

# Assigning Custom Email Notifications to Products

You can send a custom email message whenever you create, terminate, or upgrade a service. To do this, you must set up a **product or service** and create an **email template** to use.

For more information, see [Email Templates, Product and Services](#), and [Creating Custom Email Templates](#).

## Custom Types and Email Templates

Custom email templates can use the following notification types:

- **Welcome Email**
- **Termination Email**
- **Upgrade Email**

 You must create the email template in the correct template category (**Product/Service Messages**). Otherwise, it will not appear in the menu.

## Assign a Welcome Email to a Product

To assign a **Welcome Email** message to a product or service:

1. Log in to the WHMCS Admin Area.
2. Go to **Configuration > System Settings > Product/Services**.
3. Click the **Edit** icon for the product for which you wish to customize the welcome message.

Products/Services

Edit Product

Details **4** | Module Settings | Custom Fields | Configurable Options | Upgrades | Free Domain | Other | Links

Product Type: Shared Hosting

Product Group: Shared Hosting

Product Name: Bronze

URL: http://v84.test.whmcs.rocks/whmcs/index.php?rp=/store/shared-hosting/bronze

Product Description:   
 You may use HTML in this field  
 <br /> New line  
 <strong>Bold</strong> Bold  
 <em>Italics</em> Italics

Welcome Email: Hosting Account Welcome Email **5**

Require Domain:  Tick to show domain registration options

Stock Control:  Enable - Quantity in Stock: 0

Apply Tax:  Tick this box to charge tax for this product

Featured:  Display this product more prominently on supported order forms

Hidden:  Tick to hide from order form

Retired:  Tick to hide from admin area product dropdown menus (does not apply to services already with this product)

Save Changes **6** | Cancel Changes

4. Go to the **Details** tab.
5. Select the custom email notification that you created from the **Welcome Email** menu.
6. Click **Save Changes**.

## Assign a Termination Email to a Product

To assign a **Termination Email** message to a product or service:

1. Log in to the WHMCS Admin Area.
2. Go to **Configuration > System Settings > Product/Services**.
3. Click the **Edit** icon for the product for which you wish to customize the termination message.

Products/Services

Edit Product

Details Pricing **4** Module Settings Custom Fields Configurable Options Upgrades Free Domain Other Links

Payment Type  Free  One Time  Recurring

Currency	One Time/Monthly	Quarterly	Semi-Annually	Annually	Biennially	Triennially
USD	Setup Fee	<input type="text" value="0.00"/>		<input type="text" value="0.00"/>		
	Price	<input type="text" value="5.00"/>		<input type="text" value="50.00"/>		
	Enable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Allow Multiple Quantities  No  
 Yes - Multiple Services: Each unit represents its own individual service instance  
 Yes - Scaling Service: Each service instance allows a quantity to be defined

Recurring Cycles Limit  To limit this product to only recur a fixed number of times, enter the total number of times to invoice (0 = Unlimited)

Auto Terminate/Fixed Term  Enter the number of days after activation to automatically terminate (eg. free trials, time limited products, etc...)

Termination Email  **5** Use the email template to send when the fixed term comes to an end

Prorata Billing  Tick this box to enable

Prorata Date  Enter the day of the month you want to charge on

Charge Next Month  Enter the day of the month after which the following month will also be included on the first invoice

**6** Save Changes Cancel Changes

- Go to the **Pricing** tab.
- Select the custom email notification that you created from the **Termination Email** menu.
- Click **Save Changes**.

## Assign an Upgrade Email to a Product

To assign an **Upgrade Email** message to a product or service:

- Log in to the WHMCS Admin Area.
- Go to **Configuration > System Settings > Product/Services**.
- Click the **Edit** icon for the product for which you wish to customize the upgrade message.

Products/Services

Edit Product

Details Pricing Module Settings Custom Fields Configurable Options **4** Upgrades Domain Other Links

Packages Upgrades

Shared Hosting - Silver  
Shared Hosting - Gold

Use Ctrl+Click to select multiple packages

Configurable Options  Tick this box to allow Upgrading/Downgrading of configurable options

Upgrade Email  **5**

**6** Save Changes Cancel Changes

- Go to the **Upgrades** tab.
- Select the custom email notification that you created from the **Upgrade Email** menu.
- Click **Save Changes**.