

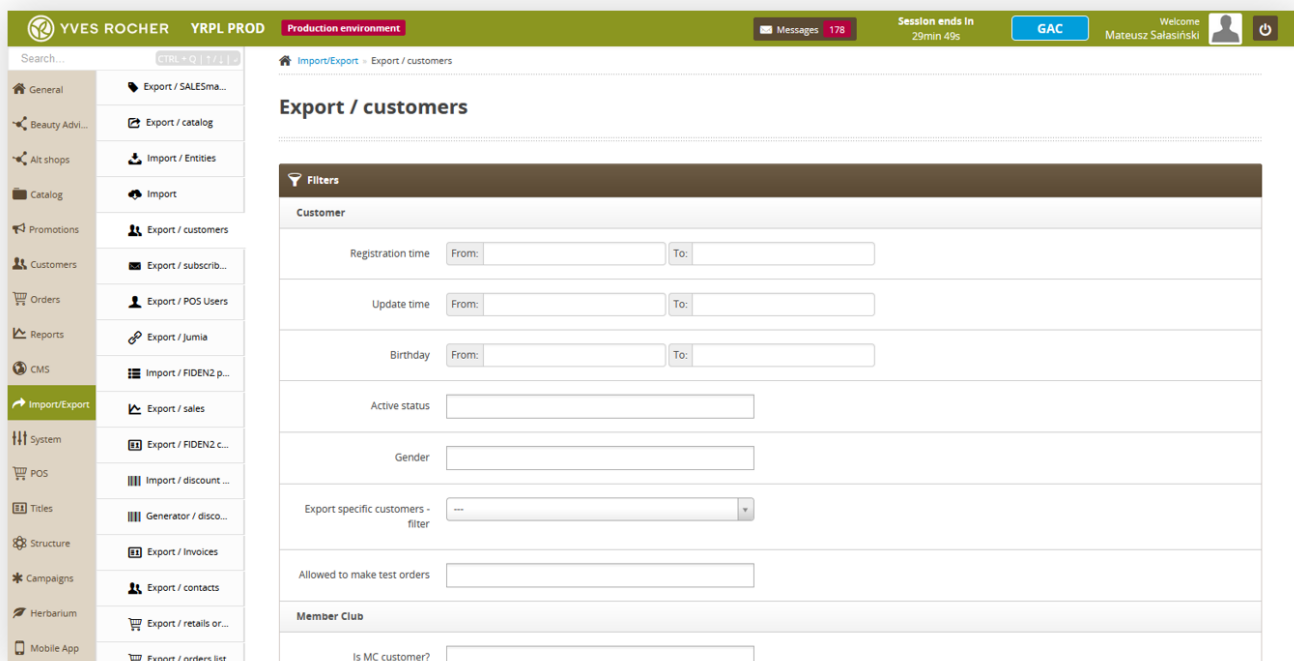
# Export customers

## / Getting started

In this article, you can find information about Yves Rocher 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 Yves Rocher e-commerce platform.

### Remember

It is recommended to not queue multiple exports at the same time, as they are resource heavy, and multiple queues will impose a heavy load on the server.



The screenshot displays the Yves Rocher e-commerce platform interface. The top navigation bar includes the Yves Rocher logo, 'YRPL PROD', 'Production environment', 'Messages 178', 'Session ends In 29min 49s', a 'GAC' button, and a user profile 'Welcome Mateusz Salasinski'. The left sidebar contains a search bar and a list of menu items: General, Beauty Adv..., Alt shops, Catalog, Promotions, Customers, Orders, Reports, CMS, Import/Export (highlighted), System, POS, Titles, Structure, Campaigns, Herbarium, and Mobile App. The 'Import/Export' menu item is expanded, showing a list of options: Export / SALESma..., Export / catalog, Import / Entities, Import, Export / customers (selected), Export / subscrib..., Export / POS Users, Export / Jumia, Import / FIDEN2 p..., Export / sales, Export / FIDEN2 c..., Import / discount..., Generator / disco..., Export / Invoices, Export / contacts, Export / retails or..., and Export / orders list. The main content area is titled 'Export / customers' and features a 'Filters' section with the following options: 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, and Is MC customer? ([ ]).

*Visualization of the export customers tab location*

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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 ☐

Extended export ☐

Export FIDEN2 cards ☐

Only customers which manually assigned retail card ☐

- **Registration time** - A range of dates when customers registered on an Yves Rocher 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 customer 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 Yves Rocher 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.
- **Extended export** - Exports customers with the following additional columns:
  - **Company\_name** - A company name value from the customer profile (if available).
  - **Tax\_id** - Tax ID value from the customer profile (if available).
  - **Company\_id** - Company ID value from the customer profile (if available).
  - **Date\_of\_registration** - registration date on the website in DD-MM-YYYY format.

- **SOURCE\_CUSTOMER\_ID** - Source from where customer registered.
- **StreetNumber** - A combination of building and flat values in one cell separated by the vertical bar "|" (e.g, 3a | 1)
- **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.

### File exported


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#### File has been exported

Type of export: Export Customers

Filename: customers\_2023\_08\_17\_142326.csv

File has been successfully exported. You can now download your file.

 Download file

Visualization of the prepared export file

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

## / 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**)

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
id	first_name	last_name	street	building	flat	city	postal_code	email	mobile	birthday	gender	md5_email	Opt out m	Opt out e	processing	newsletter	terms_of_data	proc	terms_of_mobile	ncards_active	cards_waiting	cards_balance	cards_balance_time	
429231											F	13b2cb31	Opted out	Opted out			Selected						0	02/08/2023 22:22
429232											F	1c1c1f828	Opted out	Opted out			Selected						0	02/08/2023 06:13
429233											F	1170450adc0430da44	Opted out				Selected						0	02/08/2023 07:02

Visualization of the exported csv file

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**
- **Company\_name** - A company name value from the customer profile (if available).

- **Tax\_id** - Tax ID value from the customer profile (if available).
  - **Company\_id** - Company ID value from the customer profile (if available).
  - **Date\_of\_registration** - registration date on the website in DD-MM-YYYY format.
  - **SOURCE\_CUSTOMER\_ID** - Source from where customer registered.
  - **StreetNumber** - A combination of building and flat values in one cell separated by the vertical bar "|" (e.g, 3a | 1)
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