Emailing a Customer

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Quick Steps: Shop > Order Management

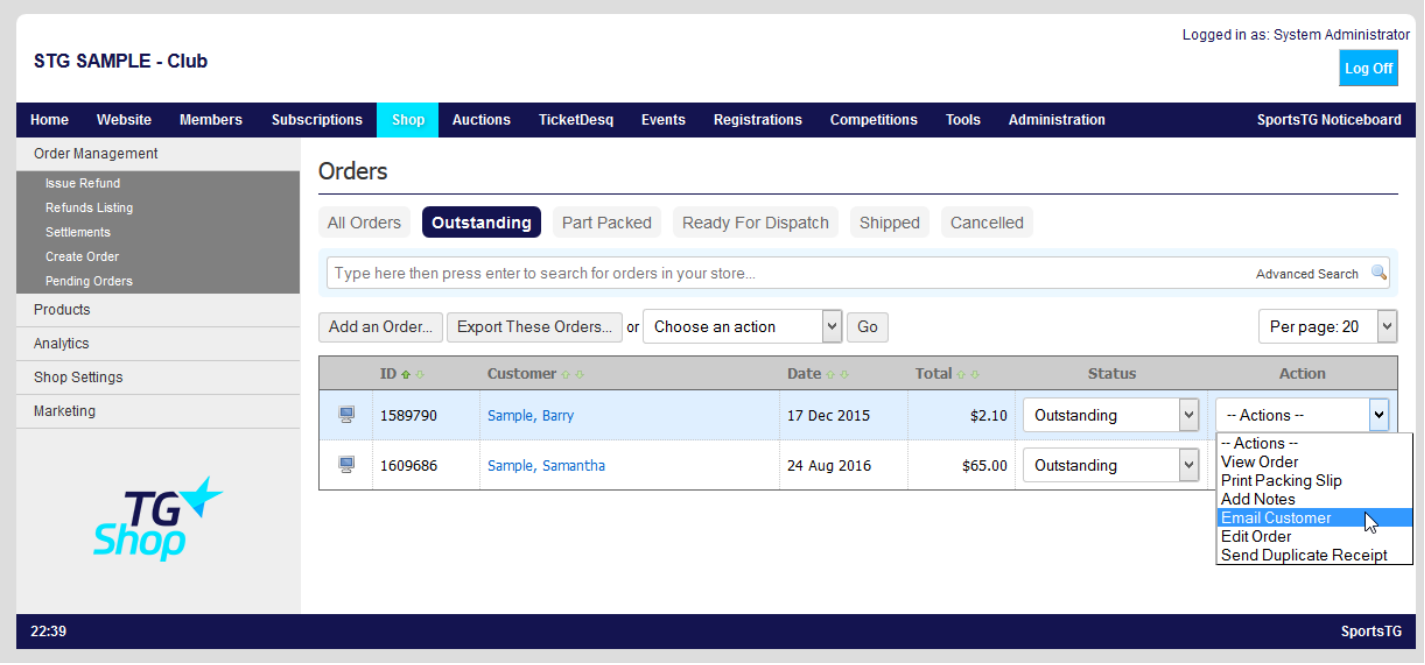
Within the Order Management menu, you have the ability to email each customer individually in regards to their order. This allows you an easy way to communicate with a customer, as well as set the 'reply to' sender email address for further communication.

1. Within the Management Console, select **Shop** from the top menu, then **Order Management** from the left menu.

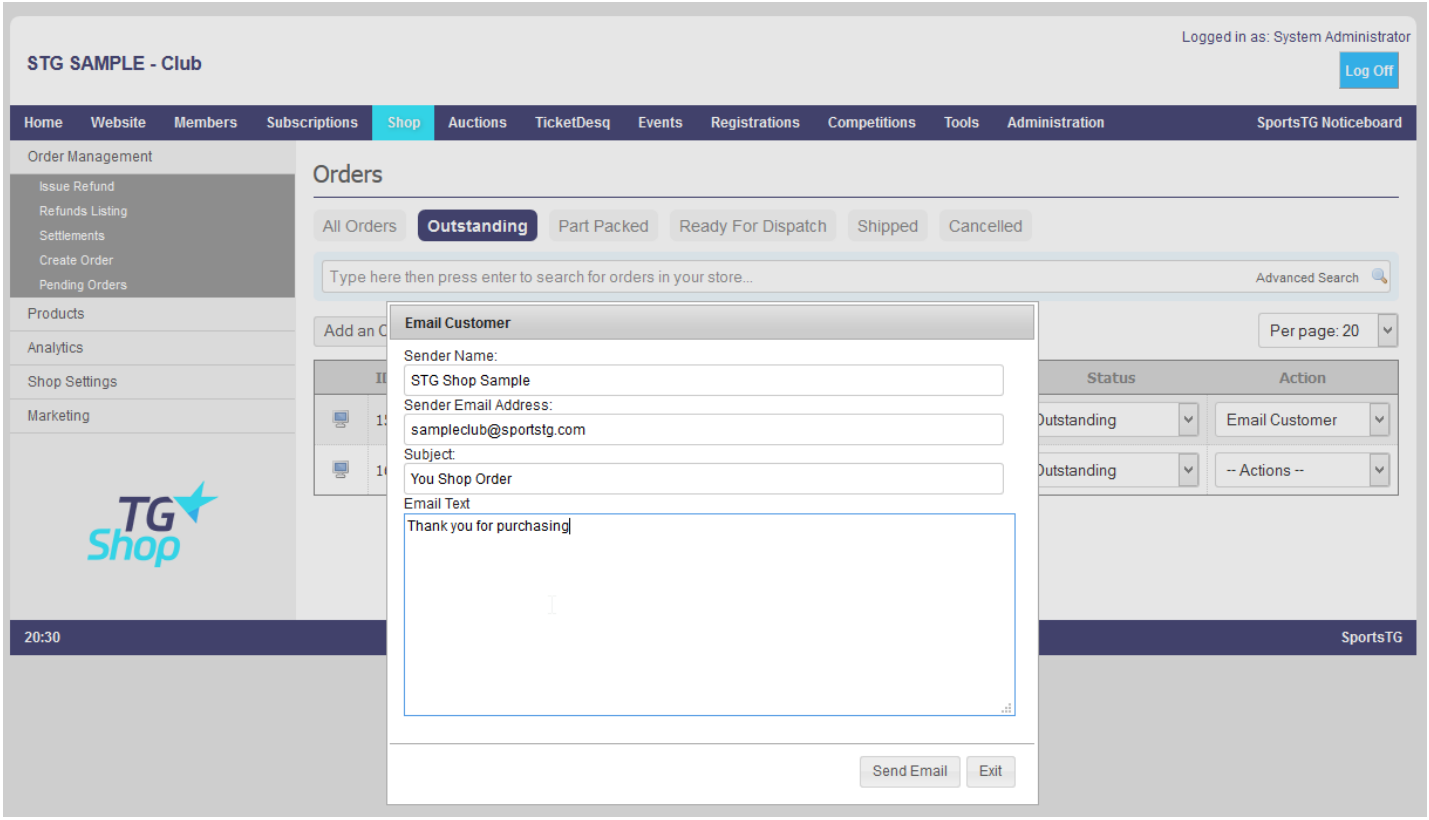
2. Find the Order for the customer that you wish to email.

3. Select the dropdown next to the order labelled **Actions**.

4. Select **Email Customer** from the dropdown.



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



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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