Etail Systems Tip Sheet

*Objective: To email a member from COMS.*

The following tells you how to achieve this;-

If you have a lot of different emails you send out often to your customers, then you can take advantage of our email builder in COMS.

NB: The email builder isn't available for the automatic emails which go out from COMS.

Setting Up Your Emails

To set these up, you will need to go to Admin > Email Setup.
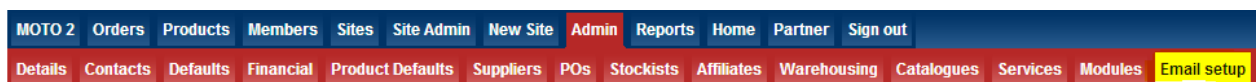
You now have 5 headings under which you can add different parts of an email – Greeting, Introduction, Content, Contact & Signature.

Add your "Remark" (aka internal name) for this piece of text, type the text in the "New email content" box, & then when you're done, click the "+" button.

If you need to amend your text at any time, amend it & then click the green "update" button.

You can add more than one different piece of test under each heading if needed.

Emailing members from COMS

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Emailing a Member from an Order

If you go to Orders > New Orders & then click into the order for the member you wish to email.

Orders | Pr
New Orders
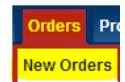
	Status	Order No.	Order date	Value	Site	Source	Name	Ship to	Deadline	Actions
1		10107	07/01/14 11:44	£29.13	Niche 2 - Brochure Test	COMS	Miss Kim Ross	LA14 2PN		

Go to the "Invoice Details" section & you'll see a button called "Email Member".

Invoice Details Edit

Email Address:	kim.ross@etailsystems.com Email Member
Name:	Miss Kim Ross
Address:	Suite 4 Trinity Enterprise Centre Barrow-in-Furness Cumbria LA14 2PN United Kingdom
Tel:	08444820908
Mobile:	

Once clicked, a pop up should appear. Under each heading, there's a dropdown (which will be what you called each section of text previously). Select which one you want & click "Add to Email". These pieces of text will be added to the email in the order you add them. Once you've added all your text, add a subject & add any extra text if needed (by typing in manually) and then click "Send email".

Send Customer email   x

Email to: kim.ross@etailsystems.com

Greeting
Please select ▼
Add to Email

Introduction
Please select ▼
Add to Email

Content
Please select ▼
Add to Email

Contact
Please select ▼
Add to Email

Signature
Please select ▼
Add to Email

Subject:

Send Email

A copy of this email will go to the email address in the "Customer Services" email address box in Sites > Settings.

NB: No record of this email is kept against the member in COMS – many people use the "Notes" function in Members to keep track of what has been sent. Or you could file away each copy sent to

Emailing members from COMS

Emailing a Member from an Members

You'll need to go to Members > Members & find the member you want to email.

Once you click into the member there should be a button called "Email Member". Click this to get the same pop up as when you're in Orders. The process is the same.

If you need help with emailing members from COMS, please call 0844 482 0908 or email support@etailsystems.com