



Quick Start Guide to:

Suspending a Drip Marketing Campaign

If, at any point during your Drip Marketing Campaign, you need to stop your Campaign to edit it or for any other reason, you can use the Suspend feature. **Note:** if you are using an anchor or calendar type Drip Marketing Campaign, suspending your Drip Marketing Campaign may result in contacts missing certain Stages of your Campaign, if those Stages are set to execute on the days your Campaign is suspended. However, **for a Duration type Campaign**, suspending a Drip Marketing Campaign will not affect your Campaign. For example, a contact who is on day three of a Drip Marketing Campaign sequence when you suspend your Campaign will be on day four when you relaunch your Campaign, even if that is a month later. The Suspend feature in Drip Marketing is not intended to disrupt Duration type Campaigns in any way.

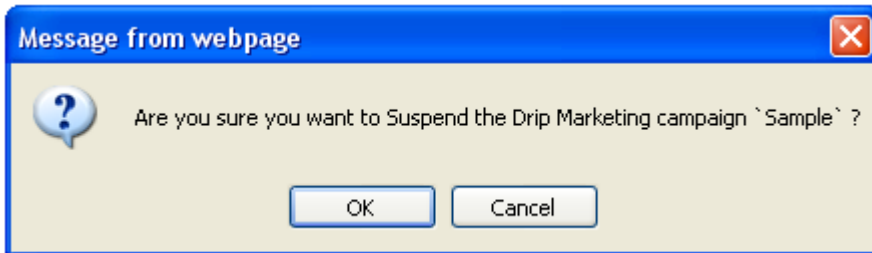
Follow these steps to Suspend your Drip Marketing Campaign:

1. In your Drip Marketing Campaign Manager screen, click on the Suspend button next to the Campaign you wish to Suspend.

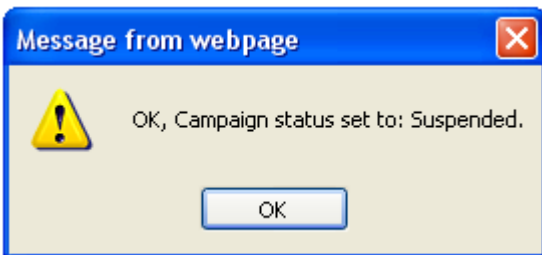
The screenshot shows the 'Sage E-marketing Drip Marketing Campaign Manager' interface. At the top, there are navigation buttons: 'Home', 'New Campaign', 'Copy Campaign', 'Preferences', 'Fast Track', and a help icon. Below these are links for 'Show Legend' and 'Expand All'. The main content is a table with columns: 'Source', 'Type', 'Campaign name', 'Status', 'Sync by', and 'Contacts Stages'. There are two rows of campaigns. The first row, 'Sample', has a green status indicator and a 'Suspend' button highlighted with an orange arrow. The second row, 'Test', has a wrench status indicator and a 'Launch' button. Both rows have 'View', 'Delete', 'List Viewer', and 'Reports' buttons. A dropdown arrow is visible at the end of each row.

Source	Type	Campaign name	Status	Sync by	Contacts	Stages						
		Sample			37	1	Suspend	View	Delete	List Viewer	Reports	
		Test			0	1	Launch	Edit	Delete	List Viewer	Reports	

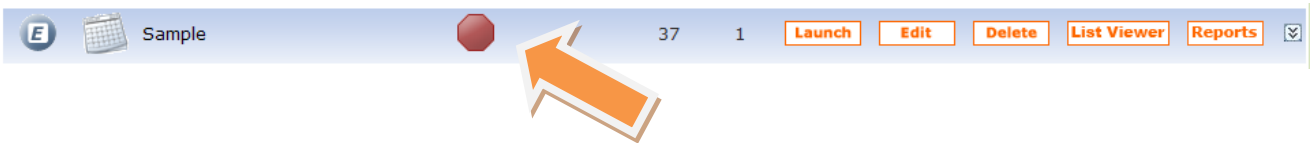
2. A confirmation screen will appear, asking if you really want to suspend the Drip Marketing Campaign. Click OK.



3. A confirmation screen appears, letting you know no further Stages of the Campaign will execute.



4. Your Campaign now appears as being in Suspend mode (indicated by the red octagon), and can be relaunched (using the Launch button) or edited (using the Edit button).



5. That's it! Now you know how to Suspend and relaunch a Drip Marketing Campaign.