GVenue · GV Offers

STEP-BY-STEP MANUAL

Offers to your customers, by WhatsApp and by email

How every button in GV Offers works: connecting the venue's WhatsApp, building the audience from your own database, writing the offer, testing it on your own phone or email, launching it, and tracking who it reached.

AUDIENCE FROM YOUR DATABASE · ONLY PEOPLE WHO OPTED IN · DAILY CAP · TEST IT ON YOURSELF · HISTORY PER PERSON

Prepared for
tu venue

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01 What GV Offers is and who does what

GV Offers is a single screen for sending **offers to your customers**: the audience comes from your own database (people who bought tickets, booked a slot, reserved a table, are members…), you write the offer, and it goes out on its own, **slowly**, through two channels:

GV Offers by WhatsApp

Goes out **from the venue's WhatsApp number**, the one connected to the assistant. It reaches **only people who opted in** to receive your promotions by WhatsApp. It has a **daily message cap** depending on your plan: **100** or **500**.

GV Mailing

Goes out **through GVenue's sending account**, with your venue's name and logo. It reaches people who have an email and **haven't unsubscribed**. The cap is a number of **distinct contacts in 30 days**, depending on your package.

Who gets it, plain and simple

WhatsApp: only customers who **left their cell number** and **checked** «Acepto recibir promociones de … por WhatsApp» (I agree to receive promotions from … by WhatsApp). If they didn't check it, they won't get anything even if you have their number. Every message carries an unsubscribe link.

Email: only people who have an email on file and **haven't unsubscribed** from your venue's news. Every email carries a footer to choose what to receive or to unsubscribe, and that footer can't be removed.

Who has access

Panel menu → **GV Ofertas · por WhatsApp y mail** (GV Offers · by WhatsApp and email) `/panel/ofertas.php`. The owner and panel users with the **Clientes** (Customers) permission can get in. To **launch**, pause, cancel or change the Options you need the Clientes permission **with editing rights**; someone who can only view sees everything but without the **Lanzar oferta** (Launch offer) button.

The whole process, start to finish

1. **GVenue enables the channel** you contracted (WhatsApp, email or both) and you **turn on** GV Offers in ⚙ Opciones (Options) (section 03).
2. **Your forms add the checkboxes** so your customers can accept promotions. From that day on, the list of people who accepted starts to grow.
3. **You build the offer** in ➕ Nueva oferta (New offer): who gets it, what you're offering, the message and which channel it goes out on. You look at the audience and the preview, and send yourself a test.
4. **You launch.** The offer goes out on its own over the next few minutes; WhatsApp goes out little by little and within the daily cap.
5. **You follow it** in 📋 Historial (History): how many were sent per channel, who's still pending, who didn't receive it and why.

02 What you'll find here

03	Turning the module on	GVenue enables it · you turn it on
04	Connecting the venue's WhatsApp	The QR code, the status, the test
05	The screen at a glance	The numbers on top and the tabs
06	Step 1 · Who gets it	The sources, the dates and 👀 Ver el público
07	Step 2 · The offer	Discount, special price or message only
08	Step 3 · The message	Text, subject line and preview
09	Step 4 · Channels and launching	Channels, 💉 test and 📣 Launch
10	The daily cap and the schedule	Why WhatsApp goes out slowly
11	📋 Historial	Pause, resume, cancel and see each recipient
12	Unsubscribes	What the customer sees and what happens next
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What GV Offers doesn't do

The offer is **not applied automatically at the register**: the customer shows the message and you honor it. It also doesn't measure whether the person **read** the message: «Enviado» (Sent) means the bot or the mail server accepted it. And the system **doesn't set any price**: the %, the dollar amount or the special price are whatever you type.

03 Turning the module on

There are **two switches**: the one GVenue flips when you contract, and the one you turn on yourself.

1. **GVenue enables what you contracted**

   In your venue's record: 💬 **GV Offers by WhatsApp** (up to 100 per day, or up to 500 per day) and/or **GV Mailing** (mailing package). For email, GVenue also sets the contact cap for your package. With no channel enabled, the screen says **« 🔒 GV Ofertas no está contratado en tu local»** (GV Offers isn't contracted at your venue).

2. **You turn it on in ⚙ Opciones**

   It comes **off**. While it's off, the top of the screen says **« ⏸ GV Ofertas está apagado»** (GV Offers is off) and the view, test and launch buttons don't respond. Go to ⚙ **Opciones**, check **Prender GV Ofertas** (Turn on GV Offers) and tap **Guardar** (Save).

3. **For WhatsApp: the venue's number connected**

   GV Offers by WhatsApp goes out through the WhatsApp of the venue's assistant. If it isn't connected, next to the channel it says **«✕ No disponible: tu WhatsApp no está conectado al bot…»** (Not available: your WhatsApp isn't connected to the bot…). How to connect it: section 04.

What changes when you turn it on: the checkboxes on your forms

Once it's on, your forms add two checkboxes that start **unchecked**:

- «**Acepto recibir promociones de** *tu local* **por WhatsApp** (te podés dar de baja cuando quieras).» (I agree to receive promotions from *your venue* by WhatsApp; you can unsubscribe whenever you want.) — shows up only if you have GV Offers by WhatsApp.
- «**Acepto recibir novedades de GVenue por mail.**» (I agree to receive GVenue news by email.) — this is GVenue's list, not your venue's.

WHERE THEY APPEAR	DETAIL
Table reservation	The public reservation form.
Court bookings	The public form for booking a slot.
Ticket purchase	On the event page, at checkout.
Member sign-up	The form for joining the club.
Members desk (the cashier)	It says: «Preguntale: **¿acepta recibir promociones por WhatsApp?** Tildá solo si dijo que sí.» (Ask them: do they accept receiving promotions by WhatsApp? Check the box only if they said yes.)

The other options

Responder a (Reply to): the email address where replies to your offer emails land (e.g. reservas@tulocal.com). If you leave it empty, whoever replies writes to GVenue. **Horario del WhatsApp** (WhatsApp schedule): the screen tells you from what time to what time it goes out (it comes set to 10 am–9 pm); if you need a different one, ask GVenue.



ON SCREEN · Opciones: (1) check «Prender GV Ofertas», (2) type the «Responder a» email (optional) and (3) tap «Guardar». (In this screenshot the checkbox wasn't saved.)

04 Connecting the venue's WhatsApp

WhatsApp offers go out from the **same number that the venue's assistant uses**. **GVenue** sets up the link between your venue and the assistant; after that, pairing the phone is up to you. There are two ways:

A · From the panel (owner only)

Panel menu → **WhatsApp del asistente** (Assistant's WhatsApp) `/panel/whatsapp.php` (also from **GV Web del local** (GV Venue website) → «Abrir WhatsApp del asistente →» (Open the assistant's WhatsApp)).

1. Tap **📷 Mostrar el código QR** (Show the QR code). It says «Listo: en unos segundos aparece el código QR» (Done: the QR code will appear in a few seconds).
2. On the venue's phone open **WhatsApp → Settings → Linked devices → Link a device**.
3. Point the camera at the code. The page refreshes by itself until it says **«✓ Conectado»** (Connected) with the number. To test: under **Probar que sale un mensaje** (Test that a message goes out), enter your phone and tap **✉ Mandarme un mensaje de prueba** (Send me a test message).

STATUS SHOWN	WHAT IT MEANS
✓ Conectado	Done: the number is live and GV Offers by WhatsApp can send.
📷 Esperando que escanees el código	The QR is on screen: scan it with the venue's phone.
⏳ Preparando el código QR… · Desvinculando…	Wait: the page refreshes by itself.
✕ Sin conectar	No phone is linked. Tap «📷 Mostrar el código QR».
⚠ No se pudo consultar	The assistant didn't respond. Try again in a minute; if it persists, tell GVenue.

B · With the link GVenue sends you (no password)

If you're not at your computer, GVenue can send you a **linking link** `/vincular-whatsapp.php`. It shows only the status and the QR: it doesn't unlink or send anything. The link **expires**; if it's expired it says «Enlace no disponible» (Link not available), so ask for another one.

- The QR **has to be shown on ANOTHER screen** (a computer or another phone): a phone can't scan its own screen.
- If it didn't link, tap **🔄 Pedir otro código** (Ask for another code) and try again as many times as needed.
- Once it's done, it says «✓ Ya está vinculado» (Already linked) and you can close the page.

> 🔴 **Unlinking cuts off the venue's entire WhatsApp**
>
> **✕ Desvincular el celular** (Unlink the phone) leaves the assistant unable to handle WhatsApp. If an offer is going out, **⏸ pause it** first (section 11) and resume it once the number shows «✓ Conectado»: anything that tries to go out while unlinked ends up as «✕ No salió» (Not sent).

05 The screen at a glance

At the very top, the title 💬 **GV Ofertas · Ofertas a tus clientes** (Offers to your customers) and the links ← **Base de clientes** (Customer database) and ← **Panel**. Below that, four numbers:

NUMBER	WHAT IT SHOWS
💬 **WhatsApp hoy / tope por día**	How many offer WhatsApps went out today against your plan's cap (e.g. «37 / 100»). If you don't have GV Offers by WhatsApp: «— (no contratado)» (not contracted).
💬 **clientes que aceptaron tus promociones por WhatsApp**	The real size of your WhatsApp list: the people who checked yes.
contactos por mail en 30 días	Your email package's cap. Without GV Mailing: «— (no contratado)».
● Prendido · ○ Apagado	Whether GV Offers is on (it spells out the word, not just the circle).

And three tabs:

➕ Nueva oferta
A single form in four steps: **1 · A quién** (Who), **2 · La oferta** (The offer), **3 · El mensaje** (The message), **4 · Por dónde sale** (Channels). Sections 06 to 09.

📋 Historial
The offers you've launched, with what was sent per channel, the status and the recipients one by one. Section 11.

⚙ Opciones
Turn GV Offers on or off and set the «Responder a» email. Section 03.

Messages at the top
What went well starts with ✓; what couldn't be done starts with ✕ and tells you what's missing.



ON SCREEN · With GV Offers off (as in the test club) the top says «⏸ GV Ofertas está apagado»: (1) its link takes you to ⚙ Opciones. The tabs: (2) «➕ Nueva oferta» · (3) «📋 Historial» · (4) «⚙ Opciones».

06 Step 1 · Who gets it

Check **where the audience comes from**. If a person appears in several sources, **they get it only once** (they're recognized by ID number, cell number or email).

SOURCE	WHO'S INCLUDED	USES THE DATES?
🎟️ **Compraron entradas**	Paid orders for your events.	Yes
🎾 **Sacaron turno**	Court bookings that are confirmed or played.	Yes
🍽️ **Reservaron mesa**	Reservations that are confirmed, seated or completed.	Yes
⭕ **Socios del club**	Active GV Circle members.	No: everyone is included
🏄 **Alquilaron en la playa**	Paid cabana or umbrella rentals.	Yes
🗃️ **Contactos del CRM**	Prospects and customers in GV CRM, except lost ones.	No: everyone is included
🪑 **Clientes del salón**	Those who left their cell number when the table was opened.	No: everyone is included

Desde · Hasta (From · To)

They come preset to the **last 12 months**. They filter tickets, bookings, reservations and rentals; members, GV CRM and dining-room customers are all included.

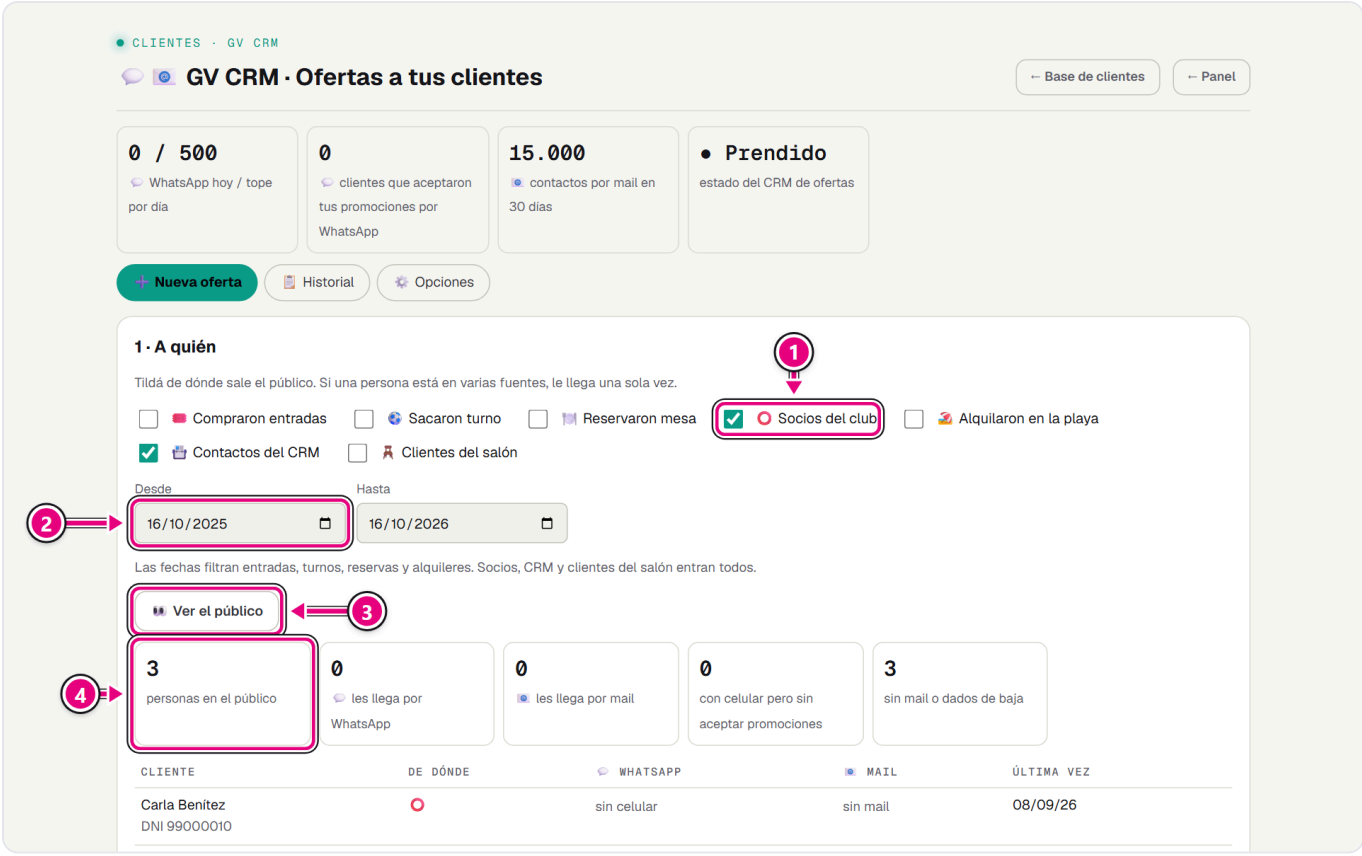
👀 Ver el público (View the audience)

Tap `👀 Ver el público` **always before launching**. Five numbers and the list appear:

NUMBER	WHAT IT IS
personas en el público	Everyone, without duplicates.
💬 **les llega por WhatsApp**	They have a cell number **and** accepted your promotions.
📧 **les llega por mail**	They have an email and haven't unsubscribed.
con celular pero sin aceptar promociones	You have their cell number, but they didn't check yes: they **don't get it** by WhatsApp.
sin mail o dados de baja	They don't get it by email.

Below that, up to **40 people** (most recent first): **Cliente** (Customer) · **De dónde** (Source) · 💬 **WhatsApp** («✓ aceptó» accepted, «✕ no aceptó» didn't accept, or «sin celular» no cell number) · 📧 **Mail** · **Última vez** (Last time). If there are more, it says «Se muestran 40 de …» (Showing 40 of …): the offer still goes out to everyone who can be contacted.

⚠ **If a source couldn't be read**, a ✕ notice appears with its name and «El público de abajo está incompleto: avisale a GVenue» (The audience below is incomplete: tell GVenue). When that happens you **can't launch**.



ON SCREEN · (1) Check the sources (here, « Socios del club» and « Contactos del CRM»). (2) Desde · Hasta (the last 12 months come preset). (3) Tap « Ver el público». (4) The five numbers appear and, below them, the list. (Test club with sample members: nothing was sent.)

07 Step 2 · The offer

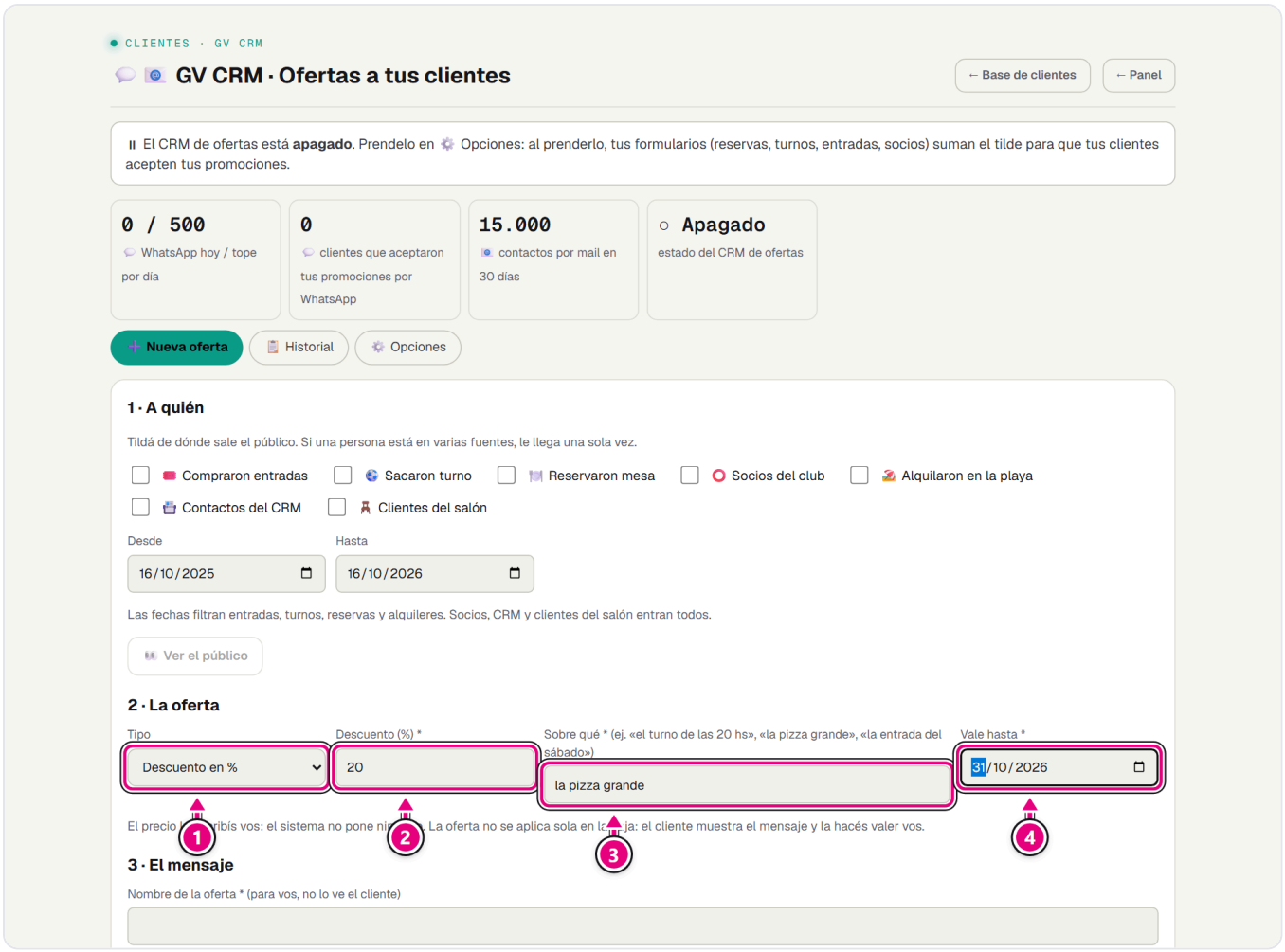
Choose the **Tipo** (Type). The value field changes its name depending on what you pick:

TYPE	VALUE FIELD	HOW THE MESSAGE WORDS IT
Descuento en %	Descuento (%) *	«Tenés 20 % de descuento en *la pizza grande*, hasta el 31/10/2026. Mostrá este mensaje para usarla.» (You get 20% off *the large pizza*, until 10/31/2026. Show this message to use it.)
Descuento en $	Descuento ($) *	«Tenés $ *(what you typed)* de descuento en …, hasta el …» (You get $ *(what you typed)* off …, until …)
Precio especial en $	Precio especial ($) *	«*La pizza grande* a $ *(what you typed)*, hasta el …» (*The large pizza* for $ *(what you typed)*, until …)
Sin precio (solo el mensaje)	— (the fields are hidden)	Just your text.

FIELD	WHAT GOES IN
Sobre qué * (What it's for)	Up to 120 characters: «el turno de las 20 hs» (the 8 pm slot), «la pizza grande» (the large pizza), «la entrada del sábado» (Saturday's ticket).
Vale hasta * (Valid until)	The last day of the offer. It can't be a date that has already passed.

AMOUNTS ARE TYPED THE WAY YOU DO AT THE REGISTER: «1.000» IS ONE THOUSAND.

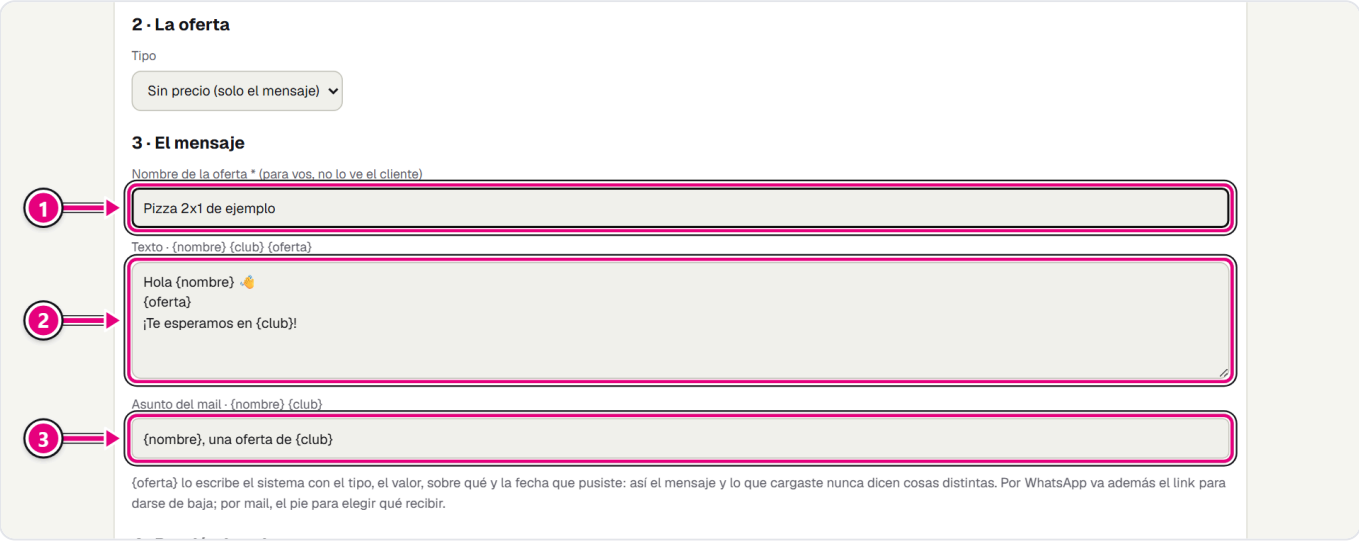
> **You type the price**
>
> The system doesn't set any. The offer is **not applied automatically at the register**: the customer shows the message and you honor it. Tell the register team which offer went out and until when it's valid.



ON SCREEN · (1) Tipo (here, «Descuento en %»). (2) The value: the field changes its name depending on the type. (3) Sobre qué. (4) Vale hasta. (Example: this screenshot wasn't saved.)

08 Step 3 · The message

FIELD	WHAT GOES IN
Nombre de la oferta * (Offer name)	For you, **the customer doesn't see it**. It's the name you use to find the offer in 📋 Historial.
Texto (Text)	What the person receives, by WhatsApp and in the body of the email. It comes with a ready-made text you can change.
Asunto del mail (Email subject)	Up to 160 characters. It comes as «`{nombre}, una oferta de {club}`» ({nombre}, an offer from {club}).



ON SCREEN · 1 Nombre de la oferta (for you, the customer doesn't see it). 2 Texto, with {nombre} {club} {oferta}. 3 Asunto del mail.

The words in curly braces

YOU TYPE	IT'S REPLACED BY
`{nombre}`	Each person's **first name**. If there's no name, it becomes «Hola 👋» (Hi 👋).
`{club}`	Your venue's name.
`{oferta}`	The offer line the system builds from the type, the value, what it's for and the date (section 07). In the text only, not in the subject line.

The text that comes preset is:

```
Hola {nombre} 👋
{oferta}
¡Te esperamos en {club}!
```

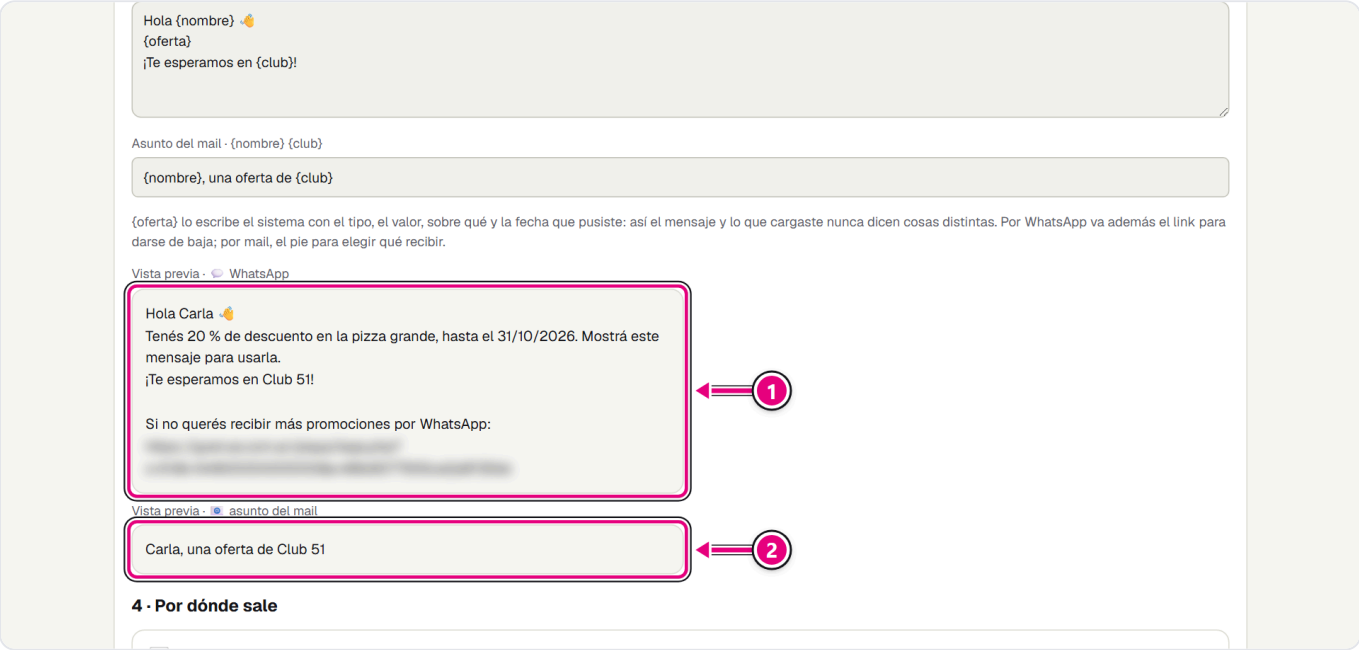
> **Why the system writes {oferta}**
>
> That way the message and what you entered **never say different things**. If you delete `{oferta}` from the text and the offer has a price, the system adds it at the end anyway: the offer is always stated.

What's added automatically

- **By WhatsApp:** at the end it adds «Si no querés recibir más promociones por WhatsApp:» (If you don't want to receive more promotions by WhatsApp:) and that person's unsubscribe link.
- **By email:** the email goes out with your **venue's logo and color**, the offer line highlighted in a box with 🏷️, and the footer «Elegí qué querés recibir o darte de baja» (Choose what you want to receive or unsubscribe). The sender carries your venue's name.

The preview

When you tap **👀 Ver el público y la vista previa** (View the audience and the preview), two boxes appear: **Vista previa · 💬 WhatsApp** (the full text, using the first person in the audience's name) and **Vista previa · @ asunto del mail** (the email subject). Read them before launching.



ON SCREEN · After «👀 Ver el público y la vista previa»: (1) Vista previa · 💬 WhatsApp, with the first person in the audience's name and the unsubscribe link at the end (covered in the screenshot). (2) Vista previa · @ asunto del mail. (Nothing was sent.)

09 Step 4 · Channels and launching

Check one channel or both. If a channel isn't ready, its checkbox can't be checked and underneath it says **«✕ No disponible:»** (Not available:) and what's missing.

GV Ofertas por WhatsApp · desde tu número

Only to people who **accepted**. It goes out **slowly**, within the schedule and up to your plan's daily cap: whatever doesn't fit today goes out tomorrow.

GV Mailing · por la cuenta de envíos de GVenue

To everyone in the audience who has an email and hasn't unsubscribed, within your package's contact cap.

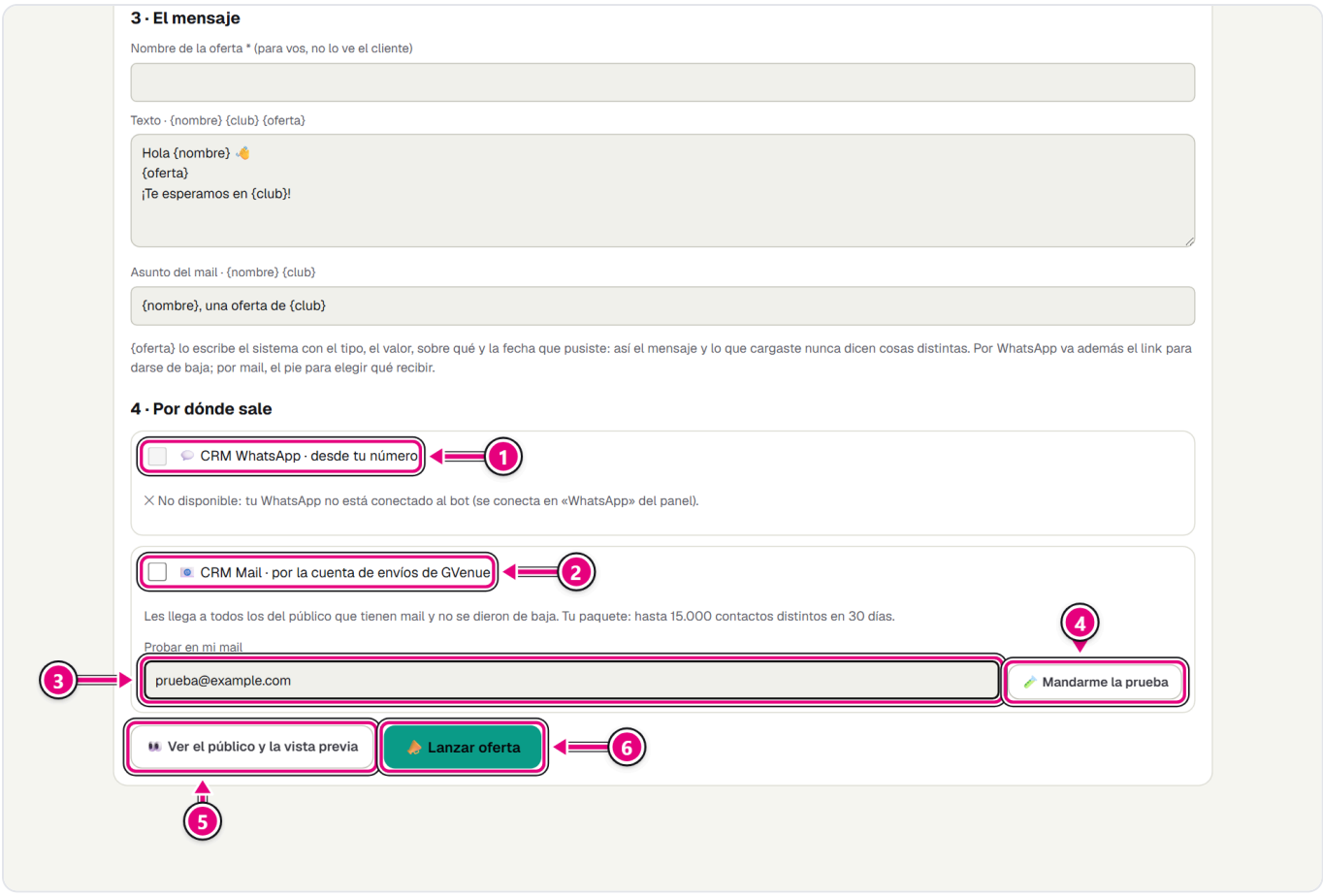
«NO DISPONIBLE» SAYS…	WHAT TO DO
GV Offers by WhatsApp isn't contracted	Ask GVenue for it.
your WhatsApp isn't connected to the bot	Connect it (section 04). If «WhatsApp del asistente» doesn't appear in your menu, tell GVenue.
GV Mailing isn't contracted	It's a mailing package based on number of contacts: ask GVenue for it.
GVenue's sending account is missing · the unsubscribe link is missing	That's on GVenue's side: let them know. Until then, email doesn't go out.

Send yourself a test

Each channel has its own box: **Probar en mi WhatsApp** (Test on my WhatsApp) (e.g. 223 555 1234) or **Probar en mi mail** (Test on my email). Tap **Mandarme la prueba** (Send me the test). It arrives with « PRUEBA ·» (TEST) at the front, it **doesn't count** toward the audience and doesn't show up in the history. Before sending it, the system checks that the offer is complete.

Lanzar oferta (Launch offer)

1. Tap **Lanzar oferta**. It asks: «¿Lanzar la oferta? Una vez que sale no se puede deshacer (sí pausar o cancelar lo que falta).» (Launch the offer? Once it goes out it can't be undone; you can pause or cancel what's left.) Accept.
2. The system takes a **snapshot of the audience** at that moment and takes you to Historial with the notice: «✓ Oferta lanzada: *N* por WhatsApp y *M* por mail. Sale sola en los próximos minutos…» (Offer launched: N by WhatsApp and M by email. It goes out on its own over the next few minutes…). If WhatsApp can't all go out in one day, it tells you how many days it will take because of your plan's cap.
3. You don't need to keep the screen open: it goes out on its own.



ON SCREEN · (1) GV Offers by WhatsApp: in the test club it can't be checked and says «✕ No disponible: tu WhatsApp no está conectado al bot…». (2) GV Mailing. (3) Probar en mi mail and (4) « Mandarme la prueba». (5) « Ver el público y la vista previa». (6) « Lanzar oferta» (it asks before launching). In this screenshot none of them was tapped.

IF, WHEN LAUNCHING, IT SAYS…	WHAT'S MISSING
Ponele un nombre a la oferta… (Give the offer a name…)	The «Nombre de la oferta».
Elegí al menos un público… (Choose at least one audience…)	Check a source in step 1.
Elegí al menos un canal: WhatsApp o mail. (Choose at least one channel: WhatsApp or email.)	Check a channel in step 4.
Escribí el % de descuento (de 1 a 100). · Escribí el precio especial. · Escribí cuántos pesos de descuento. (Enter the discount % (1 to 100). · Enter the special price. · Enter how many pesos of discount.)	The offer's value.
Escribí sobre qué es la oferta… · Poné hasta qué día vale la oferta. · La fecha de la oferta ya pasó. (Enter what the offer is for… · Set the last day the offer is valid. · The offer date has already passed.)	Fill in «Sobre qué» and «Vale hasta».
Ese público está vacío… (That audience is empty…)	Nobody meets those conditions in that range: widen the dates or the sources.
Nadie de ese público se puede contactar por los canales elegidos… (Nobody in that audience can be contacted through the chosen channels…)	They have no email, they unsubscribed, or they didn't accept on WhatsApp.
Tu paquete de mail es de hasta … contactos en 30 días y esta oferta lo pasaría… (Your email package is up to … contacts in 30 days and this offer would exceed it…)	Shrink the audience or ask for a bigger package (section 10).
No se puede mandar por WhatsApp: tu WhatsApp está «…»: escaneá el QR… (Can't send by WhatsApp: your WhatsApp is «…»: scan the QR…)	The number got disconnected: link it again (section 04).

10 The daily cap and the schedule

CHANNEL	CAP	HOW IT'S COUNTED
WhatsApp	**100 per day** or **500 per day**, depending on the plan you contracted.	It counts the offer WhatsApps that went out **today**, adding up all your offers. When the cap is reached, whatever's left **waits until tomorrow**; it isn't lost.
Mail	The **distinct contacts in 30 days** in your package (GVenue sets this).	A person who already received another offer from you in the last 30 days doesn't count again. If an offer would exceed the cap, it is **not launched** and you're told beforehand.

Why WhatsApp goes out slowly

Mass sending, or sending fast, or sending to people who didn't ask for it, is what gets **WhatsApp to block the venue's number** (the same one the assistant uses). That's why the system protects it on its own:

- **Little by little:** every 5 minutes a small batch goes out, with a pause of 15 to 30 seconds between one message and the next.
- **Within hours:** only inside the window the screen shows (it comes set to 10 am–9 pm). Outside those hours nothing goes out and it continues the next day.
- **With a cap:** your plan's cap, even if you have several offers running at once.

> **Example**
> With the 100-per-day plan and 250 people who accepted, the offer takes about **3 days** to finish going out. The «Oferta lanzada» notice already tells you this. Set a «Vale hasta» that gives it time to reach everyone.

Email has no schedule: it goes out in batches over the minutes right after launch.

11 📋 Historial

The offers you've launched, newest on top. Columns: **Oferta** (name, date and who launched it) · **Precio** (the value, what it's for and «hasta …» until …) · **WhatsApp** and **Mail** («✓ *N* enviados» N sent, or «—» if that channel wasn't used) · **Estado** (Status).

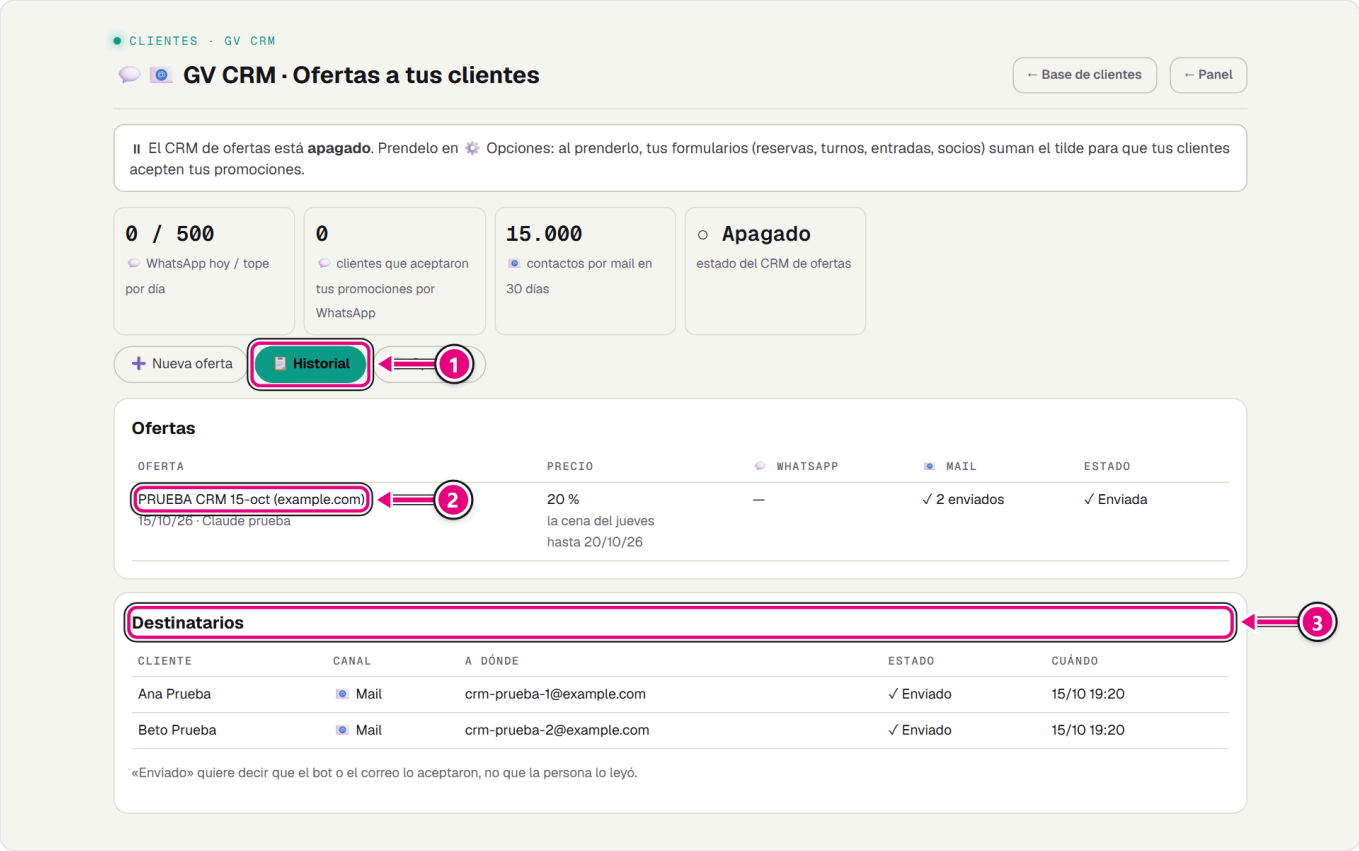
STATUS	WHAT IT MEANS
⏳ **Enviando**	It's going out. Underneath: «⏳ *N* por salir» (N still to go) and, if any, «✕ *N* no salieron» (N didn't go out).
⏸ **Pausada**	You stopped it: nothing else goes out until you resume it.
✓ **Enviada**	Nobody is left to go out.
✕ **Cancelada**	Whatever was left to go out won't. What was already sent stays sent.

While it's **Enviando** or **Pausada**, on the right you'll see ⏸ **Pausar** (Pause) / ▶ **Reanudar** (Resume) and ✕ **Cancelar** (Cancel) (it asks first: «¿Cancelar lo que falta salir de esta oferta?» Cancel what's left to go out for this offer?). Canceling can't be undone.

Recipients, one by one

Tap the **offer's name** and **Destinatarios** (Recipients) opens below (first those that didn't go out, then the pending ones, and finally the sent ones): **Cliente** · **Canal** (Channel) · **A dónde** (Sent to) (for cell numbers only the last 4 digits are shown) · **Estado** · **Cuándo** (When).

STATUS	WHAT HAPPENED
⏳ **Por salir**	It's not their turn yet (daily cap, schedule or in the queue).
⏳ **Saliendo**	It's being sent right now.
✓ **Enviado**	The bot or the mail server accepted it. It does **not** mean the person read it.
✕ **No salió**	Underneath it gives the reason: «se dio de baja» (unsubscribed), «se dio de baja de WhatsApp» (unsubscribed from WhatsApp), «el correo no lo aceptó» (the mail server didn't accept it), or the bot's error.
✕ **Cancelado**	«la oferta se canceló» (the offer was canceled) before their turn came.



ON SCREEN · (1) 📋 Historial. (2) Tap the offer's name and (3) below, «Destinatarios» opens, one by one, with their status. (Test offer to two @example.com emails.)

> **If something isn't ready, what's pending waits**
>
> If you turn GV Offers off, or GVenue's sending account is missing, whatever was about to go out is **not lost or marked as an error**: it stays « ⏳ Por salir» and goes out once everything is ready again.

12 Unsubscribes

WhatsApp

Every message ends with the unsubscribe link. When they open it, the person sees «¿Dejar de recibir promociones por WhatsApp?» (Stop receiving promotions by WhatsApp?) and the button

Sí, no quiero recibir más (Yes, I don't want to receive any more). The unsubscribe happens **with the button**, never just by opening the link (WhatsApp opens links to build the preview).

- After unsubscribing they see «✓ No vas a recibir más promociones por WhatsApp» (You will no longer receive promotions by WhatsApp) and that notices about their reservations, bookings and purchases **keep coming** (those aren't promotions).
- If they made a mistake, they have **Me equivoqué: quiero seguir recibiéndolas** (I made a mistake: I want to keep receiving them).
- From that moment they no longer count among those who accepted, and if they had an offer pending, it shows «✕ No salió · se dio de baja de WhatsApp».

Mail

The footer of every email says «Elegí qué querés recibir o darte de baja». There the person chooses which emails from your venue they want to keep receiving. If they unsubscribe from 📣 **Novedades del club** (Club news), they get no more offers by email; if they had one pending, it shows «✕ No salió · se dio de baja».

> 🔴 **An unsubscribe can't be «fixed» from the panel**
> There's no button to re-subscribe someone who unsubscribed: only that person can do it, from their own link. And on WhatsApp, you can't write to someone who never checked yes.

13 Common problems

« 💬 les llega por WhatsApp» shows 0 (or very few)

That's normal at the start: only people who **checked yes** on your forms count, and the checkboxes only appear from the moment you turned on GV Offers. Look at the number «clientes que aceptaron tus promociones por WhatsApp». To make it grow, ask the members desk team to ask the question, and use the reservation, booking and ticket forms.

The buttons do nothing

GV Offers is off (the top says « ⏸ GV Ofertas está apagado»). Turn it on in ⚙️ Opciones.

I can't check 💬 GV Offers by WhatsApp

Read what it says underneath («⚔ No disponible: …»). Most of the time it's the venue's WhatsApp not being connected: section 04.

I launched and WhatsApp isn't going out

Check the time: outside the schedule the screen shows, nothing goes out. Check « 💬 WhatsApp hoy / tope por día»: if it hit the cap, it continues tomorrow. And in 📋 Historial, make sure the offer isn't « ⏸ Pausada».

I launched with a mistake in the text

Tap ⏸ **Pausar** right away (or ✕ **Cancelar**): what already went out can't be recalled, but what's pending is stopped. Then launch a new, corrected offer.

A customer came in with the offer and the register doesn't know about it

The offer isn't loaded into the register automatically: tell the team every time you launch one, with its «Vale hasta». The customer shows it on their phone.

Someone replied to the email and I didn't get it

If «Responder a» is empty in ⚙️ Opciones, the reply goes to GVenue. Enter your email there.

The test email didn't arrive

Check your spam folder. If the screen said «El correo no aceptó el mail de prueba» (The mail server didn't accept the test email), try again in a little while.

Before launching

- ☐ I tapped 👀 **Ver el público** and the numbers make sense (no ✕ notice about sources).
- ☐ The type, the value, «Sobre qué» and «Vale hasta» are right, and the «Vale hasta» leaves enough time for WhatsApp's cap.
- ☐ I read both **previews**.
- ☐ I sent myself the 🧪 **test** and read it on my phone or in my email.
- ☐ The register team knows which offer is going out and until when it's valid.

If you have any questions, write to us at **somos@gvenue.com.ar**.