

13-0015-EN-Download customers list from Total Care

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Created On: 27 Jul 2015 11:22 PM

This service applies to a paid Total Care account. When your customers place orders from your website, these orders are securely stored in your Total Care account. Consequently, the customers list is being populated with products ordered and the customer details. This is a great tool when you want to export customer details for example, newsletters or web-based marketing campaign or if you simply want to check what products are popular.

ShopFactory Total Care does not currently support newsletter service however you can use a Web-based email marketing service such as **MailChimp** or *iContact* or *VerticalResponse* where all your customers can be added to the mailing list and they can simply Opt out or "Unsubscribe" if they don't wish to receive emails anymore from you.

Total Care allows you to download all your customers including their email addresses into a CSV file:

- Open your shop in ShopFactory.
- Click on "**My Orders**" button - your default browser opens up the Total Care interface.
- From the menu bar, click "**Customers**" item
- You can either select "*List customers*" or "*List by products*"

List by products: this option shows the products ordered and when you click on the customers link per product, you will see the customers who ordered the specific product.

You can even list customers according to paid or unpaid orders or you can choose to show all customers regardless of payment status.

- At the bottom page, click on the "**Download**" button to save it as a csv file. By default, the filename is *customers_details.csv*
- You can open the csv file in Microsoft Excel. Or you can import the customer details to a third party application.