

## HOW TO REGISTER FOR PAY BY TEXT

When the *Pay by Text* feature is enabled a customer can register to receive text message notifications about new bills and pay their bills via text message. *Pay by Text* registration can be completed in two areas – the Public Payment Route and the Customer Portal.

### Registration – Public Payment Route

1. When customers process a one-time payment, they are now able to register to receive bill notifications by text message.

**Your Invoice** 1 Invoice selected. Your Total Balance Due is \$135.35.

Type	Account #	Invoice #	Due Date	Balance Due	Options
1 Personal Property Taxes	PP-30519	2013030030519-2	9/9/2015	\$135.35	  

Select More → OR Register Now → OR **Pay Now** →

2. After a customer selects an invoice and chooses a payment method, the review payment screen will now display the option to register for *Pay by Text* notifications. The customer must enter their mobile phone number and mark the checkbox labeled “*Send me TEXT messages for future invoices.*” Then the customer will receive a text message with an instruction to reply OK to begin receiving text messages.

1 Enter your information 2 Payment Options **3 Review Payment** 4 Payment Confirmation

### Please Review your Information

Please confirm the following information in order to process this payment.

<b>Billing Information</b>	<b>Payment Information</b>
<b>Name</b> Jim Smith	<b>Cardnumber</b> 4111XXXXXXXX1111
<b>Address</b> 1234 North Main Street	<b>Exp. Date</b> 9 / 2018
<b>City</b> Memphis	<b>Payment Amount</b> \$135.35
<b>State</b> TN	<b>Service Fee</b> \$3.99
<b>Zip Code</b> 38111	<b>Total Amount</b> <b>\$139.34</b>
<b>Email Address</b> test@invoicecloud.com	

**Sign up for SMS TEXT notifications**

Would you like to receive your future Invoice notifications via a convenient TEXT message? Save time by paying your Invoice directly from your phone. It's never been easier to pay. Sign up today!

Phone Number   Send me TEXT messages for future invoices

In order to complete your enrollment, you must verify receipt of the Text Registration TEXT which will be sent to the Phone Number you entered above.

Standard data fees and text messaging rates may apply based on your plan with your mobile phone carrier. You may opt out of text delivery at any time by replying STOP to any Text message received from InvoiceCloud.

## 30-second Account Registration

The payment confirmation screen also displays an option to process a 30-second account registration, which will save the current payment method used as the default method of payment.

<b>1</b> Enter your information	<b>2</b> Payment Options	<b>3</b> Review Payment	<b>4</b> <b>Payment Confirmation</b>
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**Payment Processed Successfully** PRINT 

Thank you for making an IC E-Payment. **Trusted, secure e-payments.**

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Please review the transaction results below.

A Receipt for this transaction has been sent via email for your records.

<b>Payment Made To:</b>	<b>Invoice Cloud Employee Review</b>  (877) 555-5555 <b>FREE Ext: 833</b>
Payment Message:	APPROVED 281578
Account Number:	PP-30519
Invoice Number:	2013030030519-2
<b>Payment Amount</b>	\$135.35
<b>Service Fee</b>	\$3.99
<b>Total Amount</b>	<b>\$139.34</b>
Name:	Jim Smith
Address:	1234 North Main Street Memphis TN 38111
Email Address:	test@invoicecloud.com

Payment Method:	Visa	Would you like us to save this payment information for future use? It only takes 30 seconds to register. <a href="#">Click Here to Register Now</a>
Card Number	4111XXXXXXXX1111	
Payment Type:	Personal Property Taxes	



When using this method, the customer will only enter a password and secure code to complete registration.

### New Customer Registration : 3 Simple Steps

#### Step 1 - Account Verification

Invoice Cloud Employee Review Account #:

#### Step 2 - Provide your Email Address and Create a Password

Email Address	<input type="text" value="test@invoicecloud.com"/>
Confirm Email Address	<input type="text" value="test@invoicecloud.com"/>
Create Password	<input type="password" value="....."/>
Confirm Password	<input type="password" value="....."/>
Enter Secure Code ( shown below )	<input type="text" value="zmhrw"/>
Secure Code	

**Creating Strong Passwords**

Strong passwords are important protections to help you have safer online transactions.

An ideal password is long and has letters, punctuation, symbols, and numbers.

- Password must be at least 5 characters long
- The greater the variety of characters in your password, the better.
- Use the entire keyboard, not just the letters and characters you use or see most often.

**Linking Accounts**

If you have other accounts with us, with the same email address and

**Add password and Secure code**

The payment method used for one-time pay is saved as the default method of payment.

**Customer Credit Cards**

[NEW CREDIT CARD ACCOUNT](#)

Cardnumber	Month	Year	Default	Options
4111XXXXXXXX1111	8	2017	Yes	

Save trees, checks, stamps, and time. Sign up for [AutoPay](#) and pay invoices automatically on their AutoPay collection date. [Learn More...](#)

## Registration – Customer Portal

1. In the customer account, under the My Profile menu, customers can now choose to receive invoice notifications by text message.

My Account | **My Profile** | Support / Exit

Payment Methods  
Update Account Info  
Update Email Address  
AutoPay  
Paperless Options  
Recurring Scheduled Payments  
Manage Customer Accounts

**Update Account Information**

Please review your account information and make any necessary updates.

Customer Name: CREGEEN INC  
Account Number: [Redacted]  
Address: [Redacted]  
Suite/Apt#: [Redacted]  
City, State, Zip: Memphis TN 38111  
Home Phone Number: [Redacted]  
Courtesy Email Address: [Redacted]

How would you like to receive Invoice Notifications? Email Only

Your Email Address: [Redacted]

How would you like to receive Invoice Notifications?

Your Email Address: [Redacted]

Email Only  
Email and Text

2. If *Email and Text* is selected, a field to enter your mobile phone number will display:

How would you like to receive Invoice Notifications? Email and Text

Your Email Address: [Redacted]

Your Mobile Phone Number: (555) 901-1212

Standard data fees and text messaging rates may apply based on your plan with your mobile phone carrier. You may opt out of text delivery at any time by replying STOP to any Text message received from InvoiceCloud.

3. After entering your mobile number and clicking the Update button, the *pending text registration message* is displayed.

Account Number: PP-30519

Address: 1234 North Main Street

Suite/Apt#:

City, State, Zip: Memphis TN 38111

Home Phone Number:

Courtesy Email Address:

**Text Registration**  
*In Progress*

Please check your mobile phone and read the details in order to complete the registration process.

- RESEND CONFIRMATION TEXT
- CANCEL REGISTRATION

How would you like to receive Invoice Notifications?  
Email and Text

Your Email Address:

Your Mobile Phone Number: (555) 901-1221

Standard data fees and text messaging rates may apply based on your plan with your mobile phone carrier. You may opt out of text delivery at any time by replying STOP to any Text message received from InvoiceCloud.

Unsubscribe:   
(Invoice Notifications)

By checking this box, and hitting the update button, you will no longer receive emailed Invoice Notifications from Invoice Cloud, however we are required to send you Payment Receipts and/or other payment related notifications.

Update

4. The customer will receive the following text message. A reply of OK is required for confirmation before the customer will begin to receive invoice notifications by text.



5. After the registration text message has been confirmed, the pending registration banner will no longer display on the Update Account Information screen.



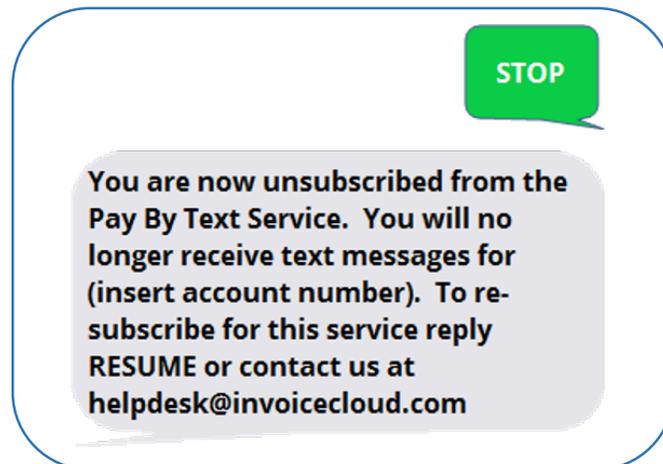
Customer Name: DANFORTH DENATL, PC  
Account Number: 882009001  
Address: 1671 WORCESTER ROAD  
Suite/Apt#: SUITE#401  
City, State, Zip: FRAMINGHAM MA 01701  
Home Phone Number:  
Courtesy Email Address:

How would you like to receive Invoice Notifications? Email and Text  
Your Email Address: sevrard@invoicecloud.com  
Your Mobile Phone Number: (571) 405-7310

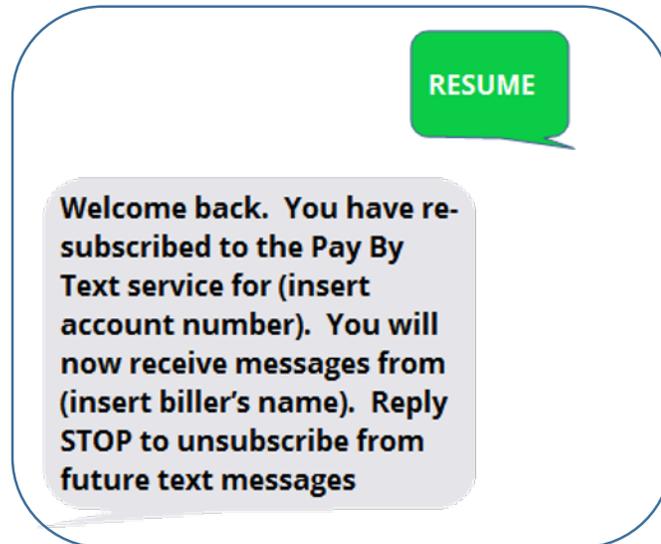
Standard data fees and text messaging rates may apply based on your plan with your mobile phone delivery at any time by replying STOP to any Text message received from InvoiceCloud.

### To Stop or Resume Text Messages

If the customer no longer wants to receive text message notifications, they can reply **STOP** and the following message will display. The contact will be Invoice Cloud customer support.

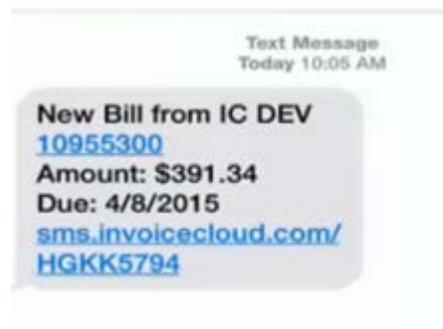


When a customer decides to begin receiving text message notifications again, they can reply **RESUME**, and the following message will display:



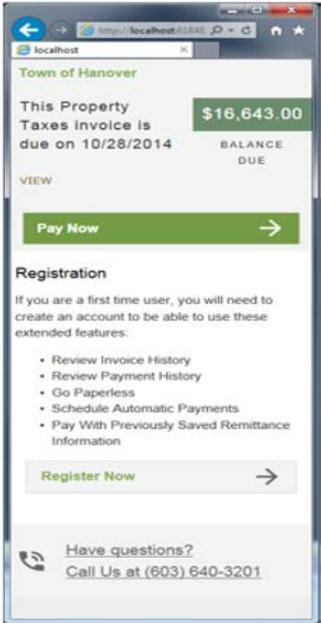
### **Text Message Notifications**

**Scenario 1:** If a customer receives a text message notification to pay a bill and does not have a default method of payment, he will receive a link to the mobile web form to add a method of payment.

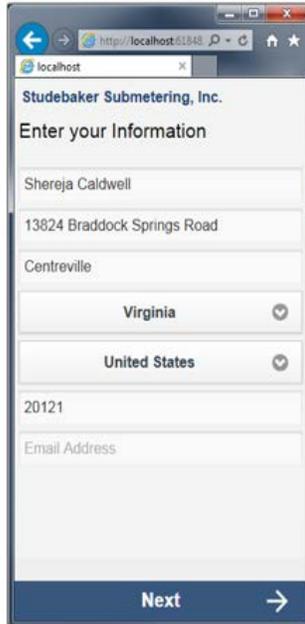


# Mobile Web Forms:

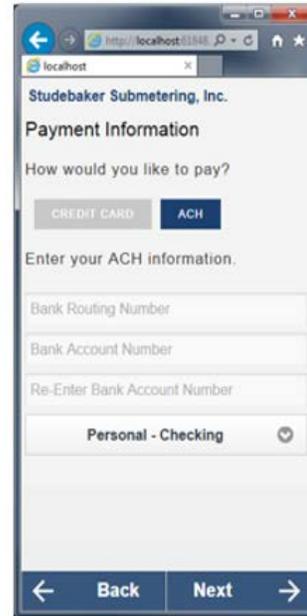
*Click Pay Now*



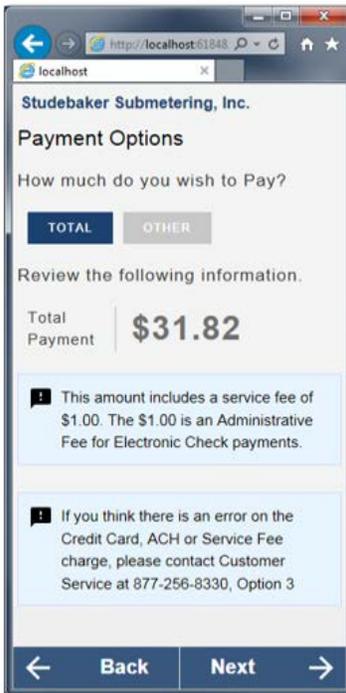
*Enter Payer Information*



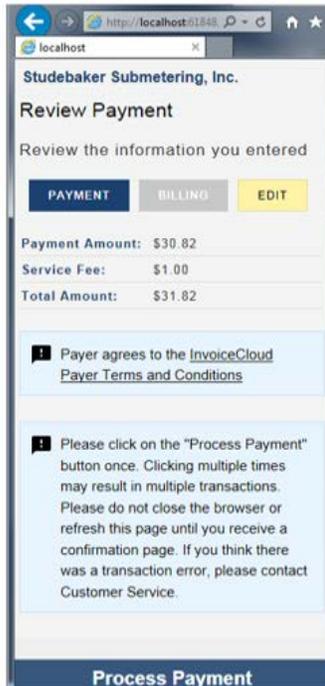
*Select Method of Payment*



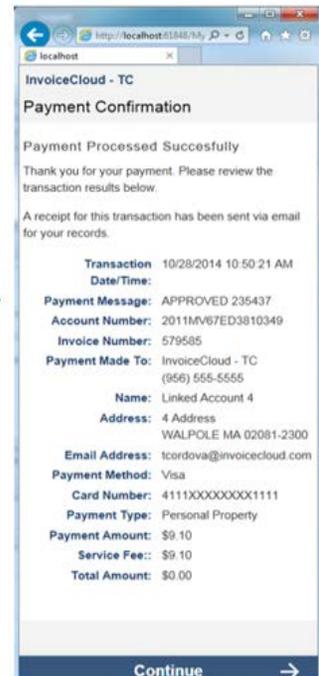
*Select Payment Options*



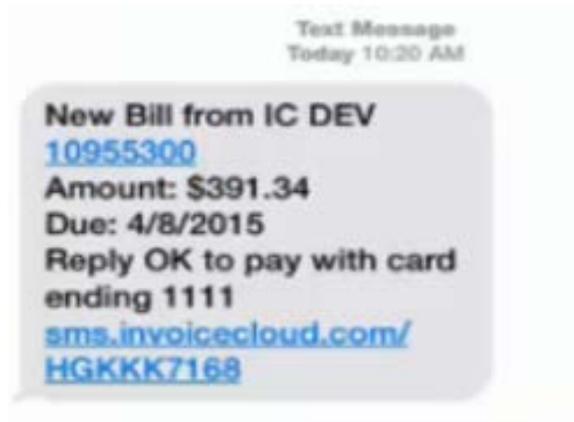
*Review & Process Payment*



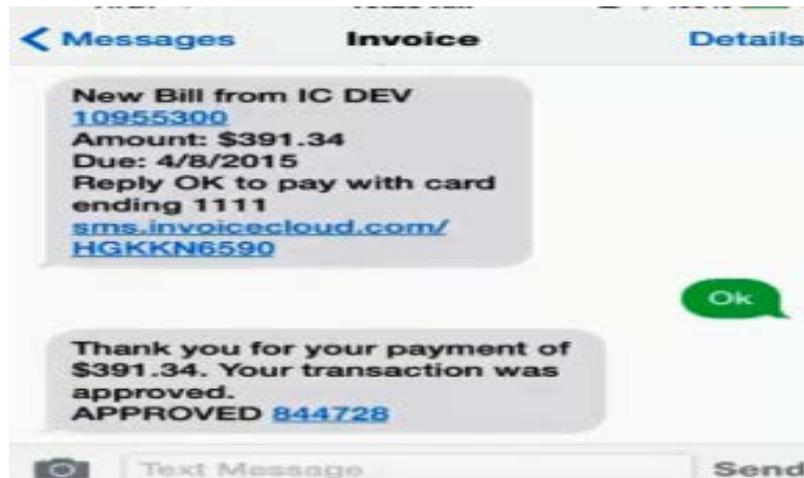
*Payment Confirmation*



**Scenario 2:** If a customer has a default method of payment saved the following text message will display:



If there is no convenience fee (Non-Submitter), simply reply OK.



**Scenario 3:** If there is a convenience fee (Submitter), then reply OK and the convenience fee will be calculated and displayed. The customer will reply with PAY to complete the transaction.

