

# Website emails

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## Emails to user -

- **Welcome to DRH Sports** - After registering for an account
- **Booking confirmation email** - Contains a breakdown of the customer order including costs, payment methods etc.
- **Booking information email** - Contains information about the specific course or camp. This information is not the same for each course/camp because they are all different.
- **New badge email** - In this email the account holder would get an email notifying them of the new badges their child has achieved. Every week or month we (admin) will manually add badges to players. But we may add multiple badges to a player at one time. If we do this, the player should only receive 1 email with all the badges they've achieved.
- **Coach has accepted your link request** - after player has sent request to coach and coach accepts, then player gets email stating that coach has accepted. In this email it would also contain some information about the DRH Tennis Pro feature works.
- **Coach has submitted report** - this email is sent to the user when the coach hasn't submitted either end of term, player or match report. The email should show the content of the report or an overview of the report with links back to the website and instructions on how to view the report.
- **Coach has accepted or denied your link request** - after the coach accepts or denies the link request the user will receive email with confirmation. If the coach denies the request, then the reason is stated in the email. Or the email could just say that the coach has responded and that they need to check their notifications tab.

## Emails to coach -

- **A player wants to link to you** - this email is sent when a player attempts to link to coach. The email should be quite simple but should include instructions to the coach as to what they should do.
- **Admin has verified/not verified your account** - this email is sent to the coach stating whether DRH Sports has or has not verified your coach account registration.
- **Your linked player has uploaded new goals** - this email is sent to the coach when a linked player uploads a new goal.
- **Your linked player has uploaded a new match report** - this email is sent to the coach when a linked player uploads a new match report.
- **Invoice approval / not approved** - the coach would get this email from admin depending on whether admin has approved or not approved the coach's invoice.

## Emails for admin -

- **A new coach has registered on the website** - this email is sent to admin when a new coach completes registration. It will state that admin needs to accept the registration in order for the coach to operate on the site.
- **Coach has submitted a new invoice** - this is sent to admin when a new invoice is uploaded by coach.
- **A new booking/purchase has been made** - admin gets an email when any order is completed. The email will show a brief overview of the booking details.
- **New taster** - when a user fills out the 'book a taster class' form on one of the course listing pages, admin will get an email with the details that the user has entered. The email will also contain information about the class they wish to book a taster for. The email will also say that the taster is not booked until DRH Sports confirm.