a league bowler, check the League Record file to make sure it includes their correct email address.
2. A bowler entered their email address for multiple bowlers.
   i) In the event where the Brunswick Cloud sees multiple bowlers with the same email address, it associates the score to the last bowler with that email address. The other bowlers will therefore not appear in the emailed scoresheet as the system disregards those duplicate bowlers/emails.
   ii) Bowlers wishing to get all the scores for the bowlers on the lanes only need to enter an email for one bowler. All scores are sent to anyone entering an email address.
3. The bowler not getting a scoresheet has an email block on their email
   i) You can verify this by looking in the Brunswick Cloud under Members > Member Details
      1. Enter the email of the bowler and select the email address
         (a) If the email does not appear in the list, the bowler may not have entered their email correctly, see Option 2
      2. On the Member Detail screen, you will be able to see if scoresheets were sent to the bowler in the Member Activity section
         (a) You can click Resend Scoresheet to test whether they receive the scoresheet
         (b) If the bowler does not, the bowler has an email block on their address.
      3. On the left side of the details page, it will list if there is a Spam block, Bounce, or other email block that the Brunswick Cloud has detected.
         (a) If there is a block of some sort on their email, the customer must contact their email provider or continue with a different email address

4. If the bowler has no blocks shown in Brunswick Cloud and cannot receive the scoresheet emails after multiple attempts, the customer must contact their email provider or continue with a different email address