Sample Email Templates

Email Templates

Email templates can be setup by going to setup > system config, once on the system config page select the Email option. Under the Setup Email Templates area select the template type you would like to create from the drop-down menu. Then select Apply To: All Centers and change the Message Format to HTML.

The verbiage below is sample wording for the templates. You can update, add or change the message based on your center's needs. You can use the shortcut keys displayed on the right of the Setup Email Templates to customize your message. To view when each email would be sent out go to the setup > system config- notifications screen.

Waiting List Approval

This email confirms that registration is complete and enrollment in the following session has been approved:
Child's Name: @ChildFullName
Family Account #: @FamilyId
@CenterName - @ProgramName - @CategoryName - @SemesterName - @ProgramStartDate - @ProgramEndDate
Your child may begin on: @ProgramStartDate
A separate email confirmation will be sent for each requested session that is approved.
Thank you for your registration.
@Note

Late Pickup

Dear @FamilyName,

A @FeeApplyType has been added to your family's account for the date of @FeeDate, @ChildFullName was picked up after center hours.

The fee of @FeeAmount for @NumberOfMinutes minutes can be paid by logging into the parent portal and making a onetime payment. If you have registered for auto-pay the fee will be taken when your next payment is processed.

Thank you,

@CenterName

Payment Success

@CompanyName Online Payment Information, Payment Success

Payment DATE: @PaymentDate
FIRST NAME: @PayerFirstName
LAST NAME: @PayerLastName
Amount: $ @PaymentAmount

Message: @PaymentType Payment was successful
Tracking ID: @TrackingNumber
Invoice #: @InvoiceNumber

Payment Failure

@CompanyName Online Payment Information, Payment Failure- please try again

Payment DATE: @PaymentDate
FIRST NAME: @PayerFirstName
LAST NAME: @PayerLastName
Amount: $ @PaymentAmount

Payment STATUS: Failed
Error Message: @PaymentErrorMsg
Tracking ID: @TrackingNumber
Invoice #: @InvoiceNumber

Family Statement Reminder

Dear @FamilyName,

An outstanding balance of @AmountOwed is open on your account. Please login to the parent portal and submit a onetime payment to bring your account current.

If you have any questions or concerns regarding this open balance please contact your center director.

Thank you!

@CenterName

Family Statement

Dear @FamilyName,

Please see the attached copy of your family's statement. You can login to the parent portal to remit payment for the outstanding balance or register for autopayments.

If you have any questions or concerns regarding this open balance please contact your center director.

Thank you!

@CenterName

Waiting List Entry

Dear @ParentFullName,

Your child has been placed onto the waiting list at our (insert business name here).

Thank you for your interest.

Missing Child Procedure

Dear @FamilyName,

Your child, @ChildFullName has been marked as missing at @CenterName. Please contact the center immediately to confirm your child's status.

Thank you,

@CenterName

@CenterAddress1

@CenterAddress2

@CenterCity , @CenterState @CenterZip

@CenterPhone

AutoPay Approval

@CompanyName Online Payment Information, AutoPay Success!

Payment DATE: @PaymentDate
FIRST NAME: @PayerFirstName
LAST NAME: @PayerLastName
Amount: $ @PaymentAmount

Message: @PaymentType Payment was successful
Tracking ID: @TrackingNumber
Invoice #: @InvoiceNumber

Autopay Rejection

@CompanyName Online Payment Information, AutoPay Failure

Payment DATE: @PaymentDate
FIRST NAME: @PayerFirstName
LAST NAME: @PayerLastName
Amount: $ @PaymentAmount

Payment STATUS: Failed
Error Message: @PaymentErrorMsg
Tracking ID: @TrackingNumber
Invoice #: @InvoiceNumber

Child Note

Hello,

 @Note

Thank you!

@CenterName

Your registration has been approved.

@RegistrationInformation

Now that your registration has been approved you have gained access to our parent portal. From the portal you will be able to make onetime payments, setup autopayments, pull statements, update your child's detail on file, signup for new programming and view your child's attendance.

To login to the parent portal visit @PortalURL

Your username was setup during the registration process, as a reminder your username is @Username.

Please keep track of your PIN number- @PIN , you will need to use this to login/logout your child from the center.

We regret that we are not able to offer you admission to the program. Thank you for your interest in our programming.

Dear @FamilyName ,

Your registration has been received. Once your registration has been approved, you will receive an approval email.

@FinishingText

@RegistrationInformation

Thank you for your interest in our programming!

A new registration has been received for the @FamilyName.

@RegistrationInformation

Dear @FamilyName,

A @FeeDescription fee has been added to your account for @FeeAmount. The total balance owed on your account is @AmountOwed. Please login to the parent portal to submit a onetime payment immediately.

If you have any questions or concerns regarding this open balance please contact your center director.

Thank you!

@CenterName

Dear @FamilyName,

Your child- @ChildFullName attended one of our programs today and was not scheduled. A fee of @FeeAmount has been added to your account, please login to the parent portal to submit a onetime payment immediately.

If you have any questions or concerns regarding this open balance please contact your center director.

Thank you!

@CenterName

This email is to introduce you to our new child care management software. We will no longer have a paper and pencil sign-in/out system.

You will now have access to an online parent portal and a downloadable application, where you can pay your bill, view statements, and update your child's information as needed. The downloadable application is called Insite Parent. Search for this in your app store and download.

Included in this email is your User ID, temporary password, and a link to the parent portal. Once you sign into the portal you will find your PIN number by going to the personal tab on the home page. Each parent will have a unique PIN displayed under the parent section of the personal page.

User ID: @Username

Temporary Password: @Username

https://family.daycareworks.com/login.jsp

The first time you log into the parent portal you will be asked to create a new password. In order to sign your child in and out you must have the assigned PIN number with you. We are very excited about this new software and will continue to roll out more of the wonderful features as we progress through the school year. If you have any questions or problems logging in please reach out to your Site Director for assistance.

Registration Approval- Admin

A new registration has been approved for the @FamilyName.

@RegistrationInformation

Schedule Change Request Approval

Dear @FamilyName,

Your recent schedule change request has been APPROVED.

Request Date: @RequestDate

Effective Date: @EffectiveDate

Program: @ProgramName

New Schedule: @NewSchedule

Please login to the parent portal to review updates or request additional changes.

Thank you,

@CenterName

Schedule Change Request Rejection

Dear @FamilyName,

Your recent schedule change request has been REJECTED.

Request Date: @RequestDate

Effective Date: @EffectiveDate

Program: @ProgramName

New Schedule: @NewSchedule

Please contact the center director if you have any questions or concerns.

Thank you,

@CenterName

NSF Notification

Your recent payment to our center was returned as NSF. Please login to the parent portal to remit a onetime payment or contact the center director to review payment detail.

Thank you!

Suspension Warning

Your account has been suspended. Please contact the center director for additional information.

Room Capacity Reached

Room Capacity Reached:

  Center: @CenterName

  Program: @ProgramName

  Category: @CategoryName

  Semester: @SemesterName

  Start Date: @ProgramStartDate

  End Date: @ProgramEndDate

Room Capacity: @RoomCapacity

Enrolled: @Enrolled

@ChildFullName has been added to the wait list for @SemesterName @ProgramName program as of @WaitlistDateTime at @CenterName.

Thank you!