

Gatherwell Automated Emails

Operator Emails – sent to those who have administrator rights to your account

Operator emails fall into two categories: Daily Emails and Action Emails

Daily Emails:

- Daily Report - every day at 6am UTC.

Action Emails:

- Causes Pending Approval - every day at 7am UTC **IF** there are causes that have not had activity added.
- Payment Periods Pending Approval - every day at 7am UTC **IF** there are payment periods pending approval.

Operators may also be central cause admins, in which case they will also receive Cause Emails (see below).

Cause Emails – sent to good causes registered on your website

- **Welcome Email** - when the cause is launched on the site 9am-8pm GMT Mon – Fri.
- **Draw Results** - 8pm GMT every Saturday.
- **Performance Update** - Tuesday 10am UTC.
- **Ticket Target Met** (if applicable) - Thursday 10am UTC.
- **Missing Bank Details** - first Monday of the month 10am UTC.
- **Payment Processed** - when payment is sent to bank - typically Monday / Thursday am.
- **New Leaflet Email** – ad hoc. Scheduled for special promotions and bolt-on prizes.
- **Cause rejected email** – triggered when you reject a good cause application.
- **Cause Application Chaser** (incomplete application)
 - One day after application.
 - One week after application.
 - Two weeks after application.

Supporter Emails – sent to anyone who registers for an account on your site

- **Purchase Confirmation** - immediately after signup.
- **Forgotten Password** - on request.
- **You've Won!** – (winners only) 8pm GMT Saturday.
- **Registered but no tickets bought:**
 - 2 hours after registration
 - 1 day after registration
 - 7 days after registration
- **Winnings Reminder** – (if applicable) 2pm UTC every Tuesday.
- **Payment Failed** - immediately when payment fails 3pm UTC Monday – Sunday.

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Donation Emails – sent if a supporter donates their winnings back to a good cause

- Automated email to the cause informing them of the donation.
- Notification to the cause when the payment has been made (this happens separately via the Monday payment run and not via the usual monthly payments so it is received as soon as possible).

The donor is **not** thanked automatically by the system – this is something that needs to be done separately. Remember – only the cause will be notified when winnings are donated.

For **single cause lotteries**, as you are both cause and operator, you will be notified, so should thank the supporter.

For **multi-cause lotteries**, you will not be notified when a supporter donates their winnings to one of your causes – so you should regularly remind causes to thank supporters who donate in this way.

If the supporter donates to the central fund, you will be notified, so can then thank the supporter yourself.