

Automated Notifications

PINES generates automated notices for a number of reasons and sends various notices by email, SMS text (a form of email that gets translated to text message by the recipient's phone service provider), and for display in the Patron Message Center. The text of each type of notice is available here:

[Notification Contents](#)

The notices include:

- 10 Day Overdue Email Notification
- 10 Day Overdue Notice in PMC
- 3 Day Courtesy Notice (by Email)
- 3 Day Courtesy Notice by SMS
- 3 Day Courtesy Notice in PMC
- 30 Day Account Expiration Courtesy Notice
- 6 Month Long Overdue Notice (Email)
- 6 Month Long Overdue Notice in PMC
- Hold Cancelled (No Target) Email Notification
- Hold Cancelled (No Target) User Message (PMC)
- Hold Cancelled (Shelf-Expired) Email Notification
- Hold Cancelled (Shelf-Expired) User Message (PMC)
- Hold Cancelled (Staff) Email Notification
- Hold Cancelled (Staff) User Message (PMC)
- Hold Ready for Pickup Email Notification
- Hold Ready for Pickup PMC Notification
- Hold Ready for Pickup SMS Notification
- Item Lost and Billed Email Notification
- Item Lost and Billed PMC Notification
- New User Created Welcome Notice
- Password Reset Request Notification
- SMS Call Number

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