**Notification Settings**

Notifications can be automatically sent to members at times relevant to 3 key renewal-related events: **expiration**, optional **grace period**, and when membership truly **lapses**. Each event can have up to 4 notifications, each sending at a different time.

We’ll put these notifications in place for you, but need you to customize the verbiage. Under each message option below, let us know how you would like the message to read, and at which time it should be sent.

**The timeframes for the messages to go out can be set up in days (up to 31) or in months (up to 31). Please indicate your preference in days or months.**

**Renewal/Expiration Notifications - these send before a membership expires**

Compose the message below (I’ve included an example for you to start with. Feel free to change it as much as you like).

##[Name | First]##,

We would like to take the opportunity to thank you for your support over the past twelve months. We value all contributions to [Association Name], and memberships make up the lifeblood of our organization. Your involvement is important and very much appreciated.

We know people have busy lives, so we wanted to take this opportunity to remind you that your membership with [Association Name] will expire on ##[Expiration Date]##.

If you are still deciding whether to renew, or just haven't gotten around to it yet, please let us remind you of what you will be missing if you do not renew:

[List of Membership Benefits]

We hope that you will take the time to renew your membership and remain part of our community. Your financial contributions truly are vital to our existence, but so is your membership - just knowing that you support what we are doing keeps us going. It couldn't be easier - just click the link below to pay the attached invoice.

1. How many days before expiration should the message send?
2. How many days before expiration should the message send?
3. How many days before expiration should the message send?
4. How many days before expiration should the message send?

**Grace Period Notifications - these send before the Grace Period ends**

Compose the message below (I’ve included an example for you to start with. Feel free to change it as much as you like).

##[Name | First]##,

This is a reminder that your membership with [Association Name], expired on ##[Expiration Date]##, and you are now within your membership grace period.

If you are still deciding whether to renew, or just haven't gotten around to it yet, please let us remind you of what you will be missing if you do not renew:

[List of Membership Benefits]

We hope that you will take the time to renew your membership and remain part of our community. It couldn't be easier - just click the link below to pay the attached invoice.

Your financial contributions truly are vital to our existence, but so is your membership - just knowing that you support what we are doing keeps us going. Please renew by paying the invoice linked at the bottom of this email, or take a moment to let us know why you have chosen not to renew. We really want to know so that we can be better.

1. How many days before the grace period ends should the message send?
2. How many days before the grace period ends should the message send?
3. How many days before the grace period ends should the message send?
4. How many days before the grace period ends should the message send?

**Lapsed Notifications - these send after a membership lapses *(Note: If you are using the Grace Period, these notifications will go out based on the actual expiration date in the members profile, and NOT the end of the grace period.)***

Compose the message below (I’ve included an example for you to start with. Feel free to change it as much as you like).

##[Name | First]##,

This message is to let you know that your membership in the [Association Name], has lapsed as of ##[Expiration Date]##.

We would love to have you back, and want to remind you that membership in the [Association Name] has several benefits:

[List of Membership Benefits]

If you would like to rejoin the [Association Name], just click the link below to pay the attached invoice.

1. How many days after the membership lapses should the message send?
2. How many days after the membership lapses should the message send?
3. How many days after the membership lapses should the message send?
4. How many days after the membership lapses should the message send?

**Payment Confirmation Notification - sent after a successful renewal payment**

Compose the message below (I’ve included an example for you to start with. Feel free to change it as much as you like).

##[Name | First]##,

Thank you for renewing with [Association Name]! Your involvement is important and very much appreciated.

Your payment has been received and your expiration date is now ##[Expiration Date]##.