Email Management
Tutorial

WarehouseTWO®
Inventory-Sharing Solution

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Overview _____ Back to Contents

This tutorial lists every type of email that someone at your company might receive as a consequence of your company's participation at WarehouseTWO. It also explains what triggers each of these emails and how to control which email addresses receive which emails.

How WarehouseTWO Captures Emails _____ Back to Contents

WarehouseTWO captures your employees' email addresses in these ways:

User accounts: a valid email address must be assigned to every user account tied to your company's member account. Refer to the "Users" tab (❶) in Figure 1 below. We add every one of these email addresses to our marketing communication email tool.

Location records: a valid email address must be assigned to every location record tied to your company's member account. (We do not add these email addresses to our marketing communication email tool.) Refer to the "Locations" tab (❷) in Figure 1 below.

Payment method "Credit Card": a valid email address must be entered in the "Payment" tab in the "Account Settings" section. (We do not add these email addresses to our marketing communication email tool.) Refer to the "Payment" tab (❸) in Figure 1 below.

For more information about user accounts, location records and payment methods, refer to our **ACCOUNT MAINTENANCE** [tutorial document](#).
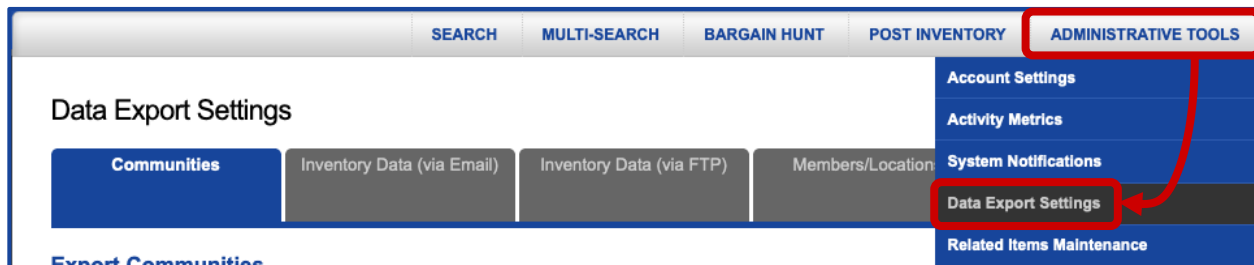
Figure 1: Default settings: where email addresses are captured and stored in a WarehouseTWO member account.
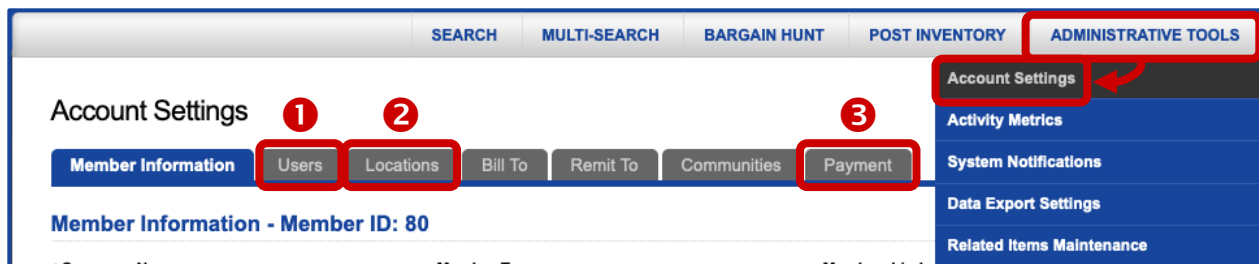
"Data Export" functionality: when activated, valid email address can be entered in this functionality. (We do not add these email addresses to our marketing communication email tool.) Refer to the tabs

displayed in the "Data Exports" section of the WarehouseTWO website, shown in Figure 2 below. For more information about this functionality, refer to our **DATA EXPORT** tutorial document.

Figure 2: Where email addresses are captured and stored in "Data Export" functionality

"System Notifications" functionality: when activated, valid email address can be entered in this functionality. (We do not add these email addresses to our marketing communication email tool.) For more information about this functionality, refer to our **ADVANCED SYSTEM NOTIFICATIONS** tutorial document.

Figure 3: Where email addresses are captured and stored in "System Notifications" functionality

Manufacturer's Distributor Activity Report: when activated, a valid email address can be entered in this functionality. (We do not add these email addresses to our marketing communication email tool.) For more information about this functionality, refer to our **MANUFACTURER'S DISTRIBUTOR ACTIVITY REPORT** tutorial document.

Figure 4: Additional email addresses entered in the "Manufacturer's Distributor Activity Report" web page
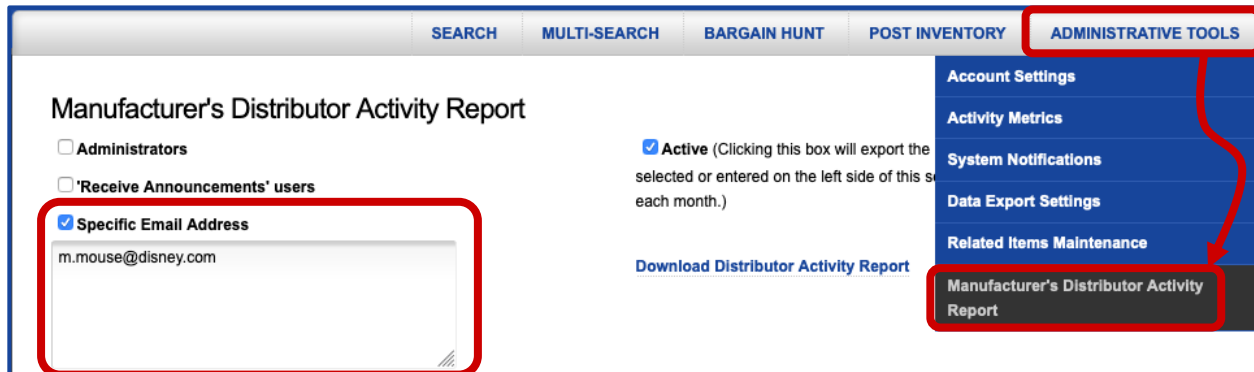
Emails sent to WarehouseTWO: we add to our marketing communication tool the email address of any employee who contacts us via email, regardless of whether or not that employee has a user account tied to your company's member account. We add every one of these email addresses to our marketing communication email tool.

Types of Emails _____

The WarehouseTWO system generates these types of emails:

1. User-Triggered Emails (may be scheduled)
2. Event-Triggered Emails
3. Automated Emails (system-generated)
4. Emails Sent by Others
5. Marketing/Communication Emails

Details:

1. User-Triggered Emails (may be scheduled)

These emails are sent by a user taking action at the WarehouseTWO website or scheduled to be sent automatically.

Email	Who receives this email	Tutorial Reference and Comments
Advanced Data Export File (via Email)	email address entered in this functionality's website page	DATA EXPORT
Advanced Data Export File Too Large Notification	email address entered in this functionality's website page	DATA EXPORT
Forwarded Search Results	email address entered in this functionality's website page; sender's email address is cc'd	SEARCH
Inventory Data Export File (via Email)	email address entered in this functionality's website page	DATA EXPORT
Inventory Data Export File Too Large Notification	email address entered in this functionality's website page	DATA EXPORT
Login Reset Code	user who requested reset code	This email provides a temporary code that is used to terminate the user's open login session.
Login Reset Success	user who requested reset code	This email explains how to avoid needing a reset code in the future.
Manufacturer's Distributor Activity Report	selectable: administrators, "Receive Announcements" non-administrators, email addresses entered in functionality website page	MANUFACTURER'S DISTRIBUTOR ACTIVITY REPORT
Password Retrieval	email address entered in this functionality's website page	Password retrieval webpage
Request for Account Changes Acknowledgment	administrator who requested changes	ACCOUNT MAINTENANCE

2. Event-Triggered Emails

These emails are sent automatically by the WarehouseTWO system based on system-defined conditions.

Email	Who receives this email	Tutorial Reference and Comments
Advanced Data Export (via FTP) Failure	administrators, "Receive Announcements" users, other selected email addresses	DATA EXPORT
Advanced Data Export (via FTP) Success	administrators, "Receive Announcements" users, other selected email addresses	DATA EXPORT
Forward Item Detail View	email address entered in this functionality's website page	SEARCH
Forward Search Results Export	email address entered in this functionality's website page	SEARCH
Guest Access to Tutorials Hyperlink	email address entered in this functionality's website page	Email contains a link via which to view on-line tutorials library
Inventory Data Expiration Notification	administrators, "Receive Reminders" users, other selected email addresses	ADVANCED SYSTEM NOTIFICATIONS
Inventory Data Export (via FTP) Failure	administrators, "Receive Announcements" users, other selected email addresses	ADVANCED SYSTEM NOTIFICATIONS
Inventory Data Export (via FTP) Success	administrators, "Receive Announcements" users, other selected email addresses	ADVANCED SYSTEM NOTIFICATIONS
Inventory Data Import (via FTP) Failure	administrators, "Receive Announcements" users, other selected email addresses	ADVANCED SYSTEM NOTIFICATIONS
Inventory Data Import (via FTP) Success	administrators, "Receive Announcements" users, other selected email addresses	ADVANCED SYSTEM NOTIFICATIONS
New Member Account Activation Notification	member account administrators	This email indicates that a new member account has been activated.
New Member Account Registration Acknowledgment	new member account registrant	This email acknowledges that a new account registration has been completed and is pending acceptance.
Posted Inventory Records Below Threshold Value	administrators, "Receive Announcements" users, other selected email addresses	ADVANCED SYSTEM NOTIFICATIONS
Sales Inquiry (from another WTWO member)	location record contact email address	SEARCH
Sales Inquiry Response (from another WTWO member)	email address entered by user who sent the Sales Inquiry email	SEARCH

3. Automated Emails (system-generated)

These emails are sent automatically by the WarehouseTWO system.

Email	Who receives this email	Tutorial Reference and Comments
Member Activity Metrics	administrators, "Receive Announcements" users, other selected email addresses	ADVANCED SYSTEM NOTIFICATIONS
Membership subscription credit card charge receipt	email address entered in "Payment" tab in "Account Settings"	ACCOUNT MAINTENANCE
New Members Notification	administrators, "Receive Announcements" users, other selected email addresses	ADVANCED SYSTEM NOTIFICATIONS

4. Emails Sent by Others

These emails are sent by other WarehouseTWO members or WEB MARKET inquirers.

Email	Who receives this email	Tutorial Reference and Comments
Broadcast Request (sent by other members' users)	location record contact email address; sender's email address is cc'd	BROADCAST REQUEST
Broadcast Request replies (in response to your users' Broadcast Requests)	email address entered by user who sent the Broadcast Request email	BROADCAST REQUEST
Web Market inquiries	location record contact email address	WEB MARKET

5. Marketing/Communication Emails

WarehouseTWO adds every user's email address to a separate marketing/communication contact database, stored in a third-party email marketing service. Any user can "unsubscribe" from these emails by clicking on the "SafeUnsubscribe" link displayed at the bottom of all these emails.

Email	Who receives this email	frequency
"Tip" on how to use WarehouseTWO	administrators	monthly
important announcements	administrators, "Receive Announcement" users	as needed
training webinar schedule	all contacts	3 times per year
user survey invitation	active administrators and users	annually, up to three emails
e-newsletter	all contacts	monthly

Overriding Default Email Settings _____

Default system settings that determine which email addresses receive which system-generated emails can be overridden. Refer to our **ADVANCED SYSTEM NOTIFICATIONS** tutorial document for details.

How to Unblock Important Emails _____

To ensure that all legitimate WarehouseTWO-sponsored emails are reaching the appropriate email addresses in your company, unblock in your company's email spam blocking system emails that meet these criteria:

WarehouseTWO System-Generated Emails

WarehouseTWO system-generated emails, including those for which the sender email address is not a WarehouseTWO email address (such as BROADCAST REQUEST, FORWARD VIA EMAIL and SEND EMAIL TO SELLER emails sent by other WarehouseTWO users) originate from these sources:

- email server IP address: 104.40.18.92
- email server name: warehousetwo.com

Customer Support Emails

Our customer support emails are sent from a third-party service (Microsoft Office 365), and have sender email addresses with the domain @warehousetwo.com.

Monthly credit card receipt emails are sent from a third-party service (Authorize.net). These emails show the sender email address as customerservice@warehousetwo.com.

Marketing/Communication Emails

Our marketing emails (e.g., monthly newsletters, training schedule announcements) are sent from a third-party service (Constant Contact). These emails have all of these attributes:

- the sender email address has the domain @warehousetwo.com
- the "envelope from" domain is either @in.constantcontact.com or @in.confirmdcc.com
- the email has been sent form an IP address in the range 208.75.123.0 – 208.75.123.255 or CIDR of 208.75.123.0/24
- the email has been sent from the network/netmask of 208.75.123.0 255.255.255.0

Tips and Tricks_____

To reduce the number of WarehouseTWO-based emails that you and your users receive, while ensuring that critical emails are received by the appropriate person:

1. Rethink "administrator" vs "non-administrator" assignments for your users. We recommend that at least two, but not more than three users be given administrative rights. Most of your users do not need administrative access (for security reasons), and they will get fewer emails if they are not administrators.

2. Check the "Receive Announcements" box on any manager's or owner's non-administrative user account. He/she will get the monthly "activity report" email, which he/she should. But he/she will get very few, if any, other WarehouseTWO-based emails.

3. Instead of entering a single user's email address into the "Contact Email" field in your account's location record, enter a group email address, such as sales@yourcompany.com. By doing this,

you can increase the chances of capturing an order even if one of the users behind the group email address is out of the office.

4. Review your company's spam filter settings to ensure that all WarehouseTWO-sponsored emails are getting through. See the section "Adjusting Your Company's Spam Filters" above for details.

5. Are you getting a lot of "Your Inventory Posting is About to Expire" emails? It may be because you are uploading fresh inventory data at intervals much shorter than your location's expiration period setting. For example, if you post your inventory daily but have your expiration period set to "After 30 Days", you may get expiration reminder emails every day. To avoid this, match your inventory upload frequency to your location's expiration period setting. Or, just before you upload fresh inventory data, delete all previously posted data.

Got a Question?_____Back to Contents

Got a question about this functionality? Let us help:

➤ Email us.

➤ Call us at 650.329.1592 (8am – 2pm Pacific time, USA)

➤ Post your question to our LinkedIn group, WarehouseTWO Users Forum.