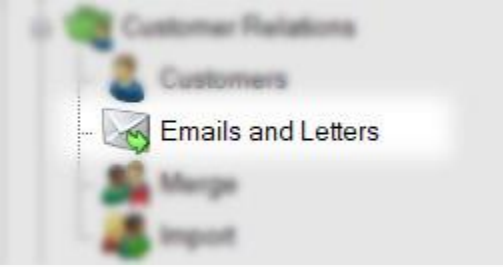
Sending an Email to Customers for a Specific Event

Clients of Agile may need to make adjustments and changes to a specific event that is already on-sale. When that happens, you may need to contact the customers that have purchased tickets to notify them of these changes. Follow these steps to learn how to email these specific customers.

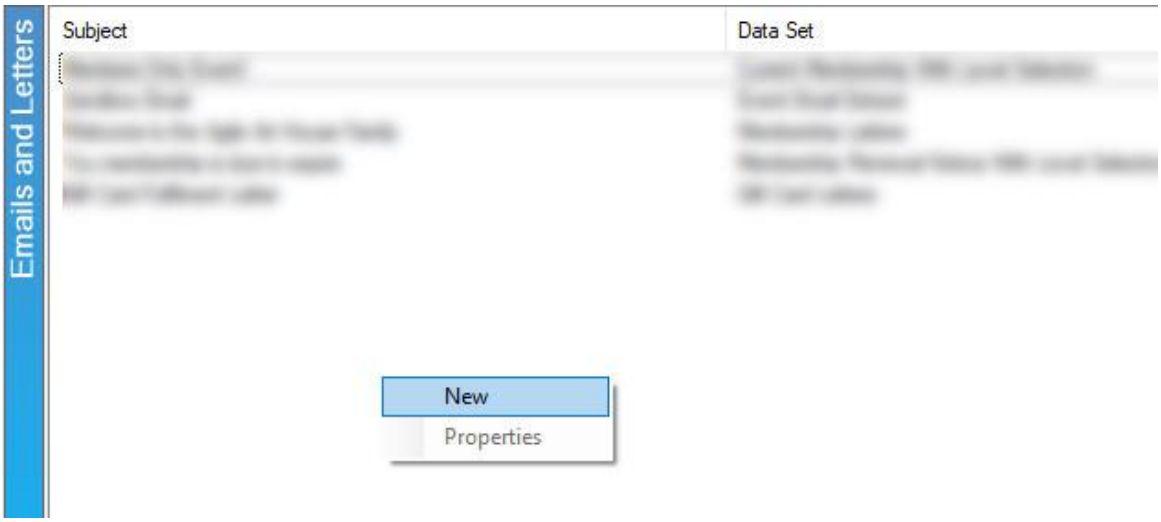
1. In **Administration**, click the **House** icon to open the organization tree.

2. Click the green **Customer Relations** folder.

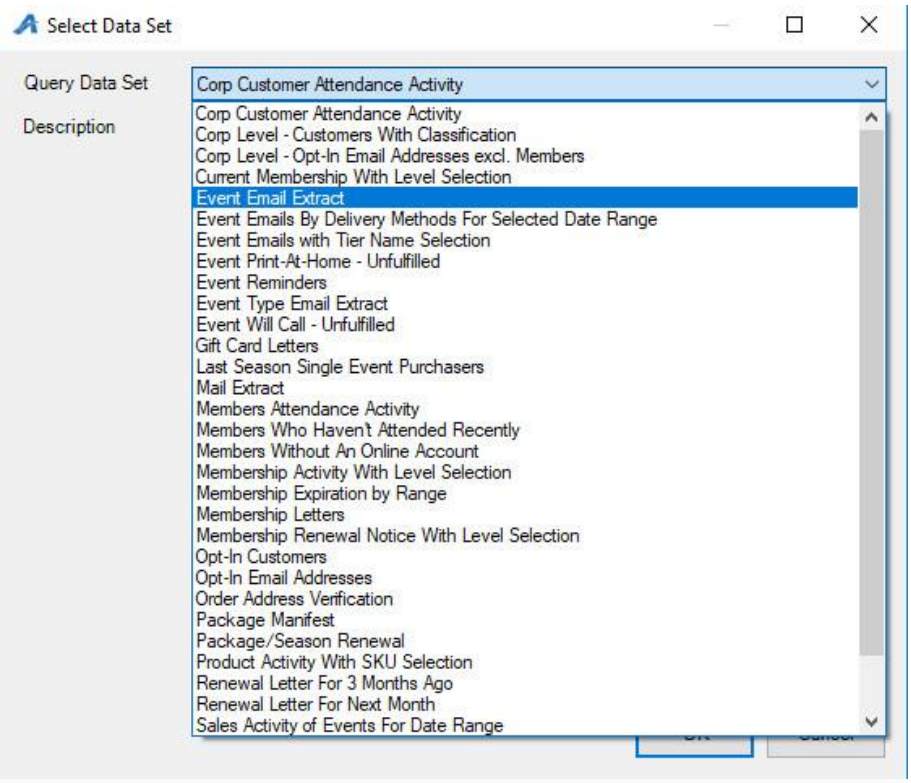
3. Click **Emails and Letters.**



4. In the **Emails and Letters** field, right-click and select **New.**

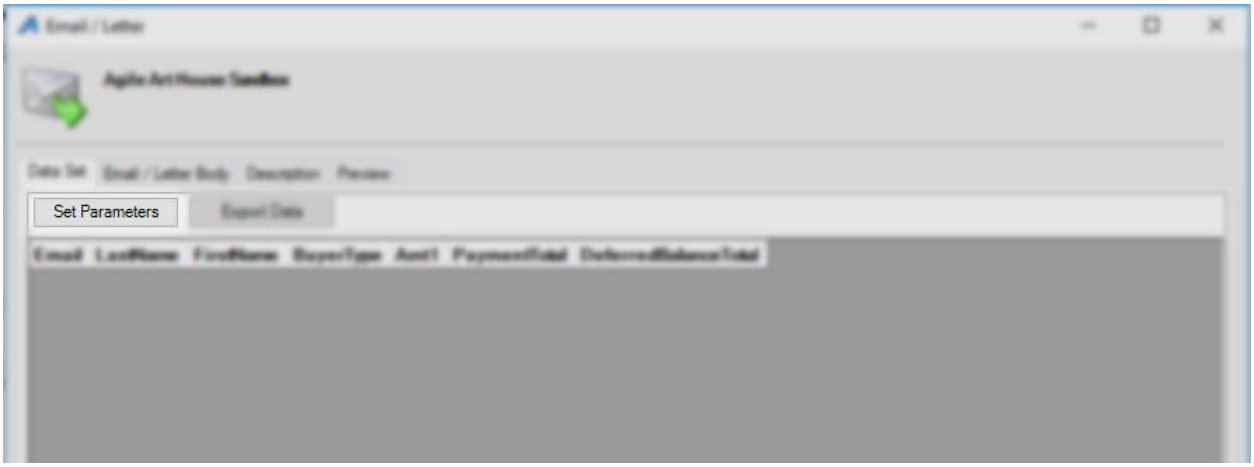


5. In the **Query Data Set** drop-down menu, choose **Event Email Extract**.

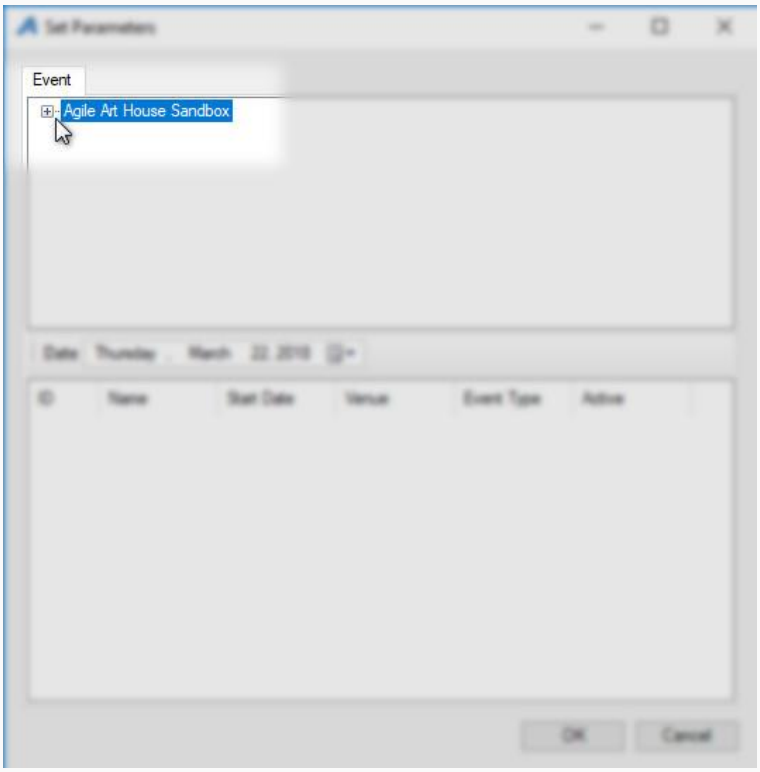


6. Click **OK** to save the **Query Data Set** you have chosen.

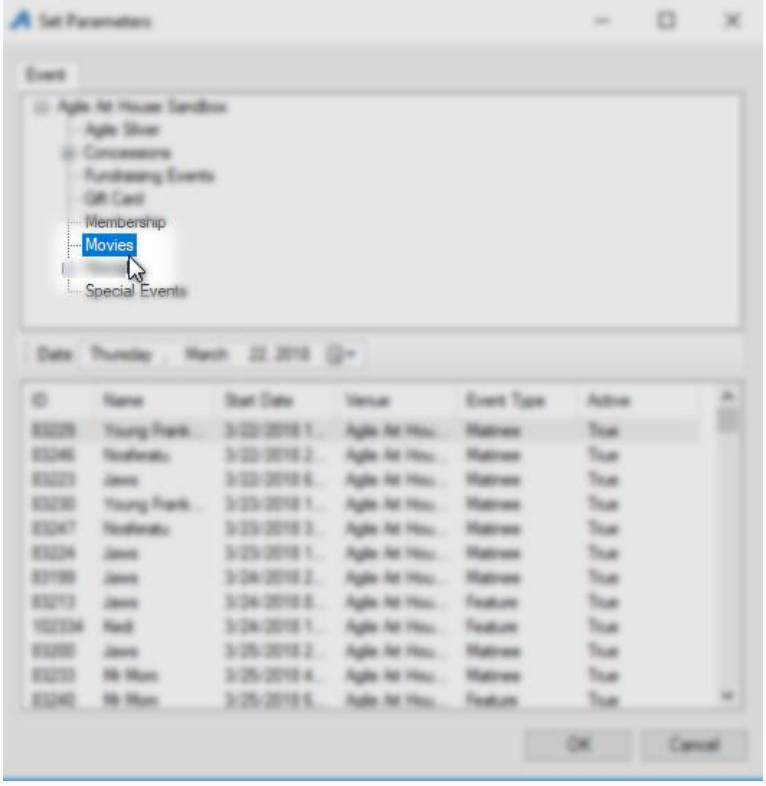
7. Click the **Set Parameters** button.



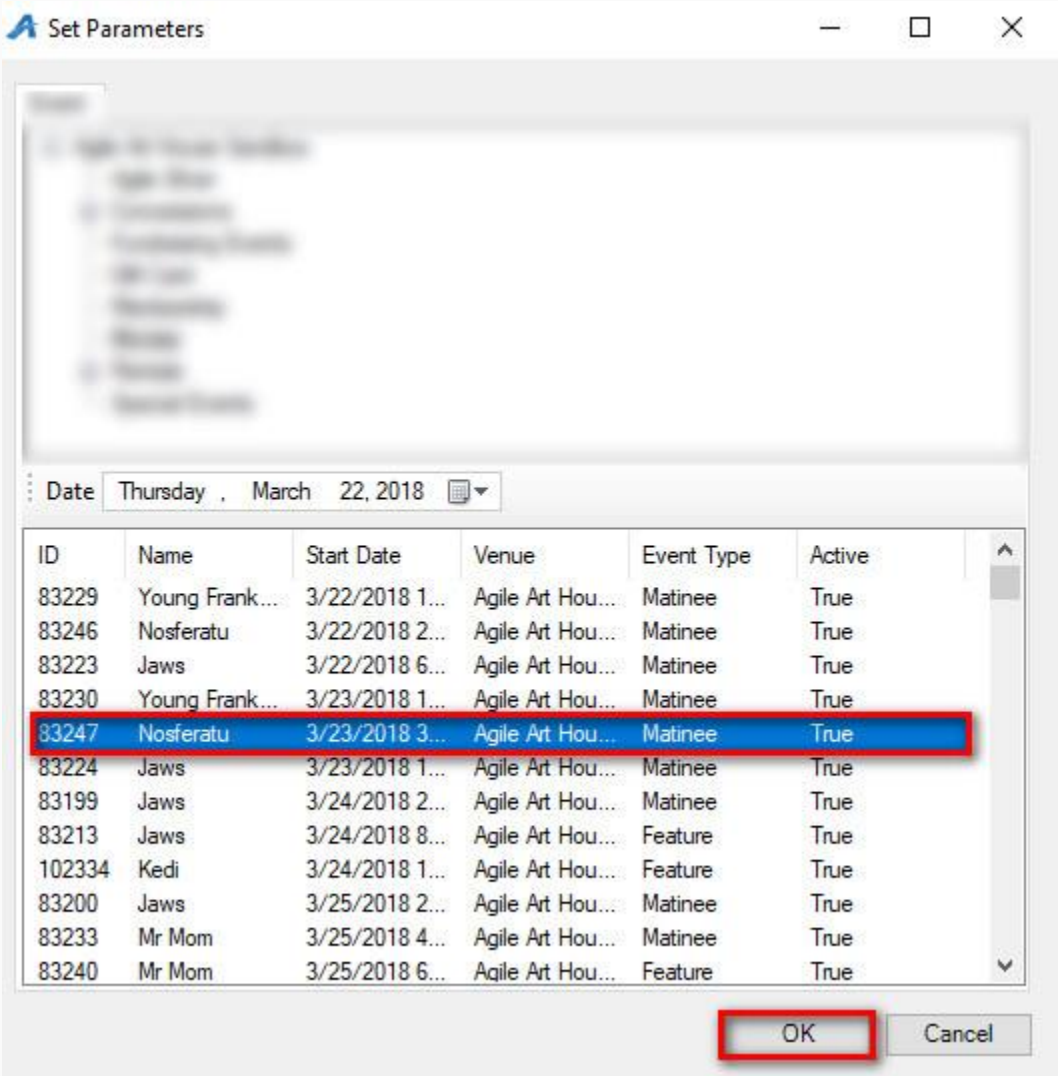
8. Click the **Plus** sign next to your organization's name.



9. Choose the **name of the folder** where the event is built.



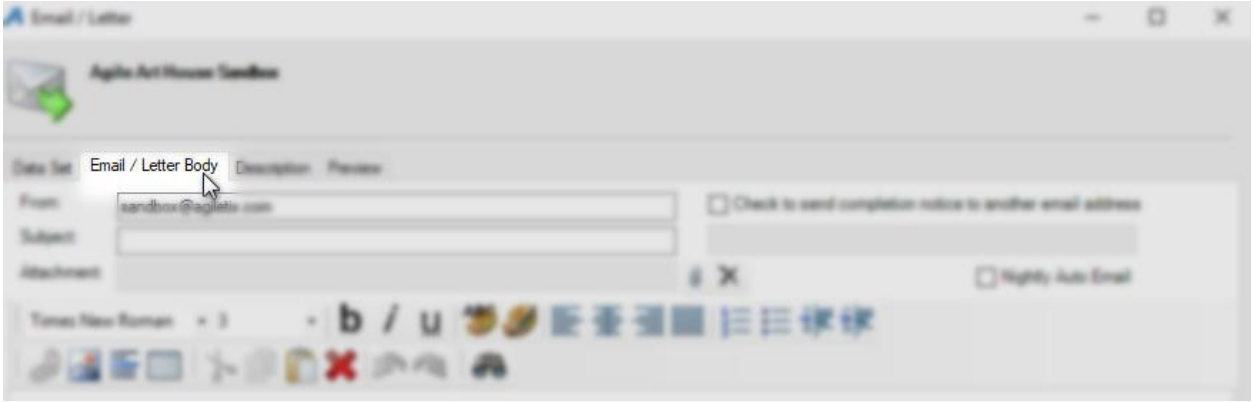
10. Choose the **Event** for which you will be sending the email and click **OK**.



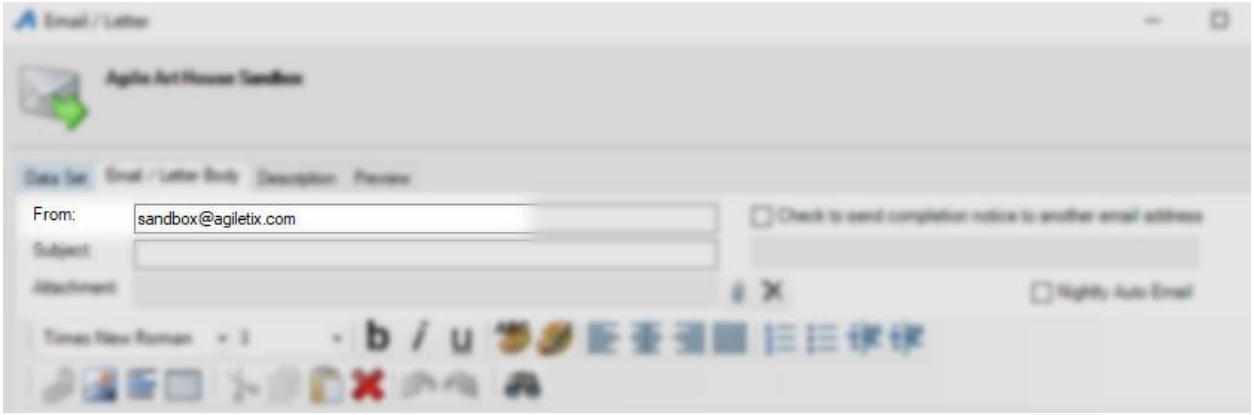
11. You will see the list of all people who purchased tickets for that event.

Email	LastName	FirstName	BuyerType	Amt1	PaymentTotal	DeferredBalanceTotal
hbiber@agiletix.com	Agile	Joe	Non-Member	$16.00	16.00	0.00
	BoxOffice		Non-Member	$46.00	83.00	0.00
JermaineARicks@teleworm.us	Ricks	Jermaine	Non-Member	$30.00	52.00	0.00

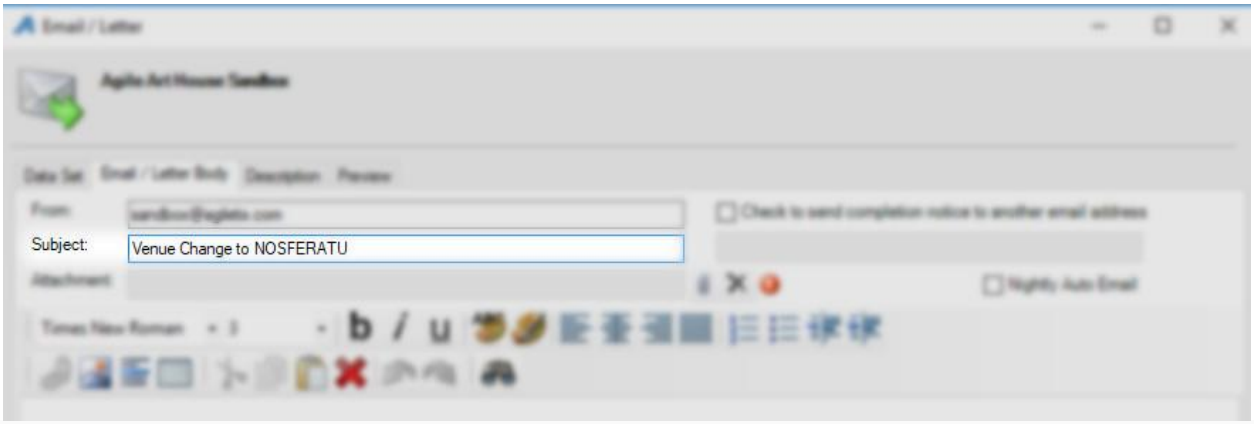
12. Click the **Email/Letter Body** tab.



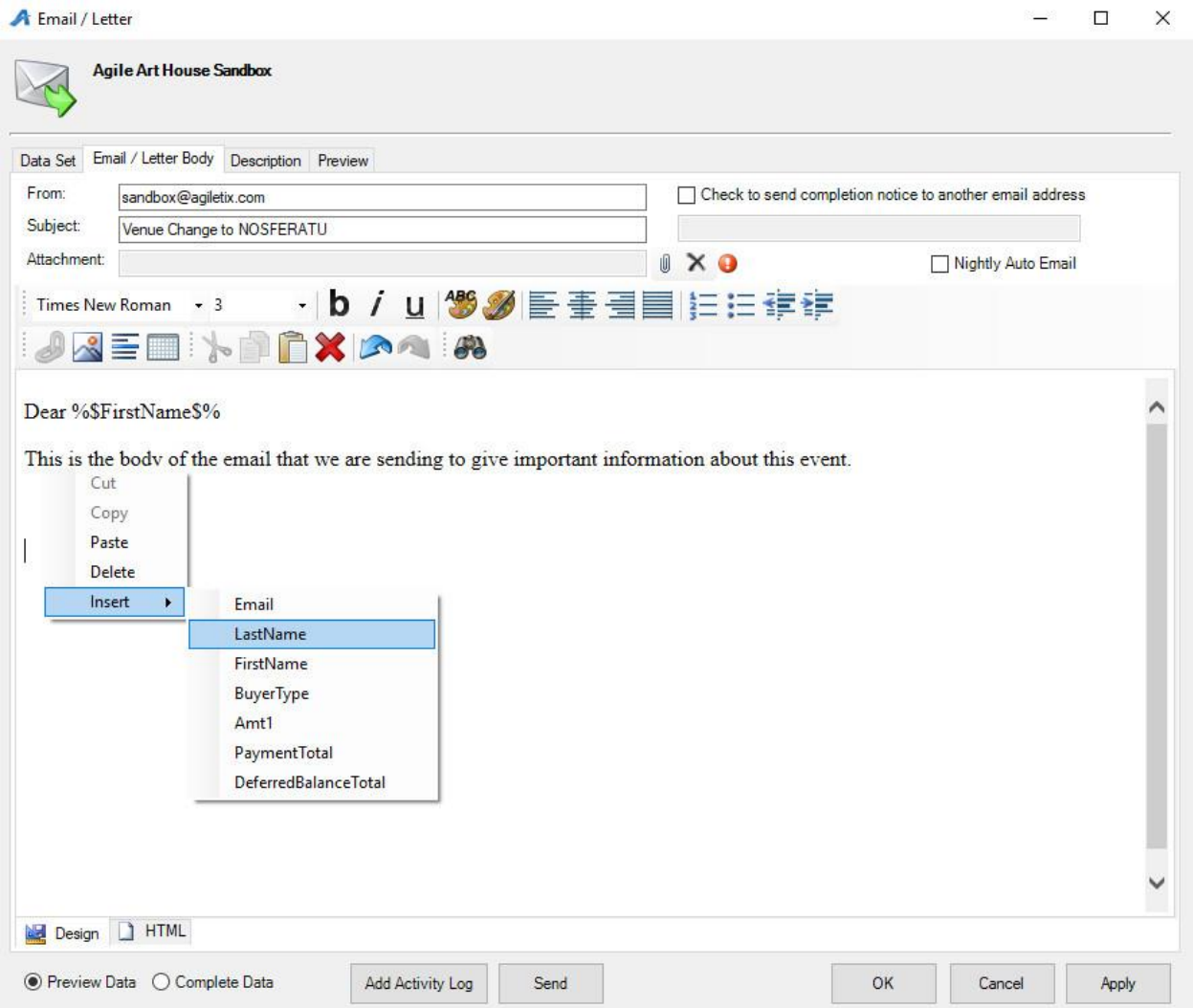
13. Enter the **From** email address.



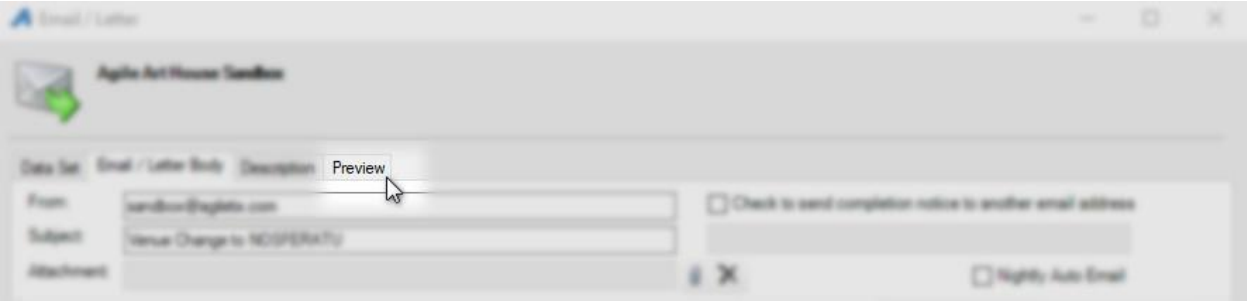
14. Enter the **Subject** Line.



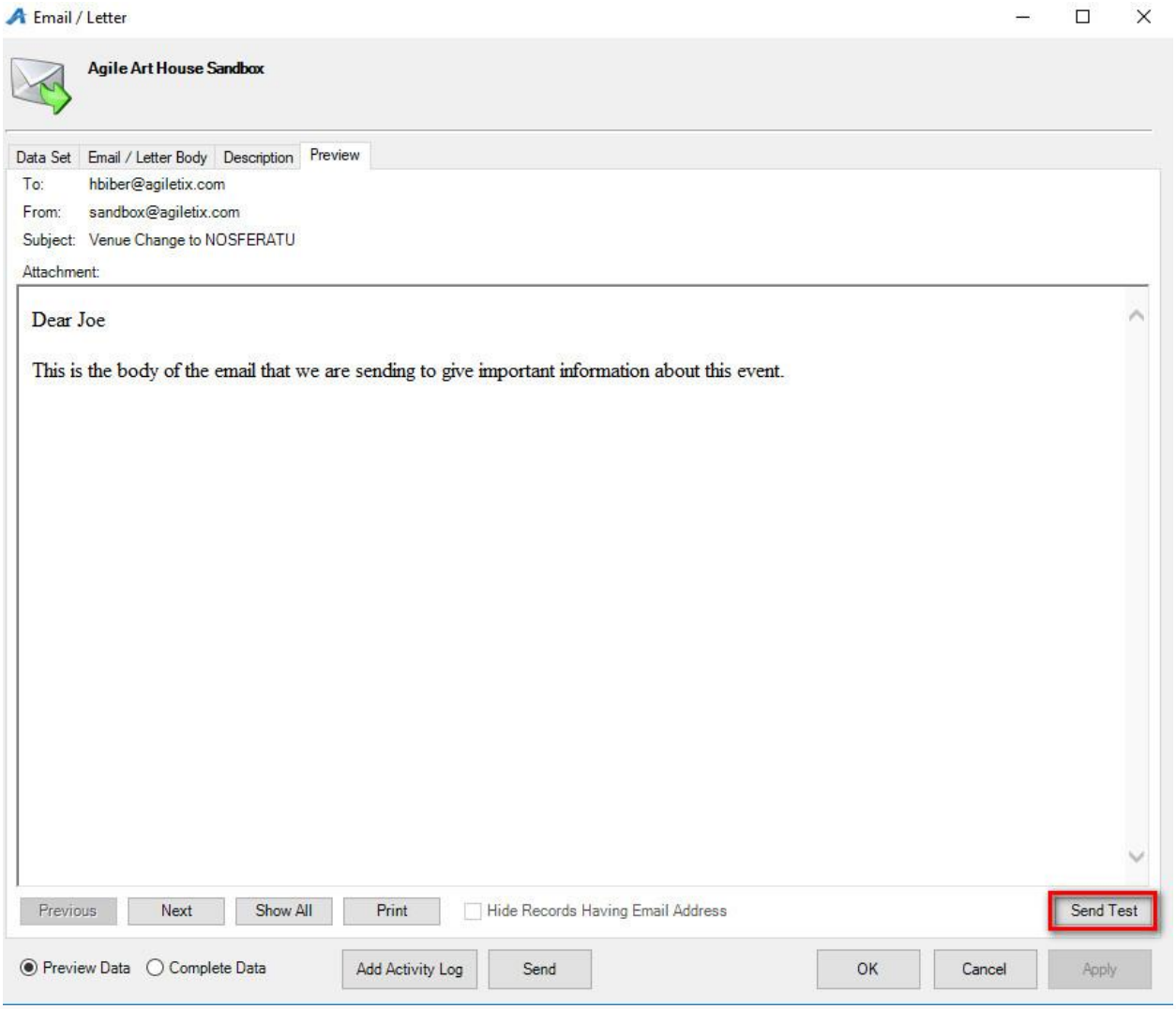
15. Write the body of the email. **NOTE:** You can insert an image at the top of the email. You can also right-click and insert any of the query data such as first name, last name, etc. into the email.



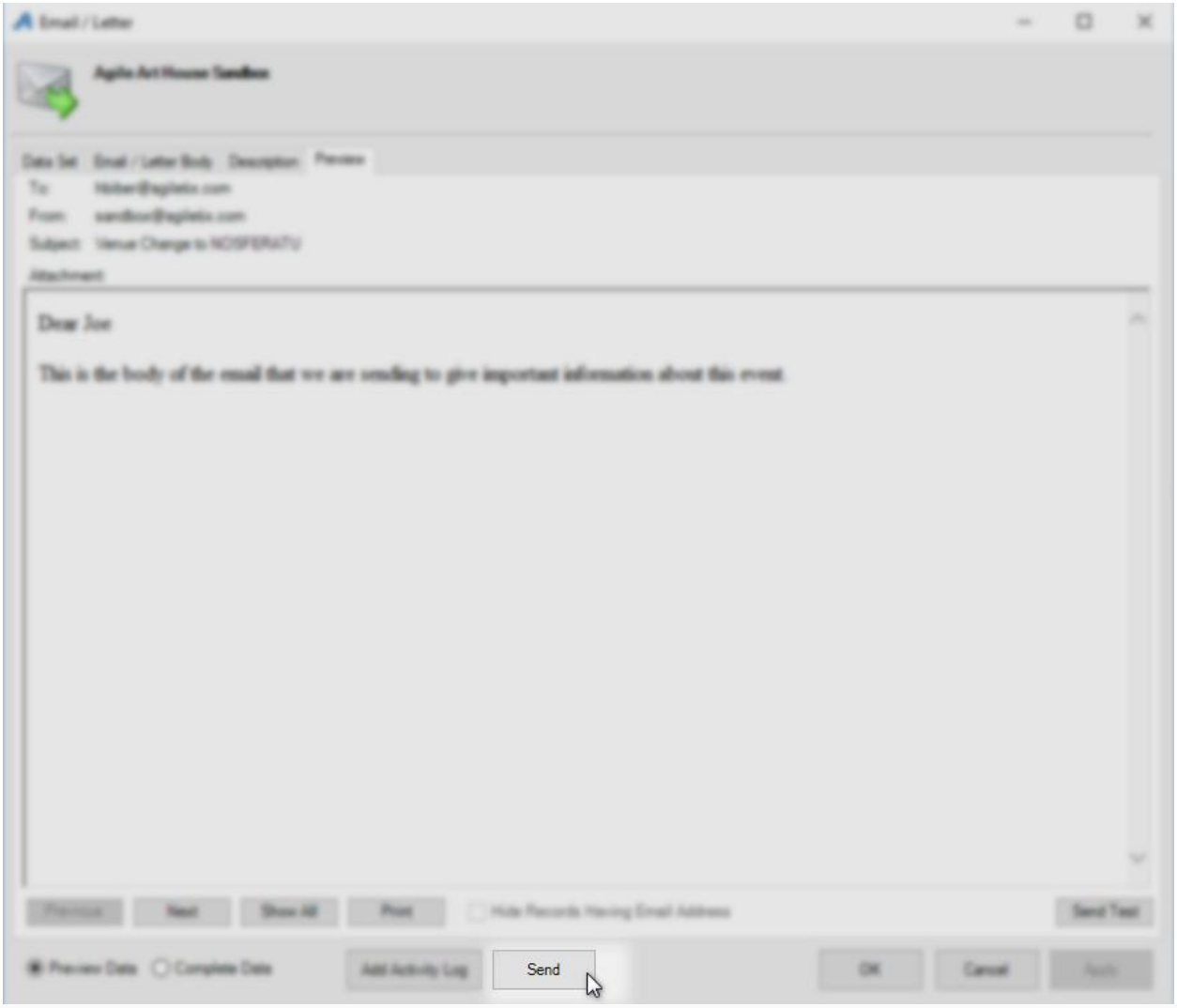
16. Once you have drafted the email, click the **Preview** tab.



17. Click the **Send Test** button in the bottom-right corner to send yourself a sample of the email to proof.



18. If everything is correct, click the **Send** button to send the email. **NOTE:** *Only press the send button once*. If you continue to click Send, it will send the same email multiple times to those customers.



19. Click **OK** to close the window.