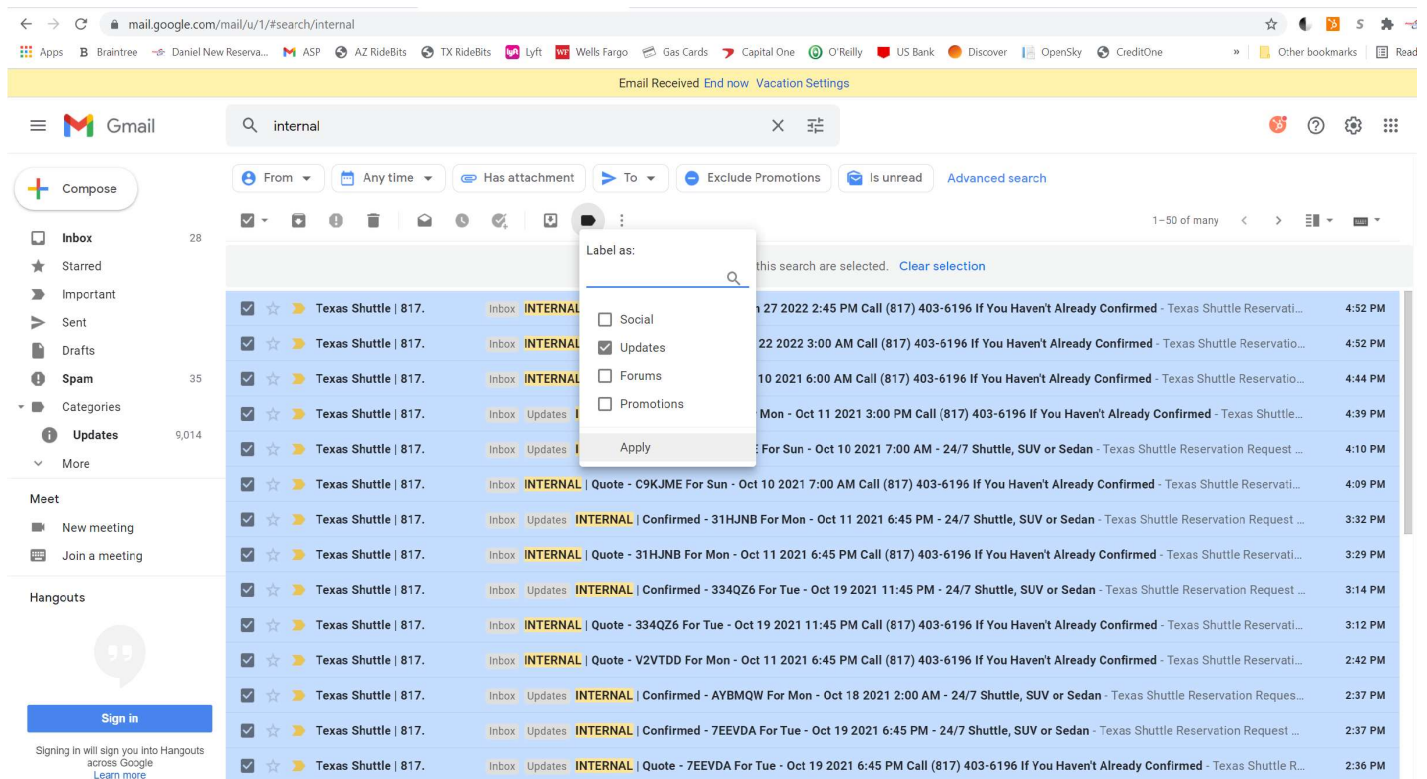


Cleaning Up Gmail

How to move all of the software emails to updates so you can see the important emails from customers

1. Click Inbox and Primary Tab
2. Type “Internal” in Search Mail on the Top in the Middle and Hit Enter
3. Select All Emails by Checking the Square on the Top Left
4. Select All Conversations in Primary using the Blue Link in the Middle.
5. Click Labels
 - ✓ Get Rid of the Negative Signs
 - ✓ Check Updates
 - ✓ Uncheck Promotions
 - ✓ Uncheck Social
 - ✓ Uncheck Forums
6. Click Apply



How to put customer emails that are in updates back into the primary folder, so you can work on them

1. Click on the Updates Tab
2. Look for Emails from Customers that are supposed to be in the Primary Folder.
3. Select the Email or Multiple emails that are not supposed to be there,
4. Click Labels,
 - ✓ Uncheck the Updates box and click Apply.

How to put the spam where it goes

When you see an email that says Website Design, App Design, Trucking, 1st Page on Google, Loads, SEO, search engine optimization or PPC, Select the Email and Mark as Spam.

How to remove emails in spam that are actually customer emails

Click on the spam folder, look through the emails to see if any are from customers or look like RideBits emails, Select the Email and Mark Not Spam to move it back to your inbox.

Customer sent an email and the pickup date is in the past

Most of the time just mark them as done with a green arrow if the trip is complete unless they are asking for a refund.

Thinking about flagging something for management?

Call or Text Maggie first to learn what to do.