



## Updating customer contact information

Syeda Khadija Phool - 2024-11-05 - Managing Customers

The Cartzy admin panel is backed by the best records management system. Once a customer **signs up** with a specific **Email ID** on your store, they can always request you to update their email ID from the system in case they quit using the previous one. This will avoid the duplication of records and the creation of abandoned records in the system.

### **Path: Left side menu > Customers**

You can always update the following information in the customer record if requested or needed:

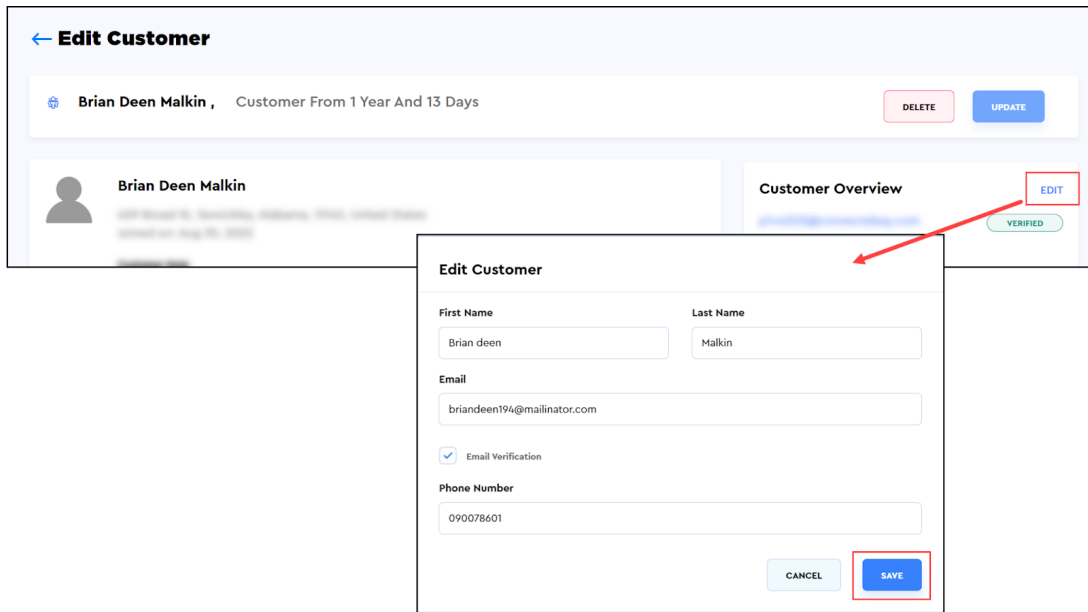
- Name
- Email ID
- Phone Number

To update the customer's contact information, you need to open the customer record in **edit mode** as explained below.

1. On the main **Customers** page, click on the **kebab menu icon** given against the customer record and select the **Edit Customer** option from the dropdown list.

Customer	Email	Subscription	Number Of Orders	Total Spent	Actions
Brian Deen Malkin		UNSUBSCRIBED	1	\$ 25.42	<input checked="" type="checkbox"/> Edit Customer <input type="checkbox"/> Delete customer
Brian Malkin		UNSUBSCRIBED	0	\$ 0.00	<input type="checkbox"/> Edit Customer <input type="checkbox"/> Delete customer

2. The **Edit Customer** page will open. Locate the **Customer Overview** section on the right side of the page, and click **Edit**.
3. The **Edit Customer** popup window will open. Here, you can make the desired updates, and click the **Save** button to save the updated information.



4. When the customer's contact information is updated and saved successfully, the following changes can be seen:

- A **notification** popup containing the success message will appear at the top right corner of the page.
- The **Customer Overview** section will be updated to display the recently saved changes made to the email ID or phone number.
- The customer name will be updated (if changed) on the page as well.

