

Automated Email Issue: "Membership Level Changed"

Sustainable Tallahassee

May 21, 2020

Please make these emails customizable as are other membership emails:

- "Member level change initiated"
- "Member level change succeeded"

These system emails are the worst looking emails imaginable! When people change their membership level, they are typically wanting to support the organization at a HIGHER monetary level, and they are selecting a new member level that has a higher dues amount.

And for their monetary "gift" to the organization, the acknowledgment email they receive is embarrassing and amateurish looking.

We need to be able to customize these system emails with our logo and appropriate appreciation verbiage to thank and acknowledge their level of commitment and desire to support our organization at a higher level.

Why are these not customizable? Will appreciate these improvements!

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Customize default membership emails

These are the default email templates used for new membership levels. You can modify the default templates and apply your changes to all existing levels, or customize the email template separately for each level.

Membership applications	Renewal reminders	Renewal notifications
Application initiation Sent when member application is submitted and it requires payment or administrator approval	Reminder 1 Sent before renewal date according to level settings	Renewal pending Sent after renewal was initiated and payment is required
Member activation Sent for membership activation	Reminder 2 Sent before renewal date according to level settings	Renewal confirmed Sent after renewal was paid or confirmed manually by administrator
Bundle administrator activation Sent to admins when new bundle is created	Renewal day notice Sent on renewal date	Recurring renewal failed Sent when online recurring payment for renewal has failed
Bundle member activation Sent to confirm bundle membership activation	Grace period email notice Sent to members not renewed on time	Credit card expiry notification Sent two weeks before and on date of credit card expiry. Applies only to Wild Apricot Payments, Authorize.Net, Moneris, Payflow Pro, and Stripe payment gateways.
	Lapsed email notice Sent to members not renewed on time	

Note: the following emails cannot be customized: "Member level change initiated" and "Member level change succeeded"

Here are two recent examples of the embarrassing emails our members received:

Automatic email - May 14, 2020 12:04 PM

Subject: Membership level change completed at Sustainable Tallahassee

Origin: Membership level changed
Champion [view level](#)

Sent by: Automatically by the system

Reply- Sustainable Tallahassee, <admin@sustainabletallahassee.org>
to:

Delivered
[redacted] (copied to admin)
[redacted]@online.com
Email opened
No links clicked
Tracking active until August 12, 2020

Email text Links tracking

Membership level change completed at Sustainable Tallahassee

Dear [redacted],

Your membership level change at Sustainable Tallahassee has been completed.

Your new membership details:
Name: [redacted]
Email: [redacted]
Membership status: Active
Member since: June 04, 2008
Renewal date: May 14, 2021
Membership Level: Champion (\$500.00 (USD))

You can log in at <https://www.sustainabletallahassee.org/> and with your email [redacted] and password.

Don't know your password? Reset it here <https://www.sustainabletallahassee.org/Sys/ResetPasswordRequest>

Automatic email - May 13, 2020 10:43 AM

Subject: Membership level change completed at Sustainable Tallahassee

Origin: Membership level changed
Partner [view level](#)

Sent by: Automatically by the system

Reply- Sustainable Tallahassee, <admin@sustainabletallahassee.org>
to:

Delivered
[redacted] (copied to admin)
[redacted]@gmail.com
Email opened
No links clicked
Tracking active until August 11, 2020

Email text Links tracking

Membership level change completed at Sustainable Tallahassee

Dear [redacted],

Your membership level change at Sustainable Tallahassee has been completed.

Your new membership details:
Name: [redacted]
Email: [redacted]@gmail.com
Membership status: Active
Member since: October 28, 2014
Renewal date: May 13, 2021
Membership Level: Partner (\$100.00 (USD))

You can log in at <https://www.sustainabletallahassee.org/> and with your email [redacted]@gmail.com and password.

Don't know your password? Reset it here <https://www.sustainabletallahassee.org/Sys/ResetPasswordRequest>