

Interactive Voice Response Text to Pay

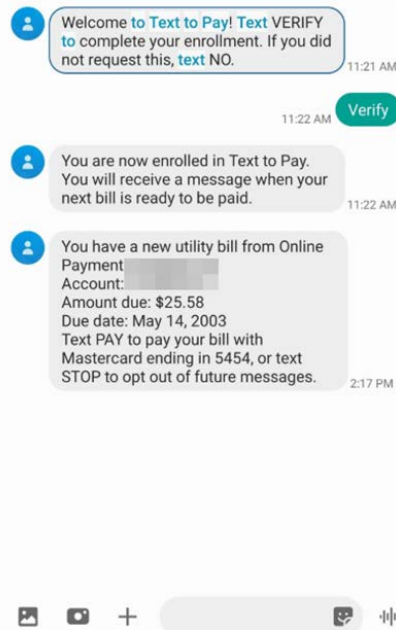
ERP Pro – What is Text to Pay

What Is Text To Pay?

Text To Pay allows you to sign up through our Interactive Voice Response system or (IVR for short) with your preferred method of credit card. Each time a new balance is posted to your account, you will receive a text message stating the new balance, amount due along with the due date.

From that text message received you can reply back PAY to pay your bill through text or even OPT out from the Text To Pay by replying STOP as shown in example below. All you need to do is sign up to start using it!

Pay Via Text allows Utility Billing customers to pay their bills via text message.



How Does It Work?

1. User calls the IVR phone number and listens for the prompts.
2. User then selects the option 4 to sign up for "Pay via Text".
3. User will need to enter in their account number and street address to verify they are using the correct account.
4. The system will ask the user if the current phone number they are calling from is what they wish to be messaged on or if there is a different number.
5. Once the user confirms the number, they wish to use then they will need to enter in a credit card payment method.
6. The system sends the user a text message to confirm sign up.
7. After the user confirms the enrollment, the system will send the user a text message when a new balance is available on the user s utility account.
8. To make a payment, the user will reply to the text with, Pay.
9. The system sends the user a confirmation text with the receipt number.
10. The user can edit existing card or phone number information and unenroll at any time by calling the IVR number and hitting option 4 to manage Text To Pay settings