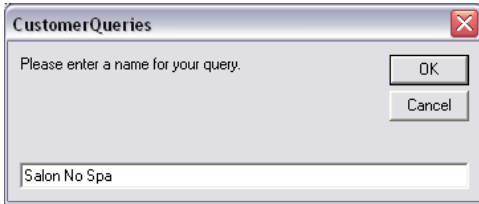# cross marketing query

Find customers that have had a salon service but no spa services.
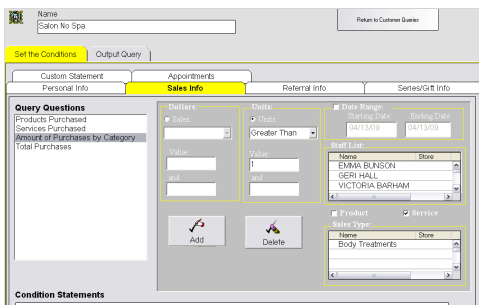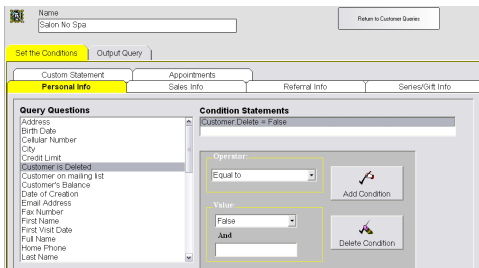

Add the Query

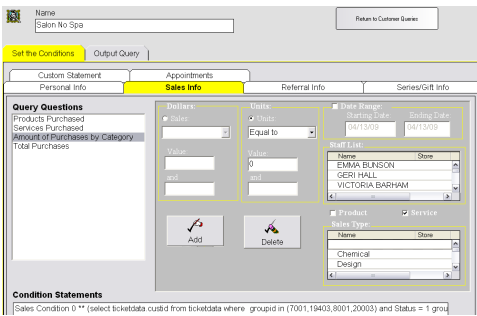*This query will generate a list of your clients who have had a salon service only.*

1. From the SalonBiz®/SpaBiz® menu bar, click on the Communications icon (Envelope).
2. Click on the Queries button.
3. Click the Add button.
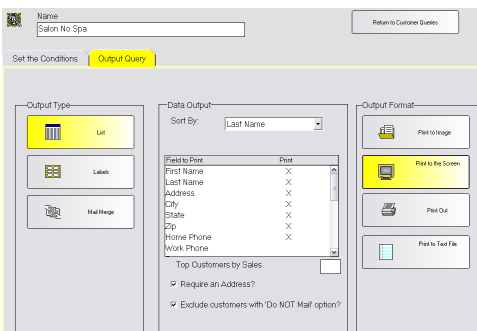4. Type in the name of the query.
5. Click the OK button.

Set the Conditions

1. In the Personal Info tab, highlight by clicking once on Customer is Deleted in the Query Questions field.
2. Select Equal to in the Operator drop down menu.
3. Select False in the Value drop down menu.
4. Click the Add Condition button. You should see the condition in the box under Condition Statements. *Adding this condition will eliminate those clients who have been previously deleted from your database from the list.*

5. Click the Sales Info tab.
6. Highlight by clicking once on Amount of Purchases by Category in the Query Questions field.
7. In the Units field, click on the Units circle, you should see a black dot. Note: You should select units over dollars in most situations because of discounts.
8. Select Greater Than in the Units drop down menu.
9. Type in "1" one in the Value field.
10. Place a check in the Date range box. A date range is optional. Note: It is easiest to highlight over the entire date range and then type in your new date.
11. Place a check in the Service box.
12. Click once to highlight on each salon service category. It is not necessary to hold down the Ctrl key to select multiple categories.
13. Click the Add button. You should see the condition in the box under Condition Statements. *Adding this condition will generate a list of all of your clients that have had one or more salon services.*

14. Remaining in the Sales Info tab, highlight by clicking once on Amount of Purchases by Category in the Query Questions field.
15. In the Units field, click on the Units circle, you should see a black dot.
16. In the Units drop down menu, select Equal to.
17. Type in "0" zero in the Value field.
18. Place a check in the Date Range box. The date range is optional however; if you do select a date range you will need to enter the same date range from step 15 above.
19. Place a check in the Service box.
20. Click once to highlight on each spa service category. It is not necessary to hold down the Ctrl key to select multiple categories.
21. Click the Add button. You should see both of the conditions in the box under Condition Statements. *Adding this condition will eliminate those clients from the first condition that have had at least one spa service.*

Output Query

1. Click the Output Query tab.
2. Select the desired output in the Output Type field by clicking once on the box. The box will be highlighted yellow.
3. If you are printing labels, select a label from the drop down menu.
   - If you are planning on mailing to the list place a check in the box Require an Address?
   - If you are planning on mailing to the list place a check in the box Exclude customers with 'Do NOT mail' option?
4. In the Field to Print box, double click on the fields you wish to print. There should be an "X" in the Print column.
5. Select by clicking once on the desired output in the Output Format field. Until you familiarize yourself with queries it is good practice to print to the screen. This allows you to check that you have properly set the conditions without wasting paper or labels.