# Pulling A CRM Report For UnFulfilled Print At Home Tickets

Clients can pull a CRM list of customers who have not received their Print At Home

Tickets. Follow these instructions to pull this list.

1. In Administration click on the Corporate Organization (the house icon).



2. Click on the Customer organization folder



### 3. Select Customer Relations.



## 4. In the CRM Query list, select Event Print-At-Home Unfulfilled.

Name	Description	^
Corp Level - Opt-In Customers	Lists all customers who have selected to "Opt In" at this corp level	
Corp Level - Opt-In Email Addresses	Lists all email addresses that have selected to "Opt In" at this corp level	
Mail Extract	Lists all mail addresses for customers that have ordered at this level	
Event Email Extract	Lists all email addresses for customers that have ordered a specified event	
Event Type Email Extract	List all email for an event type	
Event Will Call - Unfulfilled	Event Will Call - Unfulfilled	
Event Print-At-Home - Unfulfilled	Event Print-At-Home - Unfulfilled	
Corp Level - Opt-In Email Addresses excl. Members	Corp Level - Opt-In Email Addresses excl. Members	
Event Emails with Tier Name Selection	Lists event orders for specified tier	
Renewal Letter For Next Month	List of all members who need to renew before the end of next month	
Renewal Letter For 3 Months Ago	List of all members who expired 3 months ago	
Package Manifest	List all customers that have ordered a specified package	
Season Ticket Holders Not Attending Games	List all season ticket holders missing X games	~

## 5. In the CRM Query Email field, right click and select New.

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### 6. Click on the Set Parameters button.

Customers	Email Body	Description	Preview
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7. Select the **Sales Organization** folder from the list provided.

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8. Select the Event Name and then click on OK.

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9. The list of customers that have not received their print at home tickets will appear.

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	dagile@noreply.c	Agile	Dotty	Non-Member	40.0000	40.0000	
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10. Click **Export Data to CSV** to save the information to a spread sheet.

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11. Switch to Sales and click on **Maintenance** to look up their order.

13. Send their tickets to them via email (<u>See Re-sending Print At Home Tickets</u>)