

RSVP-Pro

Attendance & Roster Management

User Guide

CAVU Companies

www.CAVUcompanies.com

Version 6.04 · 2026

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1. Installation

RSVP-Pro is a standalone application — no separate installation program is required.

1.1 Windows

- Download RSVP-Pro-WIN.zip from www.CAVUcompanies.com
- Right-click the zip file and select Extract All
- Open the extracted folder and double-click RSVP-Pro.exe

Windows may show a SmartScreen security warning the first time:

- Click More info
- Click Run anyway
 - **Tip:** *To skip this warning in future: right-click RSVP-Pro.exe → Properties → check Unblock → OK*
 - **Tip:** *To create a desktop shortcut: right-click RSVP-Pro.exe → Send to → Desktop (create shortcut)*

1.2 macOS

- Download RSVP-Pro-MAC.zip from www.CAVUcompanies.com
- Double-click the zip to extract RSVP-Pro.app
- Drag RSVP-Pro.app to your Applications folder
- Double-click to launch
 - **Tip:** *Drag RSVP-Pro.app from Applications to the Dock for quick access*

1.3 Where Your Data is Stored

RSVP-Pro stores all roster files and settings in a folder called Attendance:

Windows	C:\Attendance\
macOS	~/Attendance/ (your home folder)

This folder is created automatically on first launch. Do not delete it — it contains all your data.

2. First Launch & Setup

Click the Setup button in the toolbar to configure your agency details and email settings.

Demo Database — If no data files are found on first launch, RSVP-Pro will offer to install a sample database for evaluation. Click Yes to install three sample members (Deuvall, Doe, and Smith) with a pre-built roster and attendance history. This lets you explore all features immediately without entering real data. The demo database can be replaced at any time by loading your own MasterROSTER.csv and monthly roster files.

2.1 Agency Information

Agency Name	Your chapter or hangar name
Address 1–3	Your mailing address (optional)
County	Your county or hangar designator, e.g. UCA or SYR. Used to identify local members.
Phone	Your hangar phone number
Email	The reply-to address for outgoing messages
Activation Code	Your licence code. Leave blank to run in Demo Mode.

2.2 Email / SMTP Settings

SMTP Server	Your outgoing mail server, e.g. smtp.gmail.com
SMTP Port	587 for most servers (STARTTLS). Use 465 for SSL.
Username	Your full email address
Password	Your email password or App Password. Double-click the field to show/hide.
From Address	The address shown in the From field of outgoing emails
Use SMTP Auth	Leave checked for almost all providers

Note: Gmail users must use an App Password, not your regular Google password. Go to myaccount.google.com, search App passwords, and generate one. 2-Step Verification must be enabled first. Enter the 16-character password without spaces. Use port 587.

2.3 Attendee Categories

Four category labels used on the History and Email filter screens. Defaults are Local Member, Visiting Member, Candidate, and Guest. Change to match your organisation if needed.

2.4 Option Names

Define up to four option names for any per-member accommodation — meal choices, shirt sizes, transportation preferences, or any other selection you need to track. These appear as radio buttons on the member detail panel. Leave blank if not used.

2.5 Display — Listbox Font Size

Choose the font size for the member listbox (8 through 20, default 14). Larger sizes suit smaller screens or operators who prefer larger text. The new size takes effect immediately after clicking Save.

2.6 Remote RSVP

Enables members to RSVP via personalized links sent by email or MMS. See Section 10 for full details.

Server URL	Pre-filled: http://rsvp.cavu-online.com
Register with Server	Creates your agency account and generates an API key
API Key	Your permanent identifier. Back this up securely.
Save	Saves all Setup fields including Remote RSVP settings

2.7 Saving Setup

Click Save when done. A silent notification is sent to CAVU Companies confirming your agency details and version.

2.8 Survey Labels

Customise the three rating category labels used in the online survey. The defaults are Venue, Meal, and Program. Change these to match your meeting format — for example, Location, Catering, and Speaker.

Labels are saved in Setup3.csv and pushed to the server automatically each time ★Send Survey Invites is clicked. No separate step is required.

3. The Main Screen

3.1 Toolbar

RSVP-Pro	Application title
Demo / Licensed	Licence status. Flashes in demo mode.
Month / Year	Select the meeting month and year before loading a roster
Update Master	Merge changes from the current roster into MasterROSTER.csv
Random	Pick a random attendee from those checked in
Email	Open the email and SMS sending window
Survey	View meeting survey results
Report	Generate the monthly attendance report
History	View multi-month attendance history
Setup	Open the settings screen
Dark / Light	Toggle between light and dark colour themes

3.2 Left Panel

Alphabet buttons (A–Z, #): Click a letter to filter the listbox to names starting with that letter. Click ALL to show everyone.

Roster listbox: Shows all members for the current filter. Status indicator on the left:

✓ (checkmark)	Member has attended
R	Member has RSVPed (Attending)
C	Member has called in
(blank)	No response recorded

3.3 Stats Bar

Live counts at the bottom of the left panel. Click any label to filter the listbox.

RSVP Mode:

RSVPs	All members with RSVP = Attending
Call-Ins	All members with RSVP = Call-In
No Response	Local active members with no RSVP
Response %	Local RSVPs + Call-Ins divided by total active local members

Check-In Mode:

Awaiting	Members who RSVPed but have not yet checked in
Checked-In	All members marked as attended
Walk-In	Members who attended without an RSVP
Attend %	Local members attended divided by total active local members

A second row shows option totals (meals, shirt sizes etc.) if configured in Setup. Click an option label to filter the listbox to members who selected it.

3.4 Right Panel

Opens when you click a member's name. Shows their details and RSVP/attendance controls. Hides automatically when you change the filter or load a new roster.

4. Loading a Roster

1. Select the correct Month and Year from the dropdowns
2. Click Load Roster

ROSTER-MM-YYYY.csv exists

Loads it directly

No roster but MasterROSTER exists

Creates a new blank roster from Master, then syncs from server if Remote RSVP is enabled

No roster and no Master

Opens a file browser to select a file manually

When Remote RSVP is enabled, the app automatically syncs any member responses from the server in the background after loading. A green ✓ Synced flash confirms the sync completed.

□ **Tip:** *If no ✓ Synced flash appears, the app may be offline. All local functions continue normally without internet.*

5. RSVP Mode

Use RSVP Mode before the meeting to record member responses. Make sure RSVP Mode is selected in the mode selector below the Load Roster buttons.

5.1 Recording an RSVP

- Click a member's name in the listbox
- Click the appropriate response button:

Attending	Member plans to attend in person (green button)
Call-In	Member will attend remotely (yellow button)
No RSVP	Clear the member's response (gray button)

Status is saved immediately.

5.2 Option Selection

If meal options or other options are configured, radio buttons appear below the RSVP buttons. Select the member's choice. Call-In members cannot select an option.

5.3 Online RSVP via Invite Link

When Remote RSVP is enabled, members can RSVP via personalized links sent in invitation emails or MMS messages. Their responses sync automatically to the desktop when Load Roster is clicked. See Section 10 for full details on sending invites.

6. Check-In Mode

Switch to Check-In Mode on the day of the meeting using the mode selector.

6.1 Recording Attendance

- Click a member's name in the listbox
- Click the appropriate button:

Attended	Member is present (green button)
Did Not Attend	Member did not show (red button)

Members who attend without RSVPing are automatically counted as Walk-Ins.

6.2 Check-In Stats

Awaiting	RSVPed but not yet arrived — click to see who to look for at the door
Checked-In	Everyone marked as attended so far
Walk-In	Attended without an RSVP
Attend %	Running percentage of local membership

7. Member Details

Click a member in the listbox to open their detail panel on the right. Scroll down to see all information.

7.1 Editing a Record

Click Edit Full Record to open the full edit form. You can change name, address, phone, email, member type, status, carrier settings, and more.

Q	Local Member
VQ	Visiting Member
C	Candidate
G	Guest

Click Save to save or Cancel to discard. Changes are saved to the current monthly roster file immediately.

Note: Changes here affect the current monthly roster only. Click Update Master to make changes permanent in the Master Roster.

8. Adding a New Member

A roster must be loaded before adding a new member.

3. Load the current month's roster
4. Click the + Member button next to Load Roster
5. Fill in the member's details — name, address, phone, email, member type, and carrier if applicable
6. Click Save

The new member is added to the roster, sorted alphabetically, and selected automatically in the listbox.

Note: The new member is added to the monthly roster only. Update Master when done with the session to make them permanent.

9. Removing a Member

RSVP-Pro handles removal in a way that preserves historical accuracy. Past attendance records in previous monthly roster files are never deleted, so History totals remain correct even after a member is removed.

9.1 How Removal Works

When a member is removed and the Master Roster is updated, they will no longer appear in future monthly rosters. However, if you run the Attendance History report for a date range that includes months when they attended, their name and Y marks appear automatically — the History report scans each month's actual roster file and includes anyone who attended.

9.2 Removing a Member

7. Click the member's name in the listbox
8. Click Edit Full Record
9. Click the Mark for Removal button (dark red)
10. Confirm when prompted

The member is removed from the current roster immediately and disappears from the listbox, stats, and email lists.

9.3 Updating Master After Removal

Click Update Master when done. RSVP-Pro detects that the removed member is no longer in the current roster and asks whether to remove them from the Master Roster too. Their past History records are always preserved regardless of this choice.

10. Sending Emails & Text Messages

Click the Email button in the toolbar to open the email window. SMTP must be configured in Setup before sending.

10.1 Choosing Recipients

Member type boxes	Check Local Member, Visiting Member, Candidate, or Guest
Selected Only	Send only to the currently selected member
RSVP filter	All, Did RSVP, No RSVP, Attended, or Did Not Attend
Include Inactive	Check to include inactive members

10.2 Quick Templates

Pre-written messages that fill in the Subject and Message fields automatically. Click a template button to select it. Keywords in the template are replaced with real values for each recipient.

10.3 Available Keywords

{FIRST}	Member's first name
{LAST}	Member's last name
{AGENCY}	Agency name (from Setup)
{HANGAR} or {OFFICE}	County/hangar code (from Setup)
{PHONE}	Agency phone (from Setup)
{EMAIL}	Agency reply-to email (from Setup)
{DATE}	e.g. April 2026
{MONTH}	Month name
{YEAR}	Year
{RSVP_LINK}	Member's unique RSVP button (Remote RSVP invites only)
{SURVEY}	Meeting survey block with Submit button (email survey only)

10.4 Remote RSVP Invites

When Remote RSVP is enabled in Setup, two additional buttons appear in the Email window:

★ Send Remote RSVP Invites	Sends personalized invite links. Email recipients get an HTML message with a blue RSVP Now button. MMS recipients get plain text with a tappable link. Members with both phone and email get the MMS to their phone AND the HTML email to their inbox.
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★Send Survey Invites

Sends personalized survey links after the meeting. Use the Did Attend filter to send only to members who attended.

Note: The same RSVP invite link can be resent as a reminder. Members who already responded will see their current selection pre-filled on the form.

Warning: {RSVP_LINK} only works with the ★Send Remote RSVP Invites button. Using it with the regular Send button will produce an error.

10.5 Attaching a File

Click the Attach File button (teal, bottom-right of the Email window) to attach a PDF or Word document to outgoing emails. The filename is shown when selected. The attachment is cleared when the Email window is closed.

Note: Attachments are sent to email recipients only. MMS recipients receive the text invite without an attachment.

10.6 Sending

Click Send. A progress counter shows sends as they complete. Each recipient gets an individual message with their own details substituted. After sending, a results dialog shows how many were sent and lists any members skipped due to missing or invalid addresses.

10.7 Make Text File of Addresses

Check Make text file of addresses to export recipient addresses to Email_List-MM-YYYY.txt instead of sending.

10.8 SMS and Text Messages

MMS is the default mode for text messages and works with most carriers. Check SMS Only in a member's record to force SMS mode for that member. In the Email window, check Send to cell phone to route messages to the SMS/MMS gateway instead of email.

10.9 Email Send Log

Every send attempt is recorded in RSVP-Pro_send_log.txt in your Attendance folder. Log entry types:

RSVP-INVITE	HTML email with RSVP button sent to email address
RSVP-MMS	Plain text MMS sent to phone gateway
RSVP-EMAIL+MMS	HTML email also sent to email address for a phone recipient
SURVEY-INVITE	HTML survey link sent to email address
SURVEY-MMS	Plain text survey link sent to phone
SKIPPED-no email	Member skipped — no email address on file
SKIPPED-no phone	Member skipped — no phone/carrier set

Tip: Open RSVP-Pro_send_log.txt in Notepad to check who was sent invites and who was skipped. You can delete old entries or the entire file — it will be recreated automatically.

11. Member RSVP Experience

When Remote RSVP is enabled, members receive personalized invite links that open a web form on their phone or computer.

11.1 The RSVP Form

The form greets the member by name and shows the meeting month and year. Members select one of two responses:

Attending

Plans to attend in person. Shows meal options and guest fields if configured.

I'm a Call-In

Will not attend in person. Guest fields are cleared automatically.

11.2 Meal Selection

When meal options are configured, members choose their preference. No Preference is always the first option and is pre-selected by default.

11.3 Adding Guests

Members tap + Add a Guest to bring a guest. A second guest can be added with + Add a 2nd Guest. Each guest has their own name field and meal selection.

- If the host switches to Call-In, both guests are automatically removed from the attending list
- If the host re-RSVPs without adding guests, previous guests are cleared
- For situations where neither option fits, the form directs members to contact the agency email

11.4 Changing a Response

Members can click their original invite link at any time to change their response. The form shows their current selection pre-filled. The link works for the entire meeting cycle.

11.5 Syncing to the Desktop

Responses sync automatically every time Load Roster is clicked. New guests appear immediately in the listbox after sync. If offline, a plain Loaded [date] message appears — all local functions continue normally.

12. Meeting Survey

12.1 Email Survey (traditional)

The Meeting Survey template sends a pre-filled email that members reply to with their ratings. Add it in the Email window via + Add if it does not appear automatically.

- Open the Email window and click the Meeting Survey quick template
- Select recipients (typically those who attended)
- Uncheck Send to cell phone — the email survey requires email
- Click Send

Members receive an HTML email with a Submit Ratings button. They fill in their ratings (1–10) for Venue, Meal, and Program and press Send.

12.2 Online Survey (when Remote RSVP is enabled)

Click ★Send Survey Invites in the Email window to send personalized survey links. Use the Did Attend filter to send only to members who attended. Custom survey labels configured in Setup (section 2.8) are pushed to the server automatically before invites are sent.

Members tap stars on a 1–10 scale for each of three categories. The category names shown on the survey form match the Survey Labels configured in Setup (defaults: Venue, Meal, and Program):

Venue	Rating for the meeting location
Meal	Rating for the food and service
Program	Rating for the meeting content

An optional comments field appears below the ratings. All three categories must be rated before Submit Survey is enabled. Members can update their response at any time using the original survey link.

Tip: To change the category labels (e.g. from Venue to Location), go to Setup → Survey Labels and update the three fields, then click Save. The new labels will appear on the survey form at the next send.

12.3 Fetching Results

Click the Survey button in the toolbar.

Remote RSVP enabled	Click Fetch Online Results — pulls results from server via API
Remote RSVP disabled	Click Fetch Email Results — connects to inbox via IMAP and searches for survey reply emails

Results show average scores with min/max range, all individual scores, and comments with respondent names (toggle Hide Names to anonymize).

Note: Email replies must be in your INBOX for the search to find them. Gmail's All Mail folder is also searched automatically.

12.4 Saving the Report

Click Save Report to save SURVEY-Month-Year.txt to your Attendance folder containing averages, min/max, individual scores, and comments. Check Hide Names before saving to produce an anonymous report.

13. Reports

Click the Report button to generate the monthly attendance report. A roster must be loaded first.

The report is saved as REPORT-MM-YYYY.txt in your Attendance folder and includes: total attendees, members who attended, guests and candidates, call-ins, RSVPed but did not show, and walk-ins.

□ **Tip:** *Open the report in Notepad++ or WordPad for best column alignment.*

14. Attendance History

Click the History button to open the multi-month attendance grid.

14.1 Building the Report

11. Set the From date (earliest month)
12. Set the To date (most recent month)
13. Check the member type boxes to include the groups you want
14. Click Build Report

The grid shows each member's name in the left column and a Y in each month they attended. Column and row totals are shown. Month and name headers stay frozen as you scroll.

Note: *Members removed from the Master Roster but who attended during the selected date range appear automatically. Historical totals are always accurate.*

14.2 Saving the History

Click Save TXT to save in two formats: HISTORY.txt (monospace, open in Notepad++ or WordPad) and HISTORY.csv (opens in Excel with correct column alignment).

15. Master Roster

The Master Roster (MasterROSTER.csv) is the permanent member record. Each monthly roster is created from it. It does not contain RSVP or attendance data.

15.1 The Update Master Button

Load Master	No MasterROSTER exists. Prompts to create one from the current roster or import a file.
Update Master (roster loaded)	Merges changes from the current roster into the Master Roster, and offers to remove members no longer in the roster.
Update Master (no roster loaded)	Offers to upload a contact update file to bulk-update address, phone, and email fields in the Master Roster.

15.2 Importing a Member List

RSVP-Pro imports CSV and XLS/XLSX files. The file can have title rows above the column headers — RSVP-Pro scans automatically to find the header row. Recognised column names:

LAST NAME or LAST	Member last name
FIRST NAME or FIRST	Member first name
STREET or ADDRESS	Street address
CITY, ST or STATE, ZIP	Location fields
PHONE or PRI PHONE	Phone number
MEMBER, STATUS, EMAIL, CARRIER	As named

Note: Missing columns default to blank or sensible values (MEMBER=Q, STATUS=ACTIVE). Extra columns are ignored. UserIDs are assigned automatically during import.

15.3 Bulk Contact Update

If you have a contact list from another source, you can apply it to the Master Roster without loading a roster first. Click Update Master with no roster loaded, then Yes when asked about uploading an update file.

Overwrite (Yes)	Any non-blank value in the import file replaces the existing Master value. Use when you have a fresher, more accurate source.
Fill blanks (No)	Only writes to fields that are currently empty. Use to add missing emails or phone numbers without risking existing data.

Note: Blank fields in the import file never overwrite existing Master data. Matching is by Last Name and First Name.

15.4 Guest Cleanup at Update Master

When Update Master is run, a checklist appears showing guests who meet all of these conditions:

- Member type G (Guest)
- No email address
- No phone number
- Did not attend this month

All checkboxes start unchecked — nothing is removed unless explicitly selected. Attended guests and guests with contact info are never included in this list.

Tip: *If a guest wants to stay on the roster permanently, ask them to provide an email or phone number at check-in, then add it via Edit Full Record.*

16. Using Multiple Computers

RSVP-Pro can be used on multiple computers with the same agency account. Both computers can send invites and sync responses.

16.1 Initial Setup on a Second Computer

Copy these files from the primary computer to C:\Attendance\ on the second computer:

- Setup1.csv (contains the API key)
- Setup2.csv (email templates)
- Setup3.csv (member types and options)
- MasterROSTER.csv

❑ **Warning:** Never click Register with Server on the second computer. This generates a new API key and breaks the primary computer's sync. All previously sent invite links would also be invalidated.

16.2 Monthly Workflow

When membership changes: the primary runs Update Master, then shares the updated MasterROSTER.csv with the remote operator who copies it to C:\Attendance\.

Day-to-day during the month: the remote operator simply clicks Load Roster. Responses sync automatically from the server. No file transfer is needed.

Note: Both computers use the same API key from Setup1.csv. If the key is ever lost, paste the backup into Setup → API Key → Save. Do NOT click Register again.

17. Demo Mode & Activation

RSVP-Pro runs in Demo Mode when no activation code has been entered. Demo mode allows full evaluation of the software with the following time-limited restrictions:

Period	Banner	Remote RSVP
Days 1–29	DEMO MODE — FULL FUNCTION	Enabled
Days 30–59	DEMO MODE — REPORT/EMAIL DISABLED	Disabled
Day 60+	DEMO MODE — HISTORY ONLY	Disabled

A message on each launch explains how many days remain in the current demo period.

17.1 Remote RSVP in Demo Mode

Remote RSVP sync features are disabled after Day 29 of the demo. The Fetch Online Results button in the Survey window remains available throughout the demo period.

17.2 Activating RSVP-Pro

15. Click Setup
16. Enter your activation code in the Activation Code field
17. Click Save

Contact CAVU Companies at www.CAVUcompanies.com to obtain an activation code.

18. Dialog Box Reference

The app uses four types of dialog boxes:

- Warning (red button)**
Alerts you to an error or action requiring attention. Click OK to dismiss.
- i Information (blue button)**
Confirms a completed action or provides helpful information. Click OK to dismiss.
- Yes / No**
[No] = decline or cancel. [Yes] = proceed with the action.
- Yes / No / Cancel**
[Cancel] = abort entirely. [No] = decline but continue. [Yes] = proceed.

19. API Key Reference

What it is	Your permanent identifier with the RSVP server. Generated when you register.
Where stored	Setup1.csv field 19, and in the Setup window API Key field.
Backup	Copy and store in a password manager or printed secure note.
Lost key	Paste backup key into Setup → API Key field → Save. Do NOT re-register.
Re-registering	Generates a new key. Invalidates all existing invite links. Breaks other computers.
Sharing	Copy Setup1.csv to share the same key across multiple computers.

❑ **Warning:** Re-registering invalidates ALL previously sent RSVP invite links. Members who click old links will see an error. You must resend invites to all members and update Setup1.csv on all computers.

20. Troubleshooting

Load Roster shows no data	Check Month and Year dropdowns match the file. Confirm the file exists in your Attendance folder.
Email sends but no message arrives	Check spam folder. Verify the recipient's email in Edit Full Record. Check RSVP-Pro_send_log.txt for FAILED entries.
Gmail: Wrong credentials	Use a Gmail App Password, not your regular password. Go to myaccount.google.com → Security → App passwords. Enable 2-Step Verification first. Enter the 16 characters without spaces. Use port 587.
No ✓ Synced flash	No internet connection. All local functions work normally. Try again when connected.
Invalid or Expired Link	The API key was changed (re-registration). Resend invites to affected members.
Fetch Failed (Survey)	Check internet connection. Server may be temporarily unavailable.
No survey results found	Email replies must be in your INBOX. Gmail also searches All Mail automatically. For online survey, check that members have responded.
Skipped members on send	Members with no email or no phone/carrier set are skipped. Check Edit Full Record.
Guest not showing after sync	Click Load Roster again to trigger another sync.
{RSVP_LINK} in email body	Use the ★ Send Remote RSVP Invites button, not the regular Send button.
Stats filter not clearing	Click ALL, any letter button, or click the active stat label again to clear the filter.
Setup changes not saving	Click Save before closing the Setup window.
Send log file is large	Open RSVP-Pro_send_log.txt in Notepad and delete older entries, or delete the file — it will be recreated automatically.

For support contact CAVU Companies at support@cavucompanies.com or visit www.CAVUcompanies.com.

Appendix — Carrier MMS Gateways

When sending to cell phones, the app uses the following MMS gateway addresses:

AT&T	@mms.att.net
Boost Mobile	@myboostmobile.com
Cricket Wireless	@mms.cricketwireless.net
Google Fi	@msg.fi.google.com
Republic Wireless	@text.republicwireless.com
Sprint	@pm.sprint.com
Straight Talk / Xfinity	@vtext.com
T-Mobile	@tmomail.net
Ting	@message.ting.com
Tracfone	@vtext.com
US Cellular	@mms.uscc.net
Verizon / Spectrum	@vzwpix.com
Virgin Mobile	@vmobl.com

Note: Leave *SMS Only* unchecked in the carrier record for MMS (longer messages, links). Check it to force SMS-only (shorter text messages).