



GAMEDAY

Renewal Campaigns | FAQs

Last Modified on 18/01/2024 12:58 pm AEDT

Renewal Reminder Emails

Can I see whether a member has been sent a renewal reminder in the past?

Yes, you can find a log of any renewal reminder emails that have been sent to a specific member by going to **Members > Members > View the Member > Member Activity > Communications**

What time on the selected day will renewal reminders be sent?

Campaign emails are sent at 12:01am on the date specified in the campaign setup

Can I use more than one product as the basis for my recipient list?

Yes, if more than one product is added as a basis for the recipient list, then emails will be sent out to members according to each product's expiry date, unless you've chosen to send the emails on a specific date

Why am I not able to choose from my entire member database when confirming the recipient list?

The list of members that are made available at the end of the campaign creation process is based on the products you added to the campaign at the first step of the process; that is, the system will only display members who have a record of purchasing any of the products added to the campaign when creating the campaign recipient list

Membership Payment Campaigns

What's the difference between an Automatic Payment Type and Manual Payment Type?

Automatic payment campaigns are sent based on product expiry dates, whilst manual payment campaigns are sent based on a specific date of your choice

What time on the selected day will invoice emails be sent?

Invoice emails are sent at 12:01am on the date specified in the campaign setup

Can I use more than one product as the basis for my recipient list?

Yes, if more than one product is added as a basis for the recipient list, then invoice emails will be sent out to members according to each product's expiry date, unless you've chosen to send the emails on a specific date

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