

# 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)

**6** Save Changes 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 0.00			0.00		
	Price 5.00			50.00		
Enable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 0 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 0 Enter the number of days after activation to automatically terminate (eg. free trials, time limited products, etc...)

Termination Email Custom 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 0 Enter the day of the month you want to charge on

Charge Next Month 0 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 Custom 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**.