

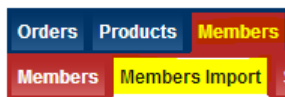
Etail Systems Tip Sheet

Objective: To add a subscriber(s) via CSV file.

The following tells you how to achieve this;-

Subscribers are customers who have signed up to your mailing list. Only an email address is required, but you may also hold their name, what type of email they wish to have & the date they subscribed.

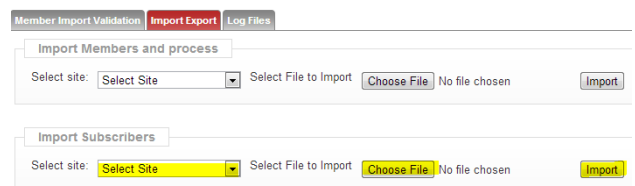
Please see the spec for column names, explanations of columns & character limits.



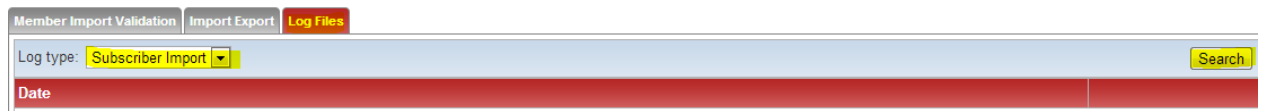
In COMS, go to Members > Members Import.

You don't need to validate a Subscriber CSV file, so go straight to the 'Import Export' mini tab.

If you have multiple sites, select which one you want to import the subscribers against. Choose your file & then click 'Import'.

A screenshot of the 'Import Members and process' form in COMS. It features a 'Select site:' dropdown menu with 'Select Site' selected, a 'Select File to Import' section with a 'Choose File' button and 'No file chosen' text, and an 'Import' button. Below this is the 'Import Subscribers' section, which also has a 'Select site:' dropdown, a 'Choose File' button, and an 'Import' button.

You'll get a message in COMS when that file has been imported. You'll now need the 'Log Files' mini tab.

A screenshot of the 'Log Files' mini tab in COMS. It shows a 'Log type:' dropdown menu with 'Subscriber Import' selected, a 'Search' button, and a table with a 'Date' column.

Make sure 'Subscriber Import' is selected in the 'Log type' dropdown, then click search. A list will appear of all the subscriber imports ever done. Click the 'Open' button on the desired file.

If you have any issues in the log file, it'll be best to edit these in COMS. Please ask if you need a walkthrough on how to do this.

If you need any help importing your subscribers, please call 0844 842 0908 or email support@etailsystems.com.