

Notification Template (Setup / System) - New Keypath Added to Credit Card Expiration Notification Template (18229)

Last Modified on 04/23/2025 11:20 am PDT

The **Customer Portal URL keypath** has been added to the **Credit Card Expiration notification template**. This update is intended to encourage customers to manage their autopay and payment methods directly through the portal, helping reduce inbound calls by guiding them to their online account.

NOTIFICATION TEMPLATE SETUP

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TYPECredit Card Expiration

IDNAMEDEFAULT SUBJECTTYPE

75

107

EDIT NOTIFICATION TEMPLATE

TYPECredit Card Expiration

NAMECredit Card Template

ACTIVEYes

RESPONSE REQUEST TYPE

Email DesignText Message Design

DEFAULT SUBJECTCredit Card Expiration Notice

CONTENT TYPEtext/html

DEFAULT MESSAGEPREVIEW

KEY PATHSurl

Dear @@account.id;; - @@account.name;;

Your @@creditcardtype;; credit card ending with @@lastfourdigits;; is set to expire on @@expirationdate;;.

Status @@autopay.active;;

@@autopay.accountId;;

Please contact us to update your automatic payment settings to avoid an interruption of service.

@@division.logo;;

@@division.name;;

@@division.city;;, @@division.state;;

Phone: @@division.mainphone;;

@@division.email;;

****remember to reset Div email after checking

manage.autopay.account.url

SAVE

Pathway: Setup > System > Notification Template