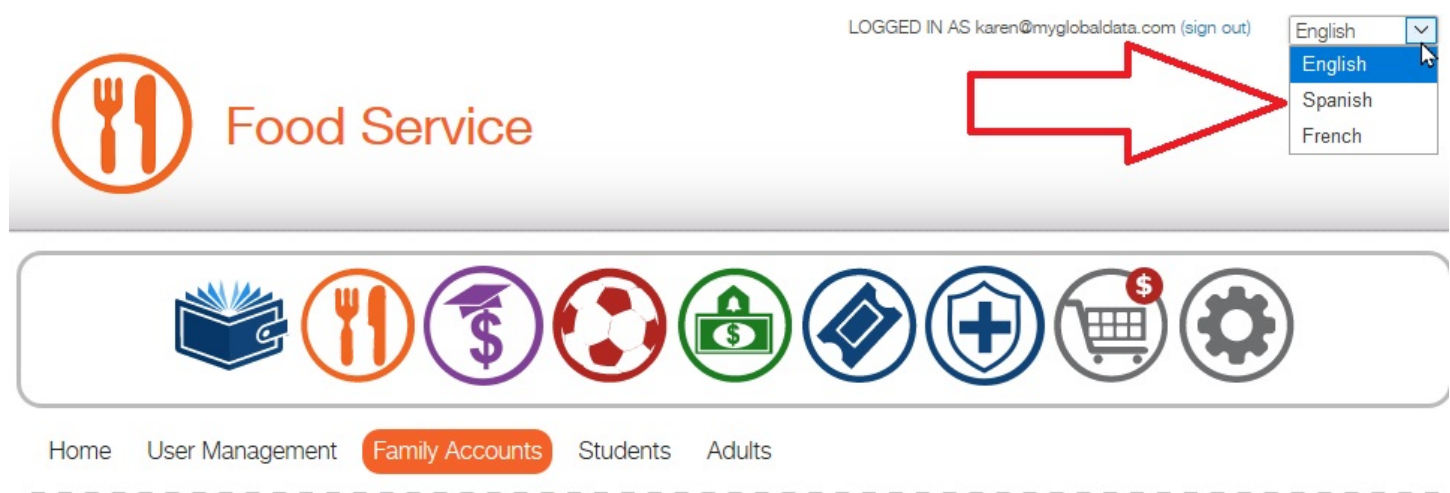


Wordware is excited to announce the new Pinpoint SMS and Voice Blast Balance Notification System!

- * Send balance information to families in three languages: English, Spanish and French
- * Customize and personalize your message content, including the exact family balance
- * SMS (texting) and voice blast (phone calls)
- * Daily reports of messages sent
- * Easy set-up process

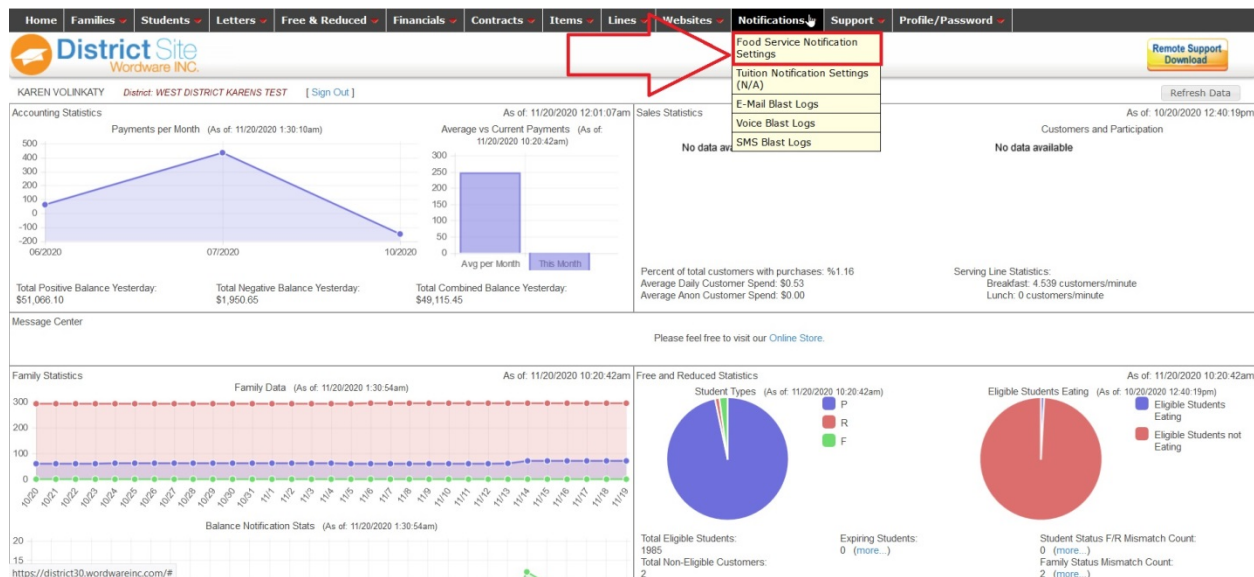
Parents select their preferred language on the family site:



The screenshot shows the top of the Food Service website. The user is logged in as karen@myglobaldata.com. A red arrow points to the language selection dropdown menu, which is currently set to English. The dropdown menu shows three options: English, Spanish, and French. Below the language menu is a navigation bar with icons for various services: Home, User Management, Family Accounts (highlighted), Students, and Adults.

Setting up the notifications:

Wordware District Site>Notifications>Balance Notification Settings



The screenshot shows the Wordware District Site interface. The user is logged in as KAREN VOLINKATY. The 'Notifications' dropdown menu is expanded, showing options for Food Service Notification Settings, Tuition Notification Settings, E-Mail Blast Logs, Voice Blast Logs, and SMS Blast Logs. The 'Balance Notification Settings' link is highlighted. Below the navigation bar, there are several charts and statistics, including Accounting Statistics, Family Statistics, and Free and Reduced Statistics. The 'Balance Notification Stats' chart shows the number of notifications sent over time. The 'Family Statistics' chart shows the number of families with different notification preferences. The 'Free and Reduced Statistics' chart shows the number of eligible students with different notification preferences.

Balance Notification Settings

To make changes, complete the form below and click "Save".

Settings ?

Enable balance notification system ☒

Notification types ☒ Email - ☒ Voice - ☒ SMS

Note: Additional charges may apply for using the Notification System. Please contact Wordware for details.

Voice Blast Caller ID 2514187738

Low Balance Threshold Email 10.00

Low Balance Threshold Voice -0.01

Low Balance Threshold SMS -0.01

Disallow family custom balance threshold ☐

Send Notices at Specified Days	Email Amount	Voice Amount	SMS Amount	Email	Voice	SMS
Monday	<input type="checkbox"/> -999.00	<input type="checkbox"/> -10.00	<input type="checkbox"/> -0.01	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/> -0.01	<input type="checkbox"/> -80.00	<input type="checkbox"/> -0.01	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wednesday	<input type="checkbox"/> -100.00	<input type="checkbox"/> 10.00	<input type="checkbox"/> 20.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input checked="" type="checkbox"/> -0.01	<input type="checkbox"/> -0.01	<input type="checkbox"/> -0.01	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Friday	<input checked="" type="checkbox"/> -10.00	<input type="checkbox"/> -0.01	<input type="checkbox"/> -0.01	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Saturday	<input checked="" type="checkbox"/> -0.01	<input type="checkbox"/> -0.01	<input type="checkbox"/> -0.01	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sunday	<input checked="" type="checkbox"/> -0.01	<input type="checkbox"/> -0.01	<input type="checkbox"/> -0.01	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Use Separate Balances for Different Days ☒

Copy Low Balance Threshold to all days [Copy](#)

[Enable Weekdays](#) - [Disable Weekdays](#) - [Enable All Days](#) - [Disable All Days](#)

Send Notices at Specified Time ☒

Notice Sending Time 01 : 00 : pm

Notification Email Templates English [Edit](#) [Delete](#)

Voice Blast Templates English [Edit](#) [Delete](#)

SMS Blast Templates English [Edit](#) [Delete](#)

Sample Email [Show](#)

Send Emails Now ☒

Send Texts Now ☐

Send Calls Now ☐

Click the Edit button

Check the boxes to enable the balance notification system and notification types.

2514187738 must be used as the Caller ID number. If you wish to use your own number, there will be an additional charge. Please contact Wordware Support for pricing.

Select the days you wish you send the notices and select your notification types. Enter a balance amount for each notice type in the corresponding box. Note: balance notifications will not be sent to families who have a balance of exactly \$0.00.

Select your notice sending time. We recommend you send your notices sometime after your serving lines are processed, so families get a true balance.

Balance Notification Settings

To make changes, complete the form below and click "Save".

Settings ?

Enable balance notification system ☒

Notification types ☒ Email - ☒ Voice - ☒ SMS

Note: Additional charges may apply for using the Notification System. Please contact Wordware for details.

Voice Blast Caller ID 2514187738

Low Balance Threshold Email 10.00

Low Balance Threshold Voice -0.01

Low Balance Threshold SMS -0.01

Disallow family custom balance threshold ☐

Send Notices at Specified Days	Email Amount	Voice Amount	SMS Amount	Email	Voice	SMS
Monday	<input type="checkbox"/> -999.00	<input type="checkbox"/> -10.00	<input type="checkbox"/> -0.01	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Sunday	<input checked="" type="checkbox"/> -0.01	<input type="checkbox"/> -0.01	<input type="checkbox"/> -0.01	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Use Separate Balances for Different Days ☒

Copy Low Balance Threshold to all days [Copy](#)

[Enable Weekdays](#) - [Disable Weekdays](#) - [Enable All Days](#) - [Disable All Days](#)

Send Notices at Specified Time ☒

Notice Sending Time 01 : 00 : pm

Notification Email Templates English [Edit](#) [Delete](#)

Voice Blast Templates English [Edit](#) [Delete](#)

SMS Blast Templates English [Edit](#) [Delete](#)

Sample Email [Show](#)

Send Emails Now ☒

Send Texts Now ☐

Send Calls Now ☐

Click the Edit button to open the template.

Email Subject:

Balance Notification from West Publ

Customize your template here

Email Message:

File Edit Insert View Format Table Tools

Formats Font Family Font Sizes A B I

Placeholders

Family ID: 10612

[First Name] [Last Name]
Dear John Doe,

As of the time of sending this email, our lunch accounting system shows a balance for your account as of [As-of Date] 2018-11-28 of: \$ [Family Balance] 47.53.

Please log onto <https://lobby.wordwareinc.com> to view your account details and deposits.

Your student's lunch account has reached a low balance.

DO NOT REPLY TO THIS EMAIL.
If you reply to this email your message WILL NOT be received by your school.

[Click Here](#) to reply to your school.
[Click Here](#) to access your family account and view your most current balances.
[Click Here](#) to make an electronic payment.

Click to [unsubscribe](#)

p

Be sure to save your changes before returning to the settings page

Save Template

Return to Settings

Balance Notification Settings

To make changes, complete the form below and click "Save".

Settings ?

Enable balance notification system ☒

Notification types ☒ Email - ☒ Voice - ☒ SMS
Note: Additional charges may apply for using the Notification System.
Please contact Wordware for details.

Voice Blast Caller ID 2514187738

Low Balance Threshold Email 10.00

Low Balance Threshold Voice -0.01

Low Balance Threshold SMS -0.01

Disallow family custom balance threshold ☐

Send Notices at Specified Days	Email Amount	Voice Amount	SMS Amount	Email	Voice	SMS
Monday	<input type="checkbox"/> -999.00	<input type="checkbox"/> -10.00	<input type="checkbox"/> -0.01	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Wednesday	<input type="checkbox"/> -100.00	<input type="checkbox"/> 10.00	<input type="checkbox"/> 20.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Sunday	<input checked="" type="checkbox"/> -0.01	<input checked="" type="checkbox"/> -0.01	<input checked="" type="checkbox"/> -0.01	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Use Separate Balances for Different Days ☒

Copy Low Balance Threshold to all days [Copy](#)

Enable Weekdays - Disable Weekdays - Enable All Days - Disable All Days

Send Notices at Specified Time ☒

Notice Sending Time 01 :00 pm

Notification Email Templates English [Edit](#) [Delete](#)

Voice Blast Templates English [Edit](#) [Delete](#)

SMS Blast Templates Spanish [Edit](#) [Delete](#)

Sample Email French [Edit](#) [Delete](#)

Send Emails Now ☒

Use the drop down menu to toggle between language selections. A template for each language and each notification type will need to be created.

Balance Notification Settings

To make changes, complete the form below and click "Save".

Settings ?

Enable balance notification system ☒

Notification types ☒ Email - ☒ Voice - ☒ SMS

Note: Additional charges may apply for using the Notification System. Please contact Wordware for details.

Voice Blast Caller ID

Low Balance Threshold Email

Low Balance Threshold Voice

Low Balance Threshold SMS

Disallow family custom balance threshold ☐

Send Notices at Specified Days	<input checked="" type="checkbox"/>	Email Amount	Voice Amount	SMS Amount	Email	Voice	SMS
Monday	<input type="checkbox"/>	-999.00	-10.00	-0.01	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>	-0.01	-80.00	-0.01	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wednesday	<input type="checkbox"/>	-100.00	10.00	20.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Friday	<input checked="" type="checkbox"/>	-10.00	-0.01	-0.01	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Saturday	<input checked="" type="checkbox"/>	-0.01	-0.01	-0.01	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sunday	<input checked="" type="checkbox"/>	-0.01	-0.01	-0.01	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Use Separate Balances for Different Days ☒

Copy Low Balance Threshold to all days

[Enable Weekdays](#) - [Disable Weekdays](#) - [Enable All Days](#) - [Disable All Days](#)

Send Notices at Specified Time ☒

Notice Sending Time :

Notification Email Templates [Edit](#) [Delete](#)

Voice Blast Templates [Edit](#) [Delete](#)

SMS Blast Templates [Edit](#) [Delete](#)

[Sample Email](#) [Show](#)

Send Emails Now ☒

Send Texts Now ☐

Send Calls Now ☐

SAVE

When you have completed the customization of your settings and templates, save your changes by clicking the "Save" button

To review the reports of notifications sent:

District Site>Notifications tab>Email/Voice/SMS blast logs

