



District And Club Database

Event Notifications

Release Note – September 2017

Summary – Event Notifications

DACdb is pleased to announce a powerful new feature in the Event Registration Module. Automatic event notifications have been added that can be optionally configured for each event where registrations have been enabled.

Event notifications can be sent to either the person registering or the moderators based on eight different event triggers. An event trigger is some type of change to the event, such as:

- New Registration
- Payment Made
- Payment Overdue - Check
- Payment Overdue - Credit Card
- Registration Modified
- Registration Cancelled
- Event Start
- Event End

Email notifications can be enabled for each of these “triggers” and sent on one or more Alert Intervals before or after the event trigger.

Event Triggers

The following event triggers are defined:

- 1) **New Registration.** When a member makes a new registration, an email notification alert message can be sent.
- 2) **Payment Made.** When payment is made (check or credit card) and the amount due is \$0.00, an email notification can be sent out.
- 3) **Payment Overdue – Check.** When a member indicates they are paying by check, and payment is not received after a defined period, an email notification can be sent out to the member reminding them to send in the payment.
- 4) **Payment Overdue - Credit Card.** When a member attempts to pay by credit card, and the processing fails for one reason or another, a reminder notification can be sent to the member telling them they still need to pay.
- 5) **Registration Modified.** A notification email can be sent after the event is modified. If configured, each time the registration is modified an email notification can be sent. The moderator probably wants to know about this – not the member that made the modifications.
- 6) **Registration Cancelled.** A notification email can be sent when the registration is cancelled. The moderator probably wants to know this – not the member that cancelled.
- 7) **Event Start.** A notification email can be sent out either before or after the event start date. This is a good way to remind a member that they registered for an event and it is coming up soon.
- 8) **Event End.** An email can be sent out before or after the event end date. This is a good way to thank the member for attending and possibly reminding them to complete a survey.

Notification Tab

Each event now has a Notification Tab. The tab lists all the event notifications that are configured. By default, the initial eight notifications are listed and they are all DISABLED. Until you enable a notification – nothing will happen.

Information	Schedule	Links	Options	Questions	Payments	Moderators	Security	Location	Images	Notification
Setup automatic event notifications.										
Action	Enabled	Subject	Notification Trigger	Notify	Alert Periods	Created By	Modified By			
	<input type="checkbox"/>	ROTARY: THANK YOU for Registering (228)	New Registration (1)	Both	1 Days After 5 Days After 15 Days After	September 17, 2017 Landmann, Mark Robert	September 18, 2017 Landmann, Mark Robert			
	<input type="checkbox"/>	ROTARY: THANK YOU for your Payment (229)	Payment Made (2)		1 Days After	September 17, 2017 Landmann, Mark Robert	September 18, 2017 Landmann, Mark Robert			
	<input type="checkbox"/>	ROTARY: Action Required on Your Registration (227)	Credit Card Failed (3)		1 Days After	September 17, 2017 Landmann, Mark Robert	September 18, 2017 Landmann, Mark Robert			
	<input type="checkbox"/>	ROTARY: Action Required on Your Registration (224)	Payment OverDue - Check (4)		7 Days After 14 Days After 21 Days After	September 17, 2017 Landmann, Mark Robert	September 18, 2017 Landmann, Mark Robert			
	<input type="checkbox"/>	ROTARY: Action Required on Your Registration (225)	Payment OverDue - Credit Card (5)		3 Days After 5 Days After	September 17, 2017 Landmann, Mark Robert	September 18, 2017 Landmann, Mark Robert			
	<input type="checkbox"/>	ROTARY: {%EventName%} Registration MODIFIED (223)	Registration Modified (6)		1 Days After	September 17, 2017 Landmann, Mark Robert	September 18, 2017 Landmann, Mark Robert			
	<input type="checkbox"/>	ROTARY: {%EventName%} Registration CANCELLED (222)	Registration Cancelled (7)		1 Days After	September 17, 2017 Landmann, Mark Robert	September 18, 2017 Landmann, Mark Robert			
	<input type="checkbox"/>	{%EventName%} is Right Around the Corner! (221)	Event Start (8)	Registrant only	-1 Days Before 1 Days After	September 17, 2017 Landmann, Mark Robert	September 18, 2017 Landmann, Mark Robert			
	<input type="checkbox"/>	Thank you for your participation! (230)	Event End (9)	Registrant only	3 Days After	September 17, 2017 Landmann, Mark Robert	September 18, 2017 Landmann, Mark Robert			
All EMail notifications are disabled!										

If you pencil edit an event notification, you can customize the message, define the alert periods and determine who gets sent the message (registrant and/or moderators). If you send it to the moderators – only the ones with email enabled (on the “Moderators” tab) will receive it.

Event Notification id=228 ✕

Subject:

Is Enabled:

Notify:

Notification Trigger:

Alert Period(s):

Message:

Greetings Rotarian {%FName%} -

Thank you for registering for...

{%EventName%}
{%EventStartDate%}

Save this link to return to your registration for any reason.

[Update registration here](#)

Alert Periods

One or more alert periods must be defined for each event notification. The alert period is in days and represents the number of days **Before** or **After** the event trigger to send out the notification.

If you are sending a notification out before the event trigger, you would enter negative numbers (e.g., -3 would be 3 days BEFORE the event trigger). Note that in some cases – it is not logical to send out a notification before the event trigger. For example, sending out a notification 3 days before a member registered would require a small amount of clairvoyance. But to send a notification out 3 days before an event starts as a reminder is completely logical.

If you are sending a notification out after the event trigger, you would enter positive numbers (e.g., 5 would be 5 days AFTER the event trigger).

Multiple Alert Periods

It is possible to configure multiple alert periods. This may or may not be rational based on the trigger you are using.

For example, if a member indicates that they are paying by check, you might configure a notification alert to go out 7 days after the registration if payment was not received. You may also send out another one 3 days later if payment is still not received. In this example, you would enter “7,10” as the values in the alert period.

Note: While you can do it – setting up multiple alerts for a new member registration may not be a good thing to do. The member does not need to be thanked for registering multiple times and the moderators surely do not want to see multiple emails.

When are events notification sent out?

Notifications will go out as a batch early in the morning each day. For example, if you configured a new registration email to go out 1 day after the person registers, the email will go out the next morning. If the person registers after midnight, then the notification will go out the following day.

Notification Log

All notifications sent to the members or moderators are logged in a notification log associated with each member registered for the event. The notification will be listed current to oldest under the Notes ICON in the back room.

Registration Notes: id=499332

Landmann, Mark Robert

Note:

Tmstmp	Note	Enter By
09/20/17 09:38 AM	Email Sent: ROTARY: THANK YOU for Registering	
09/19/17 02:16 PM	Email Sent: ROTARY: Action Required on Your Registration	
09/19/17 02:13 PM	Email Sent: ROTARY: THANK YOU for Registering	
09/19/17 02:11 PM	Email: ROTARY: THANK YOU for Registering (SendEmail=N)	
09/19/17 02:09 PM	Email: ROTARY: Action Required on Your Registration (SendEmail=N)	
09/19/17 11:10 AM	Email Sent: ROTARY: Action Required on Your Registration	

No Notes: 6

Cancel Add Note

Questions and Answers

- 1) Do I have to use Notifications?
No. If you do nothing – no notifications or alerts will be sent. By default, everything is turned off.
- 2) Can I customize the notification message(s) sent for each alert?
Yes, each notification message can be customized.
- 3) If I customized the notification message(s) and I CLONE the event, will the messages be cloned over?
Yes!
- 4) Can I enable only 1 or 2 alert messages?
Yes, you can enable as many as you need. You can delete the ones you do not need to reduce the clutter on the screen.
- 5) Can multiple notifications be configured for the same trigger?
Yes. This is very possible and might be very practical. For example, a new member registration might trigger an email to the member thanking them for registering and providing them more information about the event. Another notification could be configured to send a very simple email to the moderator(s) letting them know the name of the member registering. And of course, the first notification can be sent to both.
- 6) I want to send a thank you after the event ends. Should I send it out x-days after the event starts or x-days after the end of the event?
It really doesn't matter as long as either is configured to be after the event.

New Registration

Greetings Rotarian {%FName%}-

Thank you for registering for...

{%EventName%}
{%EventStartDate%}

Save this link to return to your registration for any reason.



[Update registration here](#)

(The link above is personalized to you. DO NOT FORWARD this message.)

Payment Status:

Total Charge: {%TotalAmt%}

Amount Paid: {%EventFeeAmtPaid%}

Balance Due: {%AmtDue%}

If you did not register for this event, or if there is incorrect information, please contact the event registrar for prompt attention.

Yours in Rotary Service.

{%Moderators%}

Payment Made

Greetings Rotarian {%FName%}-

Thank you for your registration payment for...

{%EventName%}
{%EventStartDate%}

Payment Status:

Total Charge: {%TotalAmt%}

Amount Paid: {%EventFeeAmtPaid%}

Balance Due: {%AmtDue%}

The link below will take you back to your registration if you need to modify or cancel the registration.



[Update registration here](#)

(The link above is personalized to you. DO NOT FORWARD this message.)

If you are receiving this message in error, any of this information is incorrect, or if you have other questions, please contact the event registrar for prompt attention.

Yours in Rotary Service.

{%Moderators%}

Credit Card Failed

Greetings Rotarian { %FName% }-

Thank you for registering...

{ %EventName% }

{ %EventStartDate% }

Unfortunately, your credit card did not go through. There are many reasons this can happen including send errors and security information that does not match the bank's record.

Payment Status:

Total Charge: { %TotalAmt% }

Amount Paid: { %EventFeeAmtPaid% }

Balance Due: { %AmtDue% }

The link below will take you back to your registration. The credit card form is looking for the credit card billing address and zip code. You can edit the credit card screen if there is incorrect information.



[Update registration here](#)

(The link above is personalized to you. DO NOT FORWARD this message.)

If you are receiving this message in error, any of this information is incorrect, or if you have other questions, please contact the event registrar for prompt attention.

Yours in Rotary Service.

{ %Moderators% }

Payment Over Due - Check

Greetings Rotarian { %FName% }-

Thank you for registering for...

{ %EventName% }

{ %EventStartDate% }

At the time of registration, you indicated you would be paying by check. We regret to inform you that your check has not yet arrived. Perhaps it is still in transit or has been received and mis-posted.

Payment Status:

Total Charge: { %TotalAmt% }

Amount Paid: { %EventFeeAmtPaid% }

Balance Due: { %AmtDue% }

This link will take you back to your registration to check your order, and if you choose, to pay by credit card.



[Update registration here](#)

(The link above is personalized to you. DO NOT FORWARD this message.)

Would you please check your records and report back your findings?

If for any reason, payment is not on the way, please forward a check at your earliest convenience

If you are receiving this message in error, any of this information is incorrect, or if you have other questions, please contact the event registrar for prompt attention.

Yours in Rotary Service.

{ %Moderators% }

Payment Over Due - Credit Card

Greetings Rotarian { %FName% }-

Thank you for registering for...

{ %EventName% }

{ %EventStartDate% }

At registration, you indicated that you would be paying by credit card. We regret to inform you that no payment has been received as of this time.

Payment Status:

Total Charge: { %TotalAmt% }

Amount Paid: { %EventFeeAmtPaid% }

Balance Due: { %AmtDue% }

This link will take you back to your registration where you may pay by credit card.



[Update registration here](#)

(The link above is personalized to you. DO NOT FORWARD this message.)

If you are receiving this message in error, any of this information is incorrect, or if you have other questions, please contact the event registrar for prompt attention.

Yours in Rotary Service.

{ %Moderators% }

Registration Modified

Greetings Rotarian { %FName% }-

This is a courtesy notice that your event registration has been modified...

{ %EventName% }

{ %EventStartDate% }

The link below will take you back to your registration where you can review, modify and make credit card payments if appropriate. You may save the link for later use.



[Update registration here](#)

(The link above is personalized to you. DO NOT FORWARD this message.)

Payment Status:

Total Charge: { %TotalAmt% }

Amount Paid: { %EventFeeAmtPaid% }

Balance Due: { %AmtDue% }

If you are receiving this message in error, any of this information is incorrect, or if you have other questions, please contact the event registrar for prompt attention.

Yours in Rotary Service.

{ %Moderators% }

Registration Cancelled

Greetings Rotarian { %FName% }-

This is a courtesy notice to report that your event registration has been cancelled..

{ %EventName% }

{ %EventStartDate% }

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If you are receiving this message in error, any of this information is incorrect, or if you have other questions, please contact the event registrar for prompt attention.

Yours in Rotary Service.

{%Moderators%}

Event Start

Greetings Rotarian {%FName%}-

Counting down the days until event kickoff!

{%EventName%}

{%EventStartDate%}

Save this link to return to your registration for any reason.



[Update registration here](#)

(The link above is personalized to you. DO NOT FORWARD this message.)

Payment Status:

Total Charge: {%TotalAmt%}

Amount Paid: {%EventFeeAmtPaid%}

Balance Due: {%AmtDue%}

If you are receiving this message in error, any of this information is incorrect, or if you have other questions, please contact the event registrar for prompt attention.

Yours in Rotary Service.

{%Moderators%}

Event End

Greetings Rotarian {%FName%}-

Thank you so much for participation!

{%EventName%}

{%EventStartDate%}

We hope you enjoyed the event as much as we did.

Would you please take a few minutes to complete the survey at this link to assist us in the planning of future events?

[Survey Link Here](#)

Looking forward to seeing you at next year's event!

Yours in Rotary Service.

{%Moderators%}