

Payment Declined (ACH)

Table of Contents

- 1 Description
- 2 Supported Tags

Description

This email template is sent to a client's payment account contact to notify them after an ACH payment was attempted from their account, but was declined by the payment gateway.

Supported Tags

The tags described in Blesta are only a list of commonly-used tags, for brevity.

Edit Email Template Payment Declined (ACH)

English, US

From Name

Billing Department

From Email

billing@domain.com

Subject

Payment Declined

Available Tags

{contact.first_name} {contact.last_name} {company.name} {response.message} {amount} {account_type} {last_four}

HTMLText

Source

B *I* U **S** x² x³ I_x

StylesFormatFontSizeA A

Hi {contact.first_name},

We submitted a debit request to your bank for your {account_type} account, ending in {last_four}, in the amount of {amount}, but the request was declined.

Response Message: {response.message}

Please verify that the account details we have on file are correct.

The tags below are all of those available for this email template. For other email and tag customizations, see [Customizing Emails](#).

Tag	Description	Notes
{contact.first_name}	The contact's first name	
{contact.last_name}	The contact's last name	
{contact.email}	The contact's email address	
{company.name}	The name of the company, in Blesta, that the client belongs to	
{response.transaction_id}	The transaction ID given by the payment gateway	
{response.message}	The error message given by the payment gateway	
{amount}	The formatted amount processed with the gateway	e.g. \$15.00
{account_type}	The type of ACH payment account used	e.g. "Checking"
{last_four}	The last four digits of the payment account number	

Due to the nature of tag objects containing several fields, many of which are likely irrelevant for use in email templates, but may be useful to you in certain circumstances, an example dump of the tag objects are shown below.

The {contact} object

```
stdClass Object
(
    [id] => 2
    [client_id] => 2
    [user_id] =>
    [contact_type] => primary
    [contact_type_id] =>
    [first_name] => First
    [last_name] => Last
    [title] =>
    [company] => Company Co.
    [email] => first.last@domain.com
    [address1] => 123 Main St.
    [address2] =>
    [city] => City
    [state] => CA
    [zip] => 90001
    [country] => US
    [date_added] => 2014-01-01 00:00:00
    [contact_type_name] =>
    [contact_type_is_lang] =>
)
```

The {company} object

```
stdClass Object
(
    [id] => 1
    [name] => Phillips Data, Inc.
    [hostname] => domain.com
    [address] =>
    [phone] =>
    [fax] =>
}
```

The {response} object

```
stdClass Object
(
    [status] => declined
    [reference_id] => 0987654321
    [transaction_id] => 1X270001110
    [message] => The payment could not be processed
}
```