



**MY
PASS[®]**

MyPass Global

Release Notes

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Table of Contents

Enhancement	2
Enhanced Subscription and Billing Notifications	3

Enhancement

Enhanced Subscription and Billing Notifications

We are pleased to announce a significant enhancement to our subscription and billing notification system at MyPass. Our recent efforts have been dedicated to optimising the clarity and effectiveness of the following essential notifications:

Subscription Confirmation

Going forward all newly created subscriptions will now receive an updated confirmation email that provides a comprehensive overview of your newly established subscription. This includes a summary of payment method, amount, start date and payment frequency.

Payment Confirmation

Our new payment confirmation notification has been revised to provide you with a detailed breakdown of the completed transaction. This includes related details such as the amount transacted, an invoice number for your reference, transaction date and the next transaction date.

Failed & Overdue Payment Notifications

In instances of payment failure or overdue accounts, we have refined our notifications to inform you with a succinct explanation of the situation. These notifications now offer the next steps required to address the issue promptly and efficiently.

Affiliated Billing Updates

MyPass has assessed and refined the notifications relating to the conclusion of affiliated billing arrangements for organisations. These improvements have been implemented with a primary objective: to guarantee the continuous maintenance of your subscription and to prevent any disruption to your services.

Each notification has undergone a careful review to ensure that the purpose behind the email is transparent. You'll have a clear understanding of why you're receiving the notification and what it entails. Where appropriate defining the next steps are clearly defined to assist in resolving any issues.