

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



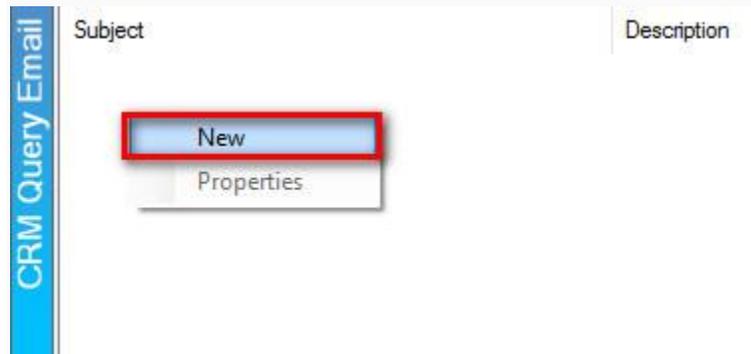
3. Select **Customer Relations**.



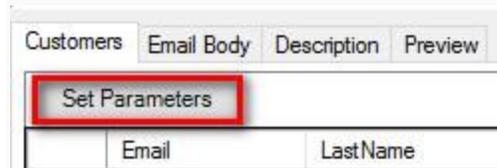
4. In the **CRM Query** list, select **Event Print-At-Home Unfulfilled**.

CRM Query	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

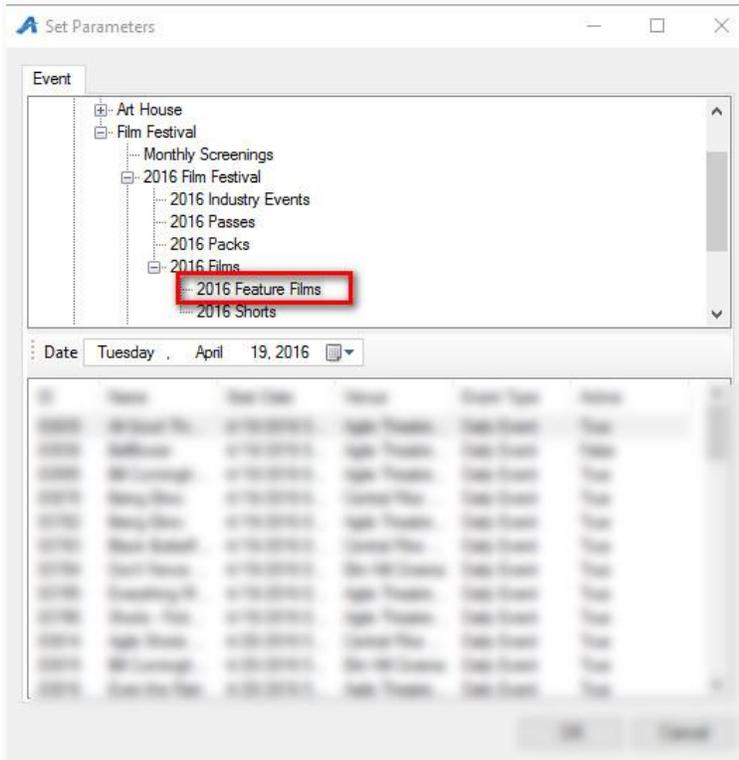
5. In the **CRM Query Email** field, right click and select **New**.



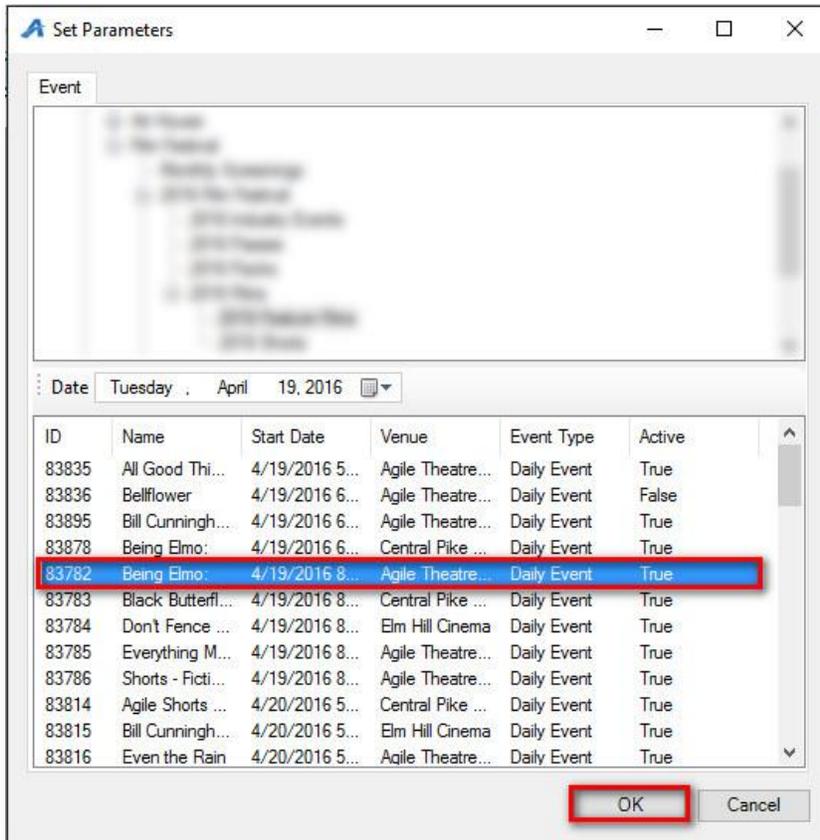
6. Click on the **Set Parameters** button.



7. Select the **Sales Organization** folder from the list provided.



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



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

Customers	Email Body	Description	Preview					
Set Parameters								
	Email	LastName	FirstName	BuyerType	Amt 1	Payment Total	DeferredBalanceTo	AccountBalanceTo
▶	hbiber@agiletix.c...	Agile	DeeDee	Non-Member	16.0000	56.0000		
	dagile@noreply.c...	Agile	Dotty	Non-Member	40.0000	40.0000		
	greenlight@agilet...	Gatsby	Jay	Non-Member	80.0000	240.0000		

10. Click **Export Data to CSV** to save the information to a spread sheet.

CRM Query Email

Agile Film

Customers | Email Body | Description | Preview

Set Parameters

Email	LastName	FirstName	BuyerType	Amt 1	Payment.Total	DeferredBalanceTo	AccountBalanceTo
hbber@agiletix.c...	Agile	DeeDee	Non-Member	16.0000	56.0000		
dagile@noreply.c...	Agile	Dotty	Non-Member	40.0000	40.0000		
greenlight@agilet...	Gatsby	Jay	Non-Member	80.0000	240.0000		

Export Data To CSV

Preview Data Complete Data

Add Activity Log Send OK Cancel Apply

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

13. Send their tickets to them via email ([See Re-sending Print At Home Tickets](#))