

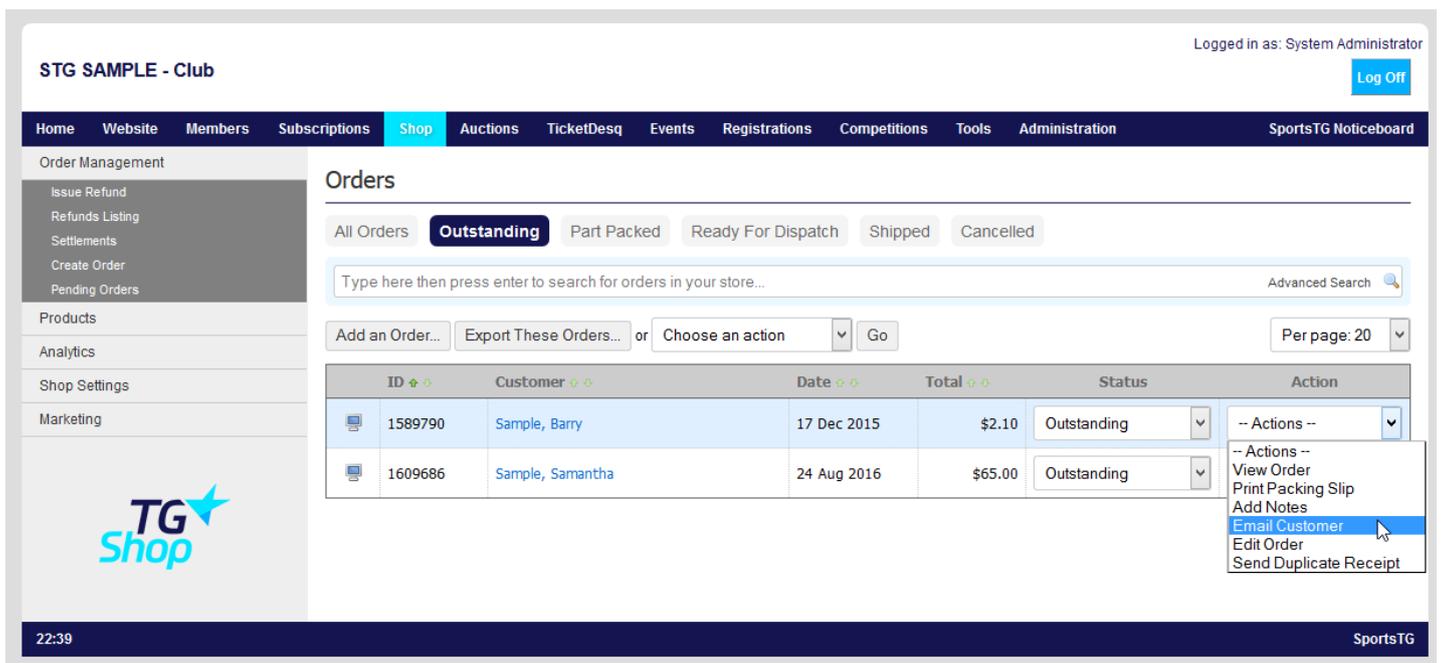
Emailing a Customer

Last Modified on 22/09/2016 2:31 pm AEST

Quick Steps: Shop > Order Management

Within the Order Management menu, you have the ability to email each customer individually in regards to their order. This allows you an easy way to communicate with a customer, as well as set the 'reply to' sender email address for further communication.

1. Within the Management Console, select **Shop** from the top menu, then **Order Management** from the left menu.
2. Find the Order for the customer that you wish to email.
3. Select the dropdown next to the order labelled **Actions**.
4. Select **Email Customer** from the dropdown.



The screenshot shows the 'STG SAMPLE - Club' management console. The top navigation bar includes 'Home', 'Website', 'Members', 'Subscriptions', 'Shop', 'Auctions', 'TicketDesq', 'Events', 'Registrations', 'Competitions', 'Tools', 'Administration', and 'SportsTG Noticeboard'. The 'Shop' menu is active. The left sidebar shows 'Order Management' with options like 'Issue Refund', 'Refunds Listing', 'Settlements', 'Create Order', and 'Pending Orders'. The main content area is titled 'Orders' and shows a list of orders. The 'Outstanding' filter is selected. A search bar and 'Advanced Search' link are present. Below the search bar are buttons for 'Add an Order...', 'Export These Orders...', and 'Choose an action' with a 'Go' button. The orders table has columns for ID, Customer, Date, Total, Status, and Action. Two orders are listed: one for Barry Sample (ID 1589790, \$2.10) and one for Samantha Sample (ID 1609686, \$65.00). The 'Email Customer' option is highlighted in the 'Actions' dropdown menu for the second order. The bottom of the page shows the time '22:39' and the 'SportsTG' logo.

ID	Customer	Date	Total	Status	Action
1589790	Sample, Barry	17 Dec 2015	\$2.10	Outstanding	-- Actions --
1609686	Sample, Samantha	24 Aug 2016	\$65.00	Outstanding	-- Actions -- View Order Print Packing Slip Add Notes Email Customer Edit Order Send Duplicate Receipt

5. A box will open that will allow you to set the details of the email, including the Sender Name and Email Address

STG SAMPLE - Club Logged in as: System Administrator [Log Off](#)

Home Website Members Subscriptions **Shop** Auctions TicketDesq Events Registrations Competitions Tools Administration SportsTG Noticeboard

Order Management

- Issue Refund
- Refunds Listing
- Settlements
- Create Order
- Pending Orders

Products

Analytics

Shop Settings

Marketing

TG Shop

20:30 SportsTG

Orders

All Orders **Outstanding** Part Packed Ready For Dispatch Shipped Cancelled

Type here then press enter to search for orders in your store... Advanced Search

Per page: 20

Status	Action
Outstanding	Email Customer
Outstanding	-- Actions --

Email Customer

Sender Name:
STG Shop Sample

Sender Email Address:
sampleclub@sportstg.com

Subject:
You Shop Order

Email Text
Thank you for purchasing

6. Once completed, click **Send Email**.

Note: When sending an email, make sure that the Sender Email Address is set to the email that you wish to receive a response to. If you're sending an email that requires no response we suggest creating a separate email address, such as 'orders@' to keep these out of your inbox.

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