

Troubleshooting Tips for Receiving our E-mail Newsletter

If you're experiencing difficulties receiving our email newsletters you may be able to resolve the problem by implementing one or more of the following:

1. Your Email Client - you may not be seeing our email newsletter because your email client may be placing it into your junk/spam email folder. Configure your email client to accept messages from info@selfservebeverage.com by simply placing info@selfservebeverage.com in your Address Book (could also be known as your contact list) and Allowed Sender list (commonly known as safe senders, friends list, etc). You may also add the domain www.selfservebeverage.com to the above which will allow all messages, irrespective of email address to be received from Self Serve Beverage.

2. Your Anti-Spam Software - you may not be receiving our email newsletter in your inbox as your Anti-Spam software may be blocking the delivery based on its current filtering process. Simply add info@selfservebeverage.com and the domain www.selfservebeverage.com to your Anti-Spam software's accepted emailing list, commonly known as your friends list, contact list, allowed senders list, etc.

3. Your ISP/Company IT Department - you may not be seeing our email newsletter in your inbox as your ISP/Company IT Department may be blocking them as part of their Anti-Spam filtering. Advise your Internet Service Provider (ISP) or Company IT Department to add info@selfservebeverage.com and the domain www.selfservebeverage.com to its allowed sender list (sometimes known as a white list program).

4. Subscribe to the email newsletter using a different email address. If all of this fails then we suggest setting up a hotmail, or other free email account where you should have no problems receiving the newsletter.

How do I add info@selfservebeverage.com to my contacts or safe senders list?

AOL

You will need to add our "From Address", info@selfservebeverage.com, to your AOL address book:

1. Click the Mail menu and select Address Book.
2. Wait for the "Address Book" window to pop up, then, click the Add button.
3. Wait for the "Address Card for New Contact" window to load.
4. Once loaded, cut and paste info@selfservebeverage.com into the "Other E-Mail" field.
5. Make our "From" address the "Primary E-Mail" address by checking the associated check box.
6. Click the Save button.

Yahoo

You will need to set up a filter to redirect our email into your inbox:

1. Open your mailbox and click on Mail Options (upper right hand corner).
2. Select Filters (bottom left corner).
3. Click the Add link on the Filters page.
4. Update the "From header:" rule with the following 2 pieces of information: "contains" and info@selfservebeverage.com. This essentially allows the mail server to identify our email communication based on the email's "From" address.
5. Click the Choose Folder pull down menu and select inbox.
6. Select the Add Filter button.

Hotmail

1. Select "Options"
2. "Junk E-mail Protection"
3. Add the e-mail address info@selfservebeverage.com to your Safe List.

Gmail

You will need to add our "From Address", info@selfservebeverage.com to your Gmail Contacts List:

1. Click Contacts along the left side of any Gmail page.
2. Click Add Contact.
3. Copy and paste our "From Address", info@selfservebeverage.com into the primary email address dialog box.
4. Click Save.
5. Click Spam along the left side of any Gmail page.
6. Check mark the box next to our email.
7. Click Not Spam button along the top.

Netscape

Netscape Mail Web-Based Email has no filters and spam protection. Therefore, you can enjoy our email without doing anything further, because it will not be mistakenly filtered.

Outlook

You will need to add our "From Address", info@selfservebeverage.com to your Safe Senders list:

1. On the Tools menu, click Options.
2. On the Preferences tab, click Junk E-mail.
3. On the Safe Senders tab, click Add.
4. In the Add address, copy and paste in our "From Address", info@selfservebeverage.com.
5. Click OK

Others

If you use a Web mail system or email application not listed above, the instructions for white listing our email address will depend on the specific email program you are using. If you access the help files, instruction manual, or customer support, there should be instructions on how to do this. In most cases, just adding our "From" address, info@selfservebeverage.com, to your address book, safe list, white list, or contact list will be sufficient. If our newsletters are not getting to your inbox, then we suggest checking your spam folder, bulk folder, or junk folder. If you find our email there, you will need to find a way to inform your mail application that it is not spam. Most likely the course of action is to select our email and click on the Not Spam or Not Junk button, if available. For more information about your mail application, please visit the help section that is associated with your email client/email application.

If you require further assistance, please do not hesitate to call us or email at cigarinfo@selfservebeverage.com to ensure you receive our email newsletter.