

## ADMIN - How To - Manage Expiring Domains

**Purpose of this SQ How To:** To show you how to export and manage expiring domains

**Owner:** Admin

**Applicable to:** Admin

**Of interest to:** D&D

**Customers:** All who have domains with us

**Timescales:** Should be completed at the beginning of each month.


### Introduction

Each month we export the list of domains that are expiring, we then notify the customer who owns them and ask if they wish to renew. If they do, we raise an invoice and then once its paid, we renew (See SQ How to Renew a Domain)

### Exporting the Data

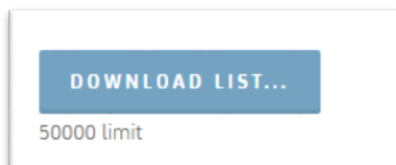
#### Nominet:

1. Log into Nominet
2. Click **Web Domain Manager**
3. Click **Manage Domains**
4. Choose the expiry **From To** this should be the **first** and **last** day of the next calendar month



The screenshot shows two date selection fields. The first field is labeled 'EXPIRY FROM' with an information icon and contains the date '01/03/2018'. The second field is labeled 'EXPIRY TO' with an information icon and contains the date '31/03/2018'.

5. Click **Filter**
6. This now brings up a list of the domains that are expiring next month.
7. Click **Download List**

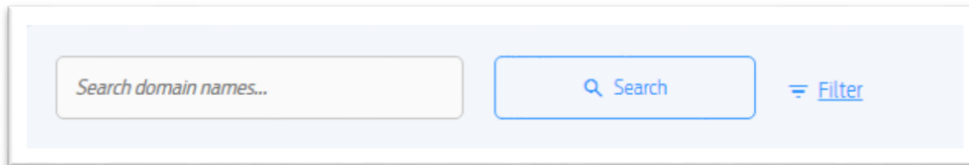


The screenshot shows a blue button labeled 'DOWNLOAD LIST...' with the text '50000 limit' below it.

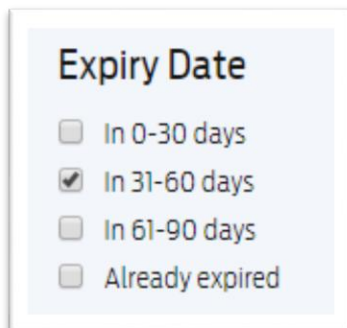
8. This will download a CVS file
9. This data can then be put in the **New Nominet - Current File**
10. This is found on the network: Accounts and HR > Accounts > Domains
11. Under the **Due for Renewal** tab

#### Fasthosts:

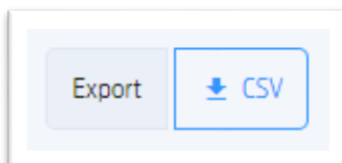
1. Log in to Fasthost
2. Click **Domain Names**
3. Click **Filter**



4. Click Expiry Date – **In 31-60 Days**



5. Click **Apply Filter**
6. Then export this data to a .csv file like in Nominet



7. This data can then be put in the **Fasthosts Domain – Current file**
8. This is found on the network: Accounts and HR > Accounts > Domains
9. Under the **Due for Renewal** tab

## Sending the Mail Merge

1. Collate both sets of data from the Nominet and Fasthost spreadsheets into the Mail Merge tab of the **Fasthosts Domain – Current** file.
2. Populate the **Price** column with the statement according to the domain extension:  
**co.uk:** for co.uk 2 years at £20 + VAT and the maximum renewal period is 10 years at £85 + VAT  
**.com:** for .com 1 year at £20 + VAT and the maximum renewal period is 5 years at £85 + VAT
3. Go to the **MAIL MERGE** document that can be found on the network: Accounts and HR > Accounts > Domains.
4. You can now edit this to add in your details.
5. **Mailings tab > Select Recipients > Use an existing file > Choose Fasthosts Domain file > Choose Mail Merge tab**
6. **Send email Messages**
7. Enter subject title “Your Domain is Due to Expire” Click **Ok**
8. Check your outbox to ensure they have been sent.
9. Update each Spreadsheet with the **Initial Email Reminder** date