

Export customers

Screenshot_2020-04-29_at_19.1 Getting started

In this article, you can find information about e-commerce customer export with various filter options to a .csv file, that will help to export the exact type of customers that have an account on the e-commerce platform.

info2.svg **Remember**

You can find information regarding the Beauty Advisor customer export in the **[UNDER CONSTRUCTION]** article.

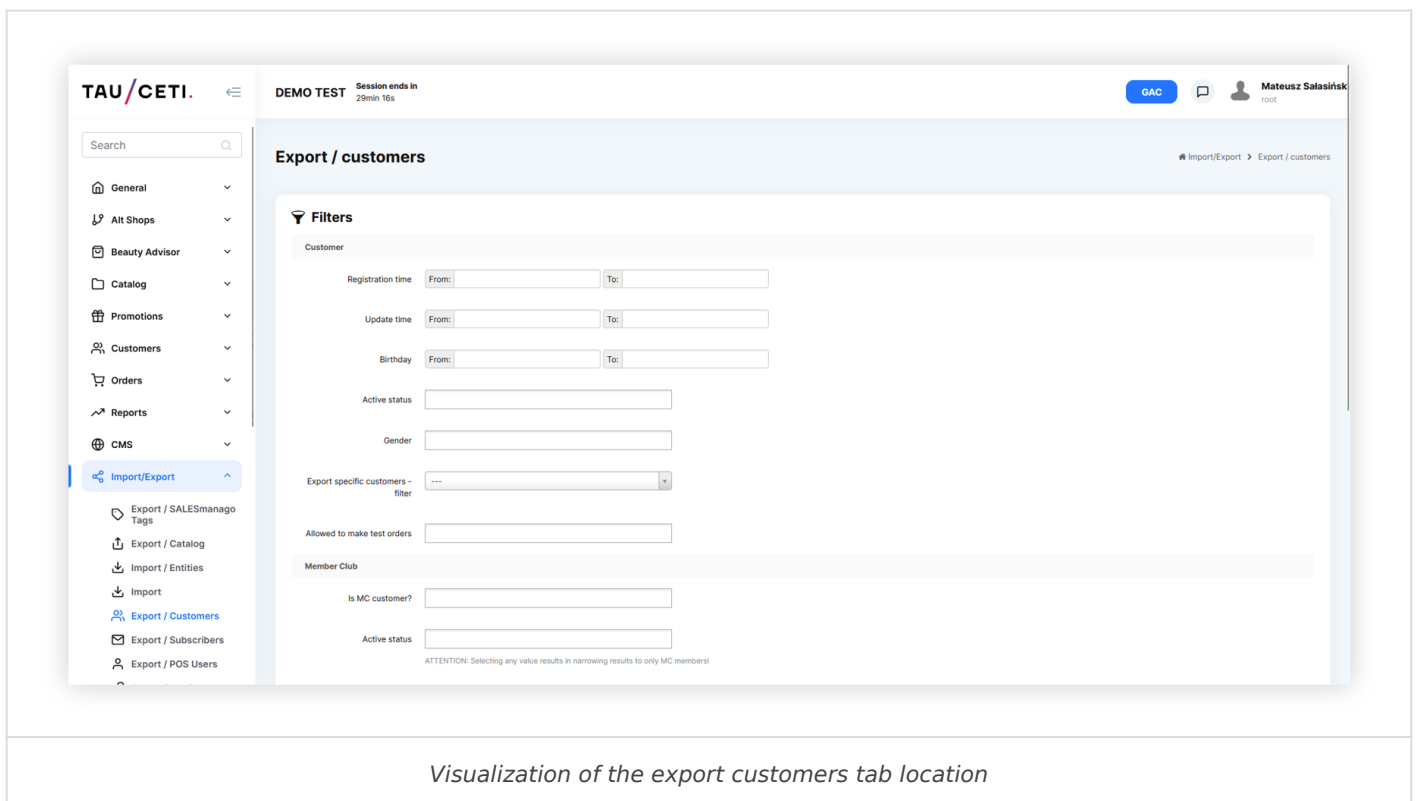


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Exporting the e-commerce customers

E-commerce customer export can be found in

Import / Export > Export / customers

Below you can find all filter options to customize your export to your needs.

Filters

Customer

Registration time From: To:

Update time From: To:

Birthday From: To:

Active status

Gender

Export specific customers - filter

Allowed to make test orders

Member Club

Is MC customer?

Active status

ATTENTION: Selecting any value results in narrowing results to only MC members!

MC title

ATTENTION: Selecting any value results in narrowing results to only MC members!

Orders

Orders count From: To:

Orders placement dates From: To:

ATTENTION: Using this filter requires non-zero "orders count: from" value!

Options

Show MD5 e-mail hash column

Export opt_out_mobile

Export opt_out_email

Export agreements

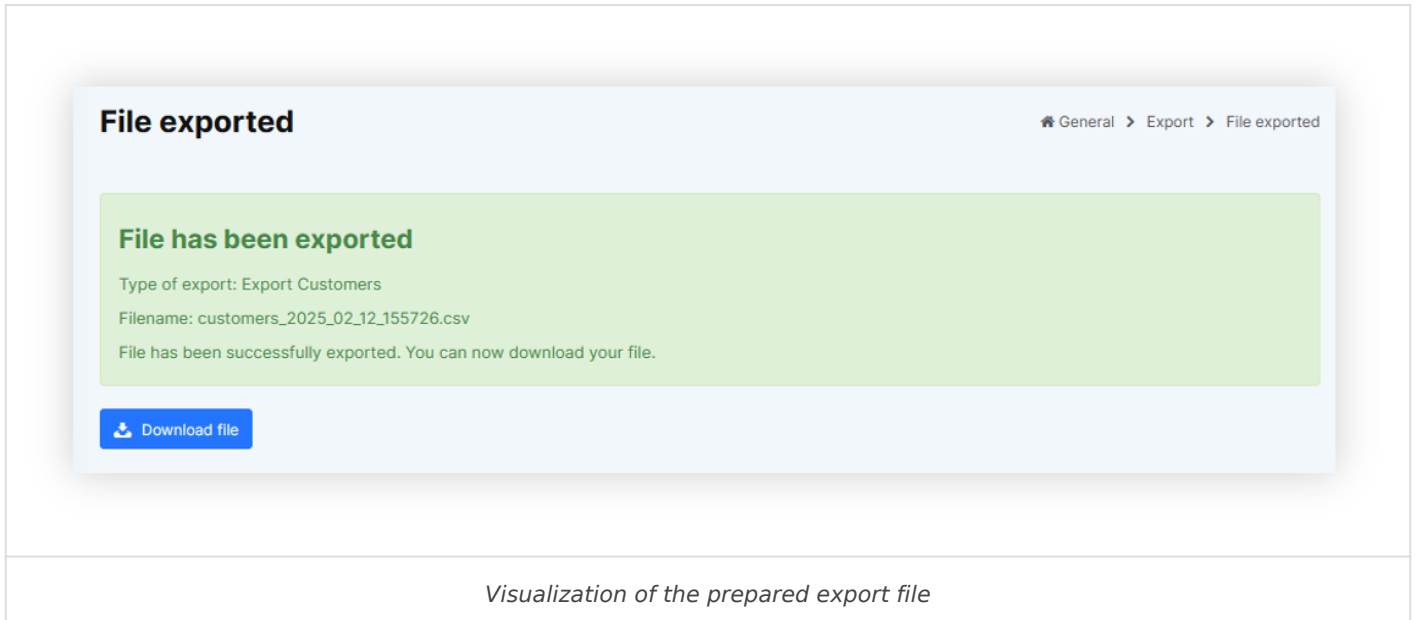
Export

Clear filters

- **Registration time** - A range of dates when customers registered on an e-commerce platform.
- **Update time** - A range of dates whenever customer information has been updated.
- **Birthday** - A range of dates of customer birthdays.
- **Active status** - Customers current status. Available statuses are: **Inactive, Active, Waiting for activation, One-time**
- **Gender** - Customers gender. Available options are **Man, Woman, Not specified**.
- **Export specific customers - filter** - A filter which allows to specify customers by their:
 - **E-mail**
 - **ID**
 - **JOY ID**
- **Specific customers data** - A field where you should put specific customer data with a ";" separator, data will be filtered according to the selected filter. This field is only visible whenever the **Export specific customers - filter** is selected. Example (with email filter selected): example@example.com;example2@example.com;example3@example.com
- **Allowed to make test orders** - A **Yes / No** selection if customers are able to make test orders. This is defined by the "**Allowed to make test orders**" tickbox in the customers profile.
- **is MC customer?** - A **Yes / No** selection if a customer has a member club rank. All countries that use Member club functionality for various customer ranks (i.e. on Poland Default / Silver / Gold) are MC customers.
- **Active status** - Customers member club current status. This field only filters the member club customers
- **MC title** - Member club title assigned to the customers (in the case of Poland it can be T0 / TS / TG). This field only filters the member club customers.
- **Orders count** - A range of numbers of created orders on the website.
- **Orders placement dates** - A range of dates when customers have placed new orders using the e-commerce platform. Using this filter requires a non-zero "**orders count: from** " value.
- **Show MD5 e-mail hash column** - Shows customers MD5 e-mail hash column in the report.
- **Export opt-out_mobile** - Shows customers current mobile communication subscription status.
- **Export opt_out_email** - Shows customers current e-mail communication subscription status.
- **Export agreements** -Exports all available agreements as columns and defines which customers have agreed to the selected agreements.
- **Export FIDEN2 cards** -Exports customers FIDEN2 card information. The exported fields are:
 - **cards_active** - A list of customers active FIDEN2 cards
 - **cards_waiting** - The number of points waiting to be assigned to the selected customer FIDEN2 cards.
 - **cards_balance** - Current FIDEN2 balance

- **cards_balance_time** - A date of last balance change for the selected customer.
- **Only customers which manually assigned retail card** - A tickbox which defines if only customers with manually assigned retail cards should be exported.

With selected filters you can export customers using the **Export** button or clear all filters by using the **Clear filters** button.

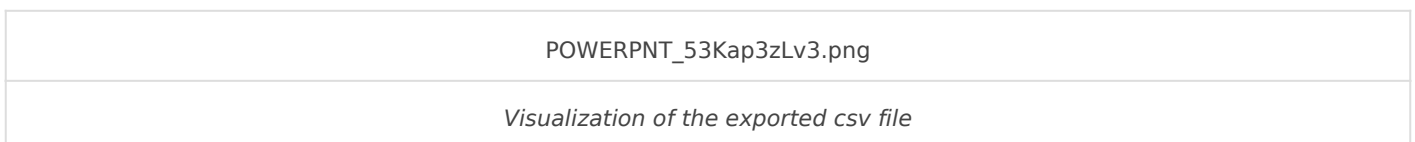


With exported file you are able to download it to your device using the **Download file** button.

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Exported file overview

The exported file will be in a **.csv** format with an export date and hour in it's file name (i.e. **customers_2023_08_16_131359**)



By default in the exported customers file you can find the following columns:

- **id** - Customers internal ID. Example: **123456**
- **first_name** - Customers name. Example: **Jan**

- **last_name** - Customers surname. Example: **Kowalski**
- **street** - Main street name. Example: **Uliczna**
- **building** - Main building number. Example: **123**
- **flat** - Main flat number. Example: **2**
- **city** - Main city name. Example: **Warsaw**
- **postal_code** - Main postal code. Example: **12-345**
- **email** - Customers e-mail address. Example: **test@example.com**
- **mobile** - Customers mobile number with a country code. Example: **48123123123**
- **birthday** - Customers birthday date. Example: **01-01-1990**
- **gender** - Customers gender (if selected). Example: **Man**

With additional fields dependent on selected options:

- **md5_email** - Customers MD5 email value. Example: **26h2cb31af663cdccaa2779c9d165a0b**
- **opt out mobile** - Customers mobile communication current status. If the customer is opted in this value will be **empty**. If the customer is opted out the value will be set to **Opted out**.
- **opt out email** - Customers e-mail communication current status. If the customer is opted in this value will be **empty**. If the customer is opted out the value will be set to **Opted out**.
- **Customers agreement status to the selected agreements** - These fields will have different column names depending on the country and selected agreements (i.e. **terms_of_service_vpi**, **data_processing_mc**). Whenever the customer has agreed to the selected agreement there will be a "**Selected**" value in the column. If the customer has not agreed to the agreement the field will be empty.
- **cards_active** - A list of customers active FIDEN2 cards. Example: **123456789, 987654321**.
- **cards_waiting** - The number of points waiting to be assigned to the selected customer cards. Example: **123**
- **cards_balance** - Current FIDEN2 balance Example: **5333**
- **cards_balance_time** - A date of last balance change for the selected customer. Example: **05-08-2023**

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