

Alchemer Release Notes: October 15, 2026

Alchemer Product Release Notes

Release highlights

- **Fully customizable Reply-To addresses** - use any domain, including one different from your From address, or a merge code that returns a complete email address.
 - **Crosstab improvements** - pin column and row headers while you scroll; drag and drop to reorganize rows and columns, and hide the ones you don't need.
 - **Export fixes** - SPSS exports at 501, 1001, and similar variable counts, and questions with many "Other" write-in answers export again.
 - **API updates** - UTC timestamps on EU and CA data centers are labeled UTC, and the quota refresh endpoint is restored.
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Email campaigns & Send Email Actions

Improved: Fully customize your Reply-To address

You can set any Reply-To address on email campaigns, Send Email Actions, user invitations, and Workflow send email steps. The address can use a different domain from your From address. You can also enter a merge code that returns a complete email address, or a merge code in the Reply-To Name.

Modifying the Reply-To address with a domain that does not match the From address domain can adversely impact deliverability.

Fixed: Reply-To mismatch on some older campaigns

We fixed an issue where some older campaigns and actions could show one Reply-To address in the app while sending emails with a different one. If you have an older campaign or action with a custom Reply-To, check that it's set the way you want.

Reports & exports

New: Pin crosstab headers while you scroll

Turn on **Pin Banner** and **Pin Stub** under **Display** in a crosstab's **Cells & Statistics** settings. Column headers stay at the top and row headers stay on the left as you scroll, even across crosstabs with several stacked questions. Pinning only changes the display, never your numbers or statistics, and it's saved with the report.

New: Organize crosstab rows and columns in the chart

Drag and drop rows and columns right in the crosstab to reorder and group them. You can also hide whole questions or individual answer options. Hidden rows and columns still count toward totals and statistical tests, so your numbers stay the same. Your layout is saved with the report, and everyone who views it sees the same arrangement. If you hide everything, the unhide controls stay available.

Fixed: SPSS exports with 501, 1001, 1501... variables

The SPSS export editor pages correctly when a survey has exactly 501, 1001, 1501 (and so on) variables. Every variable can be edited, and these exports no longer download as an empty file.

Fixed: Exporting questions with many "Other" write-in answers

Questions with "Other Write-In" rows that receive a large number of unique answers export successfully again. Before, these exports could time out or arrive without data. Very large exports of this kind may take a little longer to generate.

API

Fixed: UTC timestamps on EU and CA data centers

On the EU and CA data centers, adding `_utc=1` to `survey` and `surveyresponse` requests (v4 and v5) returns timestamps labeled UTC instead of GMT. US and AU already behaved this way.

Fixed: Quota refresh endpoint restored

`POST /v5/quotas/refresh/survey/{surveyId}` is available again. Previously it returned "Method not found."

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