

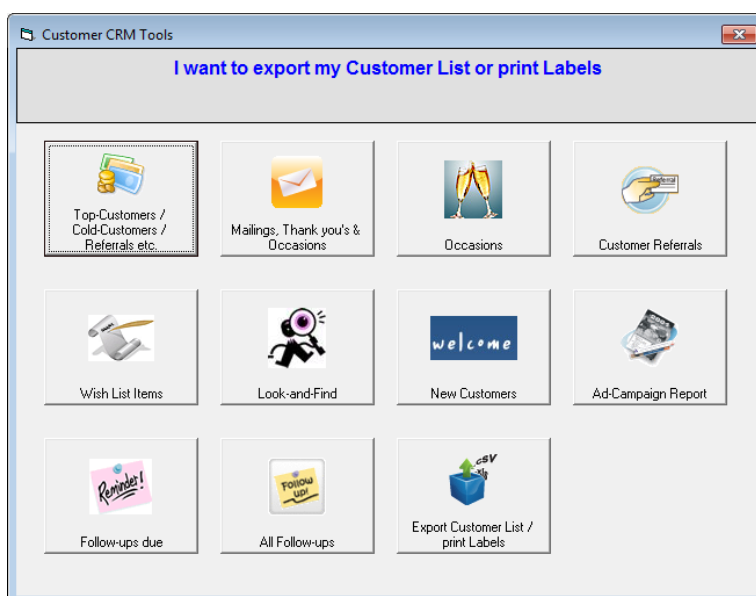
Importing Email addresses from DiamondCounter into Mozilla Thunderbird

This guide will walk you through how to export your customer email list from DiamondCounter and import it into Mozilla Thunderbird so you can easily send emails to your customer base. This guide is written only for Mozilla Thunderbird. With so many email client programs available (Eudora, Windows Mail, Outlook etc.), we cannot hope to support them all. If you would like to try Mozilla Thunderbird as your email client, you can download it from www.mozillaessaging.com. Thunderbird is a free, full-featured email client with lots of installable extras and no advertising.

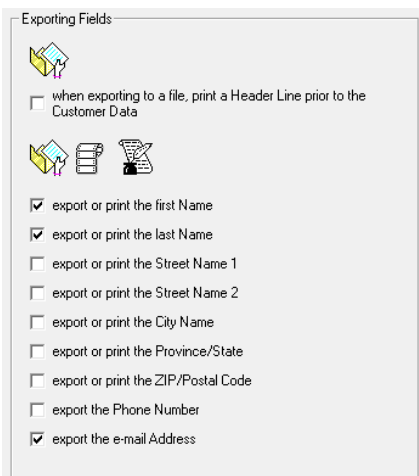
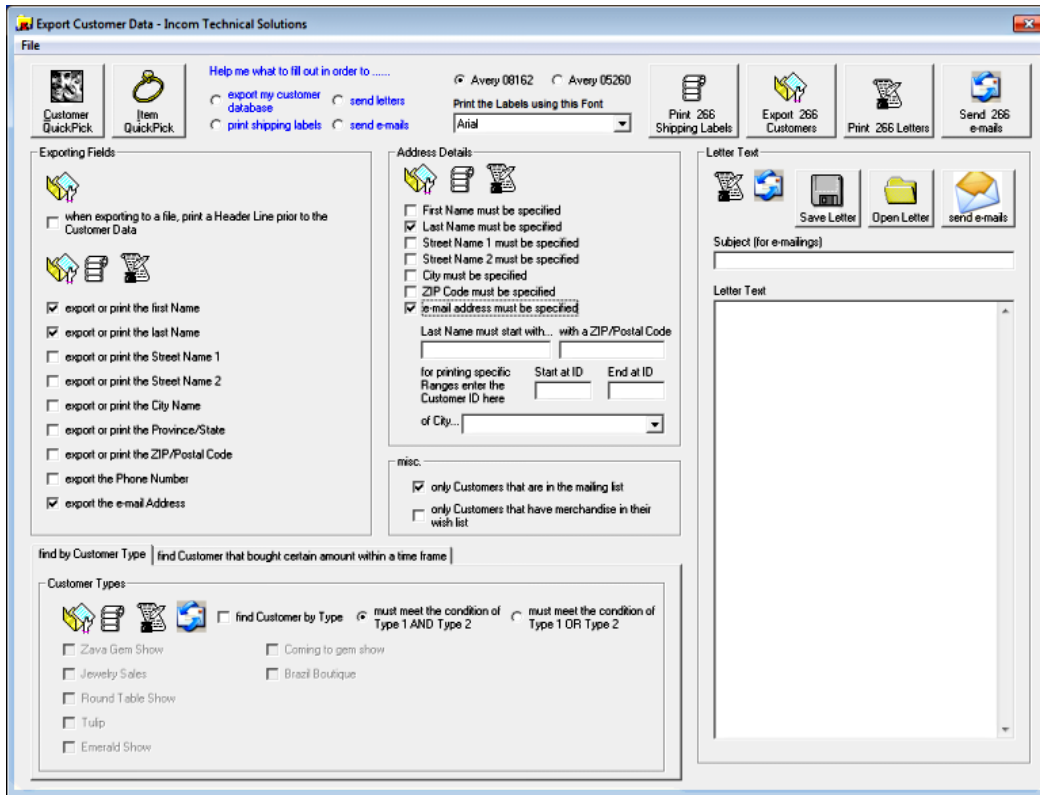
Step 1: Extracting your customer list from DiamondCounter

If you already know how to extract your customer list from DiamondCounter, please proceed to Step 2: Importing your Customer List into Mozilla Thunderbird.

The import process for this is involved, but simple. First, in DiamondCounter, you must log into the software with your username and password, and then click on Tools | Customer CRM Tools

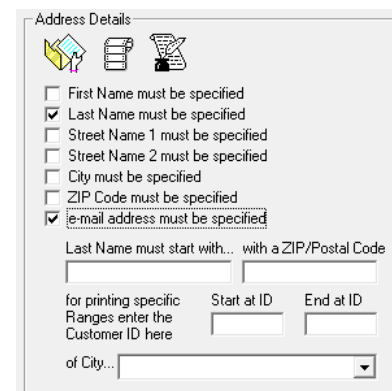


Under the Customer CRM Tools screen, click on Export Customer List / Print Labels, the last button on the bottom row. This will bring you to the export screen and allow you to export the customer list. The screen can be seen below.



On this screen, there are a number of options that we are going to both select and unselect according to the data that we would like to export. In this case, starting from the left hand side we will move to the right. Under the Exporting Fields options (right below the Customer QuickPick and Item QuickPick buttons), we want to uncheck the first box labeled 'when exporting to a file, print a Header Line Prior to the Customer Data'. We don't need the header field because we will be importing these data into another program. Below that, we are going to make sure that only the first two boxes, labeled 'Export or Print the First Name' and 'Export or Print the Last Name', and the last box labeled 'export the email address' are checked. Uncheck all the other boxes in this section

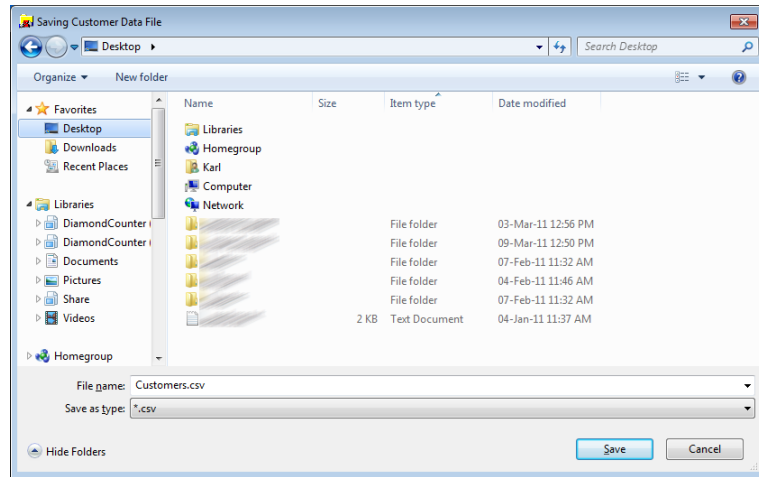
After we're done with the Exporting fields section, we can move on to the Address Details section. On this section, the only options you'll absolutely need to select are the second box 'Last Name must be specified', and the last box 'Email Address must be specified'. This will ensure that you get only people that have an email address on file. Once these options are selected, we can move on to exporting the file.



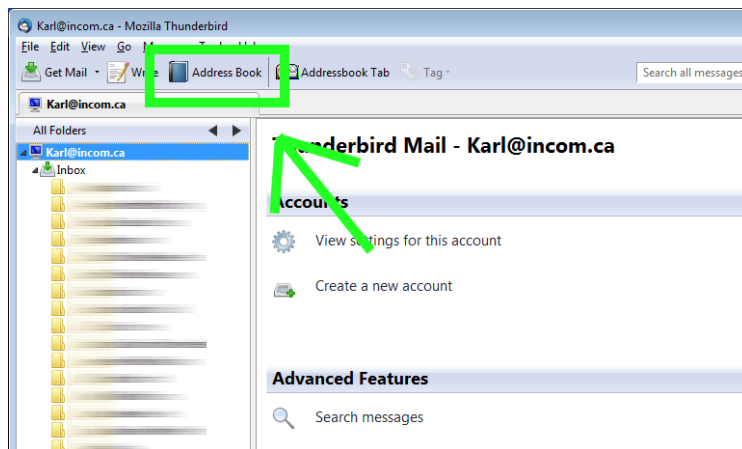


Once the options have been selected, you can click on the 'Export XXX Customers' button in the top right-hand corner of the screen. The 'xxx' will be replaced with however many customers there are to export. As soon as you click the button, you'll be presented with a

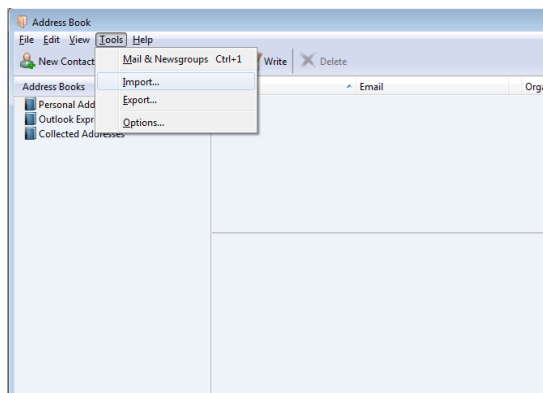
save dialog box where you can choose the file name and the save location. I recommend saving the file on the Windows desktop so you can easily find it when required. The default name is 'Customers.csv' but you can change that to whatever you like. A CSV file is 'Comma Separated'. These files use commas to separate their columns. They open in Microsoft Excel or OpenOffice Calc. They can also be opened with Google Docs Spreadsheet.



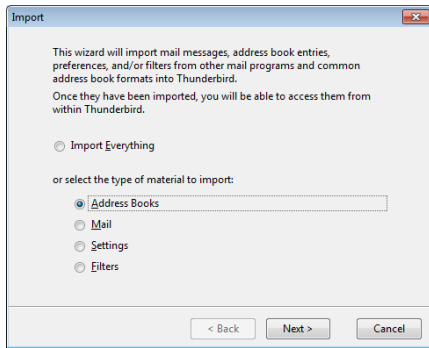
Step 2: Importing Your Customer List into Mozilla Thunderbird



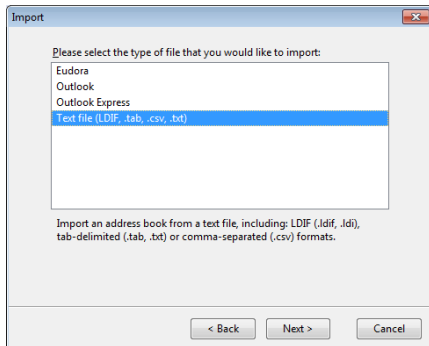
Once the file has been saved it can be imported into Mozilla Thunderbird. Once you've installed Thunderbird and correctly configured it with your ISP username and password, you can add the CSV file we just exported to it quite easily. First, open Thunderbird and click on the Address Book button



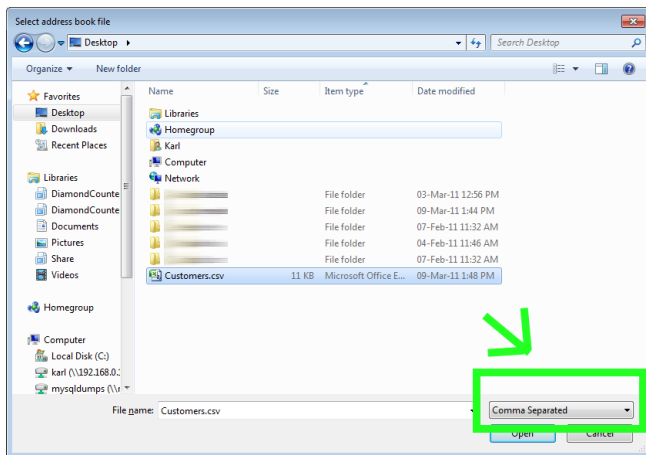
Once the address book opens up, you'll go to Tools | Import... to open the import menu



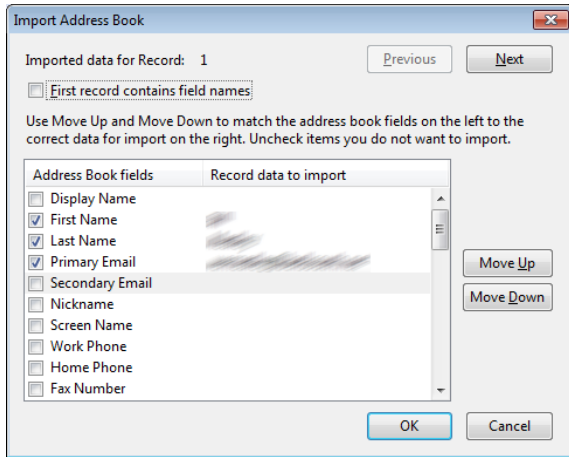
Once in the import menu, there are a few basic steps to cover. First, select the Address Books option and click Next.



On the next screen, select the Text File option and click Next.

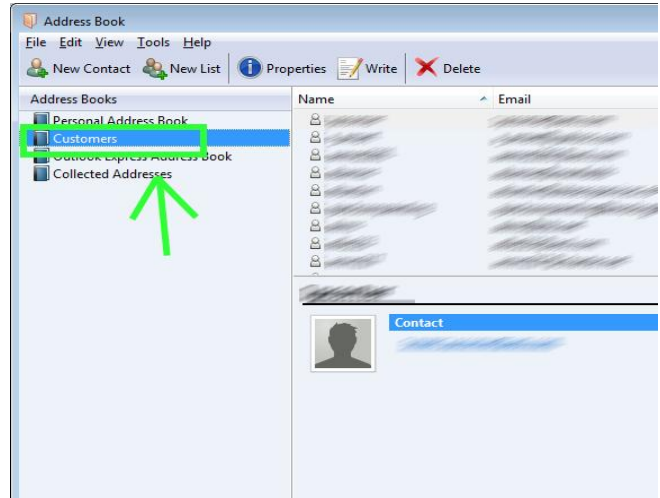
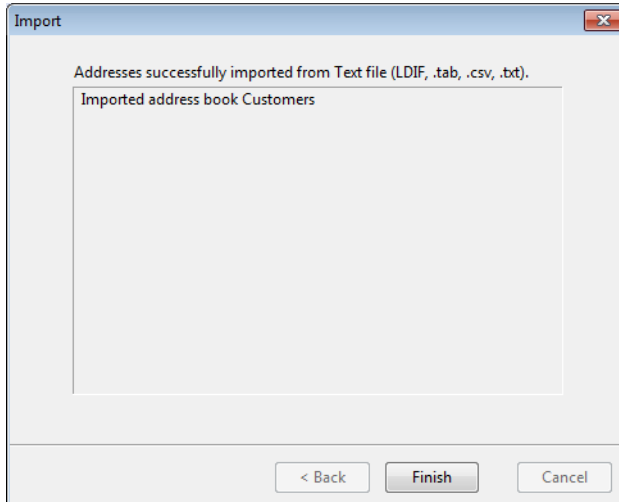


On the next screen, navigate to where you saved the CSV file (the Windows desktop was suggested). Then in the bottom right-hand corner of the window, click the drop down and select 'Comma Separated' as the option, then click on your customer list file and click Open.

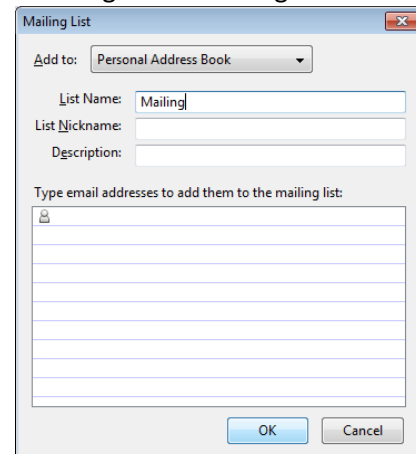
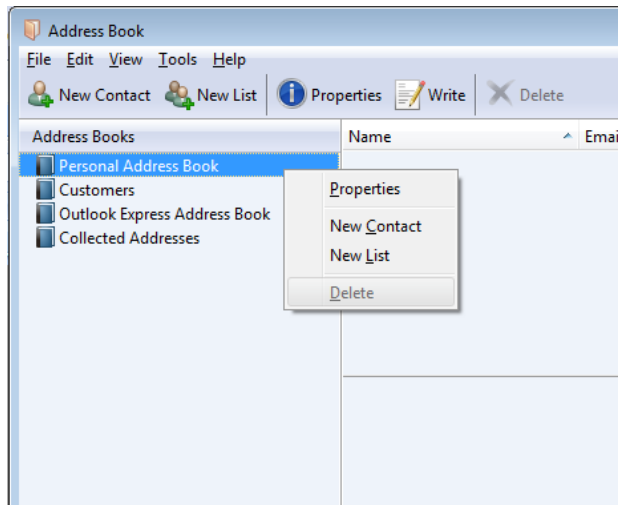


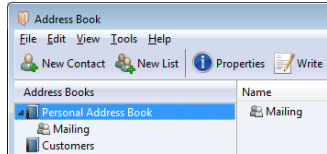
Once you've selected your file, you have to go through and make sure only the fields you want are selected for import. You may uncheck the first option at the top that says 'First record contains field names'. After that, uncheck all of the other options except for First Name, Last Name, and Primary Email Address. You can also move these options around as required by clicking the 'Move Up' and 'Move Down' on the right-hand side of the window until they are in the required places (for example, First Name should be next to the person's first name. Last Name should be next to the person's last name, and Primary Email Address should be next to the primary email address for the person).

Once you've completed this, you can move on and click OK in the bottom right-hand corner to merge the addresses into Thunderbird.



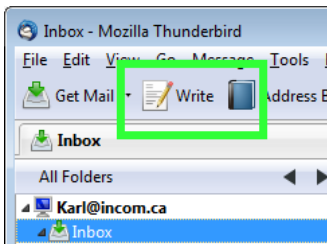
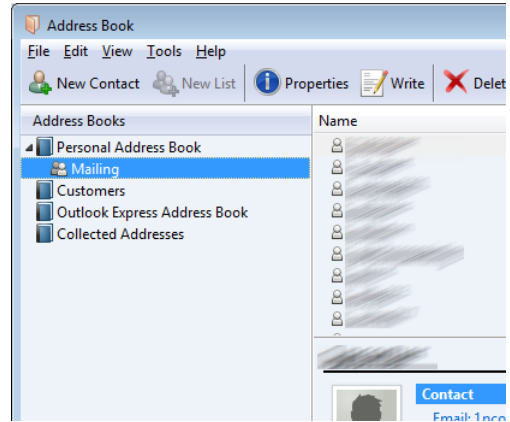
Now that you've got all of your customers added to the address book, right-click on the 'Personal Address Book' and click New List. Give the New List a name like 'Mailing' or something similar.



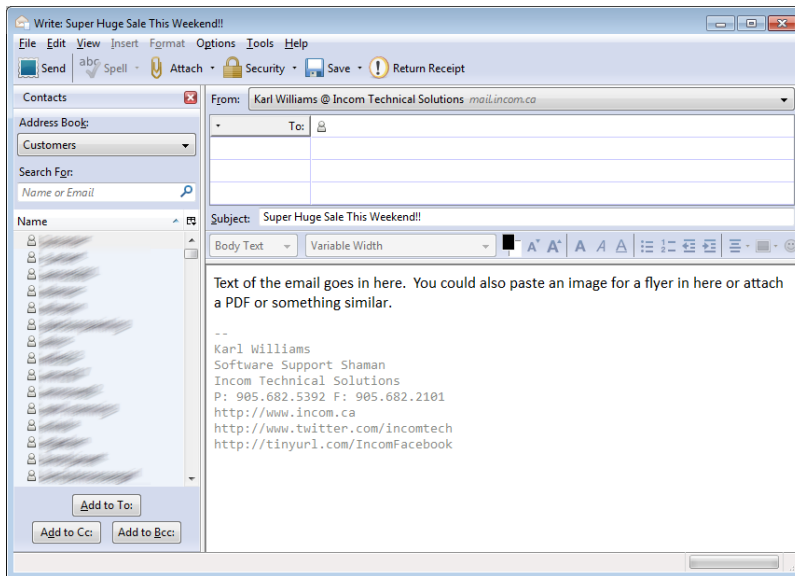


Once you click Finish on the Import dialog box, you'll be able to view the address book that has been created for your customers. To make it a bit easier to manage, click on your Customers address book so all

the customers get listed on the top right hand pane. From there, click on the first customer listed and hold the SHIFT key on the keyboard. While still holding the SHIFT key click on the slider on the right-hand side of that pane and drag all the way to the bottom and click on the last entry in the address book. This will highlight all of the entries in the address book. Once you've done that, click and hold anywhere on the list and drag them to the list you created in the Personal Address Book. Now all of those emails will be available in that list.

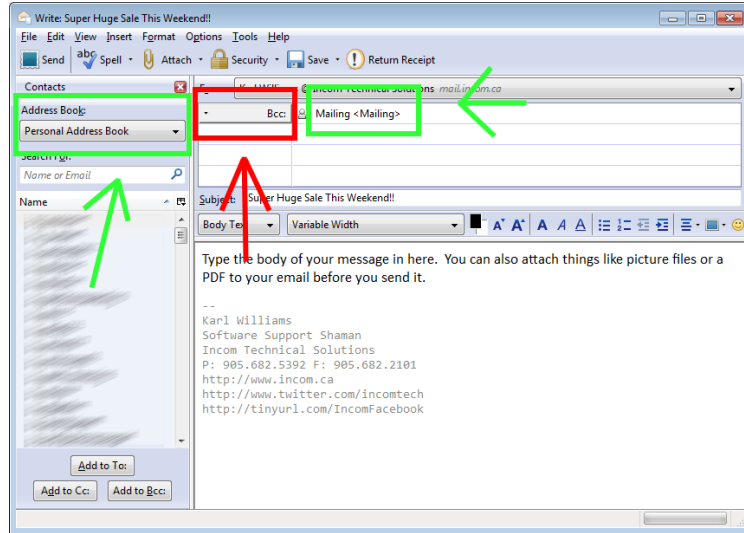


To send email to all of your customers, you'll have to navigate back to Thunderbird's main screen and click the Write button. Once the write button has been clicked, the Create New Email window will open, where you can fashion your email to your clients.

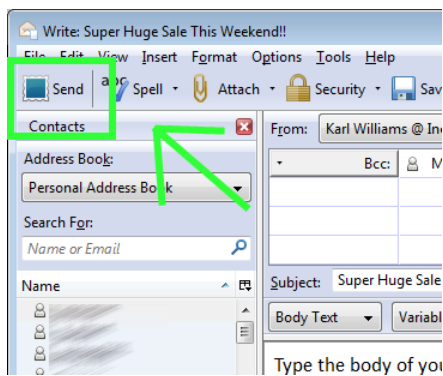


Add a subject to your email and type the body of it. You can also attach a PDF or an image for a flyer or whatever you like. Feel free to use your imagination. Just remember that if you do attach something like a picture or PDF, make sure that it's of small size. Many people receive emails on Smart Devices (iPhone, BlackBerry, Droid and the like) and may not appreciate having to download a huge file or image when they only have limited bandwidth to do so.

Once you're happy with the way your email is set up, you must select the Personal Address Book on the left-hand side of the New Mail window from the Address Book drop-down. Once you've done that, click in the address field and type the name of the list you created in the field. For example, mine was named 'mailing' so I typed that into the field. Now that you've got the list selected, click on the part to the left of that that says 'To:' and change that to 'Bcc:'.



This part is **very important! If you do not select BCC (blind carbon copy) everybody will see everybody else's email addresses!** Not only is this rude, but it can set people up for unwanted spam messages and upset your client base a great deal. You do not want to do this! **Make sure you set the email to BCC!**



Once this has been configured correctly and you have made sure that the email is being sent as a BCC or Blind Carbon Copy, click the Send button, and the emails will be sent to their destinations.

Please be mindful that you may receive some emails back that will request you to remove them from the mailing list. Please grant their requests to do so, and send them one more email informing them that you have done so. Remove their email address from both Thunderbird and from DiamondCounter to ensure that they no longer receive further correspondence. Please also

understand that sometimes people will change their email addresses or they may have been typed in wrong, resulting in a 'bounce' from a Mailer Daemon. Take note of the emails that have done this and remove them from both the list and from DiamondCounter to prevent this in the future.