

# Service Provider Email Templates

This page describes how to edit email notifications and lists the tags required for the customization of service provider email templates.


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## Overview

To access the **Email Templates Management** page, go to **Unified Communications** in the side menu and click on the [Email Templates](#) icon in the **System Templates** area. VoipNow can email these notifications to the system administrator(s), the service providers and/or to a custom email address.

## Edit a template

To customize the subject or the content of an email notification:

1. Click the  icon corresponding to the chosen event.
2. In the Edit Email Template page enter the email subject and email body keeping in mind that:
  - You may use only plain text when writing the email subject and body. The email is also sent in plain text format.
  - You can include tags that will be automatically replaced by the system with the appropriate content (e.g. [recipient\_name] is replaced with the name of the person receiving the notification).
3. Click **OK** to save the changes to the email template. To return to the previous page without saving the changes, click **Cancel**.

## Email template types

VoipNow comes with several email templates.

- **Service Provider account creation:** This email notification is sent when a new service provider account is created.

Tag	Details
[contact_name]	The name of the service provider that has just been created, as it was specified in the submitted service provider information.
[recipient_name]	The name of the person who receives the email.
[login]	The username that will be used to connect to the service provider account, as it was specified in the submitted service provider information.
[password]	The password that will be used to connect to the service provider account, as it was specified in the submitted service provider information.
[billing_plan]	The name of the billing plan employed for this particular account.
[template]	The name of the service provider template used to create this account.
[interface_language]	The language used by the VoipNow interface when this account is logged in.
[company_name]	The name of the company, as it was specified in the submitted service provider information.
[phone]	The account owner's telephone number, as it was specified in the submitted service provider information.
[fax]	The account owner's fax number, as it was specified in the submitted service provider information.
[address]	The account owner's address, as it was specified in the submitted service provider information.

[email]	The account owner's email address, as it was specified in the submitted service provider information. Please note that the email address can contain characters from any official language script. Domain names that contain these special, so called non-ASCII, characters are called Internationalized Domain Names (IDNs). VoipNow supports <a href="#">IDNs</a> .
[city]	The account owner's city of residence, as it was specified in the submitted service provider information.
[state]	The account owner's state of residence, as it was specified in the submitted service provider information.
[country]	The account owner's country of residence, as it was specified in the submitted service provider information.
[zip]	The account owner's postal/zip code, as it was specified in the submitted service provider information.
[notes]	The notes/comments that were filled in the submitted service provider information.

- **Service Provider account expiration warning:** This email notification is sent **<x> days in advance** before an account expires. The **<x> days in advance** condition is specified in the **Preferences** section.

Tag	Details
[contact_name]	The name of the service provider whose account is set to expire. This is the name specified in the submitted service provider information.
[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the submitted service provider information.
[login]	The username used to connect to the service provider account, as it was specified in the submitted service provider information.
[expire_date]	The date when the account expires.

- **Service Provider account expired:** This email notification is sent after the service provider account has expired.

Tag	Details
[contact_name]	The name of the service provider whose account has just expired. This is the name specified in the submitted service provider information.
[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the submitted service provider information.
[login]	The username used to connect to the service provider account, as it was specified in the submitted service provider information.
[expire_date]	The date when the account expired.

- **Service Provider charging limit warning:** This email notification is sent when the number of minutes available is **<0> and/or** the credit is **<0>**.

Tag	Details
[contact_name]	The name of the service provider whose credit/number of minutes is below the customized limit. This is the name specified in the submitted service provider information.
[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the submitted service provider information.
[login]	The username used to connect to the service provider account, as it was specified in the submitted service provider information.
[minutes_out]	The number of outgoing minutes left for this account.
[money_left]	The credit for outgoing calls currently available to this account.
[money]	The currency used in the system.
[money_left_incoming]	The credit for incoming calls currently available to this account.
[month]	The month when the notification is sent.
[minutes_limit]	The minutes limit specified in the <b>Send charging limit warnings when the account is below</b> field.

[money_limit]	The credit limit specified in the <b>Send charging limit warnings when the account is below</b> field.
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- **Service Provider charging limit exceeded:** This email notification is sent when the number of minutes available is <0> minutes and/or when the credit is <0>.

Tag	Details
[contact_name]	The name of the service provider whose credit/number of minutes exceeded the customized limit. This is the name specified in the submitted service provider information.
[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the submitted service provider information.
[login]	The username used to connect to the service provider account, as it was specified in the submitted service provider information.
[minutes_out]	The number of outgoing minutes left for this account.
[money_left]	The credit for outgoing calls currently available to this account.
[money]	The currency used in the system.
[month]	The month when the notification is sent.
[minutes_limit]	The minutes limit specified in the <b>Send charging limit warnings when the account is below</b> field.
[money_limit]	The credit limit specified in the <b>Send charging limit warnings when the account is below</b> field.

## Restore default settings

To restore the default notification settings and email contents, click the [Default](#) icon. This will not overwrite the other email address destination.

Related topics

[Customize notification settings](#)

[Add a Service Provider account](#)

[Add templates for a Service Provider](#)

[Set Organization email templates](#)