

# Vendio Customer Manager Getting Started Manual

---

<b>CHAPTER 1 : GETTING STARTED</b>	<b>2</b>
1. START	2
<b>CHAPTER 2 : USING CUSTOMER MANAGER</b>	<b>2</b>
1. CUSTOMIZE YOUR PAGE	2
2. ADD A CUSTOMER	3
3. CREATE A NEW LIST	4
4. MANAGE LISTS	5
5. DELETING A CUSTOMER	5
6. REMOVE A CUSTOMER	6
7. ADD TO LIST	6
8. PAGE VIEWS	7
<b>CHAPTER 3 : CREATING AN EMAIL</b>	<b>7</b>
1. COMPOSE EMAIL	7

## Chapter 1 : Getting Started

### **Welcome to Vendio Customer Manager!!**

This manual is a step-by-step Guide to your Customer Manager Page. As you read through this manual, you will notice tips that will assist you in determining your options, but these are not required.

#### 1. Start

Log into your Vendio Account, select the Auction Tools tab and then select the Customer Manager Link.

## Chapter 2 : Using Customer Manager

In this Chapter, we will cover all the features of your Customer Manager page.

#### 1. Customize Your Page

Vendio offers you the ability to display how many customer records are displayed per page. You can choose between 5 and 500. Click the Customize link and select the number of customer records you would like to display on your Customer Manager page, and select Save.

**Customize View** ▶ = required

**Items Per Page**

Show:  items per page

Copyright © 1999-2005 Andale, Inc. All Rights Reserved.

**FIGURE I.** Select how many items are displayed



**Tip:** Use 500 if you will be sending a lot of email. You will need to select your customers from the page you are viewing. If you have more than 500 that you are sending to a list, copy and save your email and repeat page by page.

## 2. Add a Customer

Add your customer to your Customer Manager by selecting ADD Customer and entering the below information. The Red Arrow indicates a required field. Use the notes field to enter any additional information.

If you are using Vendio Checkout, additional historical information will be displayed.

Add Customer	
▶ Name:	<input type="text"/>
Nickname:	<input type="text"/>
▶ Email:	<input type="text"/>
Mailing Address 1:	<input type="text"/>
Mailing Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	Select <input type="button" value="v"/>
Region/Province:	<input type="text"/> International Only
Zip Code:	<input type="text"/>
Country:	United States <input type="button" value="v"/>
Phone:	<input type="text"/>
Fax:	<input type="text"/>

**FIGURE II. Enter your Customer Information**

### 3. Create a New List

Vendio Customer Manager allows you to create lists for your various email campaigns or customers. You may add your customers to more than one list. You can quickly send out email campaigns by using your lists and select ALL when composing and sending your email.

Customer Manager	
Create New List	
List Name:	<input type="text" value="eBay Sales"/>
List Name:	<input type="text" value="Campaign1"/>
List Name:	<input type="text"/>
List Name:	<input type="text"/>

**FIGURE III. Enter you List Names**



**Tip:** Think of lists as groups of emails you want to send. For instance, if you knew every customer birthday, you could create lists entitled: *January Birthday, February Birthday, etc.* Add your customers to the appropriate birthday list and send out greetings by month. You can add your customers to the lists that are only appropriate to them, and you can add them to multiple lists.

#### 4. Manage Lists

Once you have lists you can manage them from the Manage List link on your Vendio Customer Manager page. From the manage list page, you can edit or update the name of your list. Selecting the Edit button will allow you to quickly remove customers in batches.



**FIGURE IV. Manage Your Lists**

#### 5. Deleting a Customer

Deleting a Customer will totally remove them from your Customer Manager. All associated information will also be deleted and they will be removed from your lists. We are not able to undelete a customer once you have deleted them. Use your Remove Customer link to remove a customer from an existing list.



**FIGURE V. Select Delete Customer**

## 6. Remove a Customer

Removing a customer from a list will not delete your customer from the Vendio Customer Manager. Selecting remove a customer will only remove them from the select list or lists selected.



**FIGURE VI.** Select Remove from List

## 7. Add to List

Adding your customers to the lists that you create for your email campaigns. Customers may be added to multiple lists.



**FIGURE VII.** Select Add to Lists

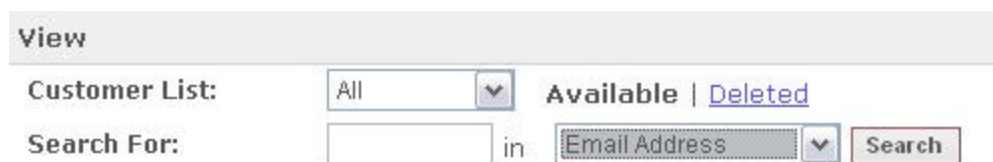


**Tip:** Add your customers to appropriate lists. If you sell two different product lines, you could create a list for each type of product and only send the customer appropriate information.

## 8. Page Views

Your Vendio Customer Manager View section allows you to quickly pull up your various lists. To select a list to view, use the drop down menu to select the list you would like to view. Use this when sending emails to the entire list. Only the selected list will be displayed on the page.

In addition, you can search your list for specific criteria, such as a specific customer email, user name or nickname. If you have Vendio Checkout, you can also select to sort by last item purchased.



The screenshot shows a 'View' section with a 'Customer List' dropdown menu set to 'All'. To the right of the dropdown are links for 'Available' and 'Deleted'. Below the dropdown is a 'Search For:' field with an empty input box, followed by the word 'in', another dropdown menu set to 'Email Address', and a 'Search' button.

FIGURE VIII. Select your View

## Chapter 3 : Creating an Email

In this Chapter, we will cover creating an email to your customers.

### 1. Compose Email

Once you have selected an email to send, you will need to choose a subject line and create the content of the email and provides the following options for content:

**Include link to my live ads** – Selecting this option will include the html link in your email that allows a user to click directly into your live eBay auctions.

**Include links to my Gallery** – Selecting this option will include the html link in your email that allows a user to click directly into your Vendio Gallery

**Enable HTML in Body** – Selecting this option allows you to create html emails. Enter the html you wish to use, and select PREVIEW to see how your email will appear to your customer.

Once you have created your email, select the Send Email link to send the emails.

**Customer Email**

Compose Email

Recipients: TestCustomer1@andale.com

Subject:

Body:

Include links to my live ads

Include links to my Gallery

Enable HTML in Body

Cancel Preview Send Email

**FIGURE IX. Compose your email**