



# Automated Email Templates

## Payment & Refund Confirmation

Two new automated email templates are now available in the Booth Sales email tool. These templates allow show management to automatically notify exhibitors when a payment or refund is manually recorded to their account keeping exhibitors informed and reducing the need for manual follow-up.

### New Email Templates in Booth Sales

MYS has created default email templates for the manual payments and refunds, but your team can update the templates as needed.

- **Payment Confirmation:** Sent to exhibitors when show management manually records a payment — such as check, wire, ACH, or other non-credit card method — to their account. Confirms the payment amount, method, reference number, and updated account balance.
- **Refund Confirmation:** Sent to exhibitors when show management manually records a refund to their account. Confirms the refund amount, date processed, and detail/reference.

### Payment Confirmation Template

Use this template to automatically notify exhibitors when a payment has been received and applied to their account. This is ideal for shows that collect payments via check, wire transfer, ACH, or other offline methods, and want to provide exhibitors with a clear paper trail without manual outreach.

#### When to Use

Enable this template when your show collects non-credit card payments and you want exhibitors to receive an immediate, automatic confirmation each time show management records a payment in the admin. The email includes a copy of the exhibitor's updated statement as an attachment.

#### Who is this sent to?

When recording a payment, you can choose one or more customer contacts to receive this confirmation email.

## Template Details

- **Template Name:** Payment Confirmation
- **Email Subject:** Payment Confirmation – [SHOW\_NAME]
- **Attachment:** The exhibitor's invoice/statement is attached to the email by default.
- **Trigger:** Automatically sent when show management manually records a payment (check, wire, ACH, or other non-credit card method) to an exhibitor's account in the admin.

### Note

*This template is triggered only when a payment is manually recorded by show management in the admin. Credit Card payments will still use the Credit Card receipt email templates.*

## Refund Confirmation Template

Use this template to automatically notify exhibitors when a refund has been issued and their account has been updated. This template is best suited for shows that process manual refunds and want to proactively communicate transaction details to their exhibitors without requiring staff to send individual emails.

### When to Use

Enable this template when show management manually records a refund in the admin or customer record, and you want the exhibitor to be notified immediately with the refund amount, date, and reference details. A copy of the exhibitor's updated statement is automatically attached.

### Who is this sent to?

When recording a refund, you can choose one or more customer contacts to receive this confirmation email.

## Template Details

- **Template Name:** Refund Confirmation
- **Email Subject:** Refund Confirmation – [SHOW\_NAME]
- **Attachment:** The exhibitor's invoice/statement is attached to the email by default.
- **Trigger:** Automatically sent when show management manually records a refund to an exhibitor's account in the admin or customer record.

### Note

*Credit Card Refunds will still use the Credit Card Refund Receipt template.*



### Tip

Need help managing your email templates? Visit the **[Managing Emails document](#)** for step-by-step instructions on enabling, disabling, and editing.