

Pay by Text Registration

The Pay by Text feature is our fastest growing payment method for your registered customers. This feature allows your customers to conveniently pay their bill by answering with an **OK** and a **Pay** command if they wish to pay with their saved payment method. The customer is also provided with a link to access the customer portal right on their mobile device to complete the payment. Registration is a quick two-step process.

How to Register for Pay by Text:

1. From the Customer Portal the registered user selects the **Edit** button to the right of **Pay by Text** or from the **My Profile** menu at the top of the screen they can select **Pay by Text**.

The screenshot shows the InvoiceCloud Customer Portal interface. At the top, there is a navigation bar with 'TRAINING - TEST', a home icon, and dropdown menus for 'My Account', 'My Profile', and 'Support'. A dropdown menu is open under 'My Profile', listing various account management options. 'Pay by Text' is highlighted with a red box in this menu. Below the navigation bar, the main content area is titled 'Your Account at a glance'. It features a 'I want to...' section with a 'Pay my invoices' button and several links for account management. To the right, there is a list of payment methods: 'AutoPay', 'Paperless', and 'Pay By Text'. The 'Pay By Text' option is highlighted with a red box, and an 'EDIT' button is visible next to it. Below the payment methods, there are sections for 'Recent Open Invoices', 'Recent Closed Invoices', 'Recent Payments', and 'Upcoming Scheduled Payments'. The 'Recent Payments' section contains a table with the following data:

Payment Date	Account #	Amount
4/5/2019	PP-04628	\$220.32
4/5/2019	PP-04628	\$0.40


2. From the **Pay by Text** page the user selects, **Email and Text** from the dropdown menu.

The screenshot shows the 'Pay by Text' interface. At the top, there is a blue icon of a mobile phone and the title 'Pay by Text'. Below this, under 'Your Accounts', there is a blue pill-shaped button with the text '#PP-04628 - MALKIN ANDREW &'. The main section is titled 'How would you like to receive invoice notifications?'. A dropdown menu is open, showing three options: 'Email Only' (highlighted in blue), 'Email and Text' (highlighted with a red border), and 'Save my changes' (with a checkmark icon). To the right, under 'Your Email Address', the text 'nriley@invoicecloud.com' is displayed.

3. The user enters their mobile phone number including area code and clicks on **Save my changes**.

The screenshot shows the 'Pay by Text' interface. The dropdown menu is now closed, and 'Email and Text' is selected. Below the notification preference section, there is a field for 'Your Mobile Phone Number *' with three input boxes containing 'xxx', 'xxx', and 'xxxx'. Below this, there is a disclaimer: 'Message and data rates may apply. You may opt out of text delivery at any time by replying STOP to any Text message received from Invoice Cloud. Text HELP for more information. Message frequency varies. Contact customer support at (901) 737-8686. T-Mobile is not liable for delayed or undelivered messages.' At the bottom, the 'Save my changes' button is highlighted with a red border.

- The user receives confirmation that the record has been successfully updated and the user is instructed to check their mobile phone to complete the registration process. The user can select **Resend TEXT** to have the text resent to their phone. They can also cancel the registration by selecting the link at the bottom of the screen, **You may cancel this registration by clicking here.**



Pay by Text

Your Accounts

#PP-04628 - MALKIN ANDREW &

Your information has been updated successfully. ✕

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

How would you like to receive invoice notifications?
Email and Text ▼

Your Email Address
nriley@invoicecloud.com

Your Mobile Phone Number *

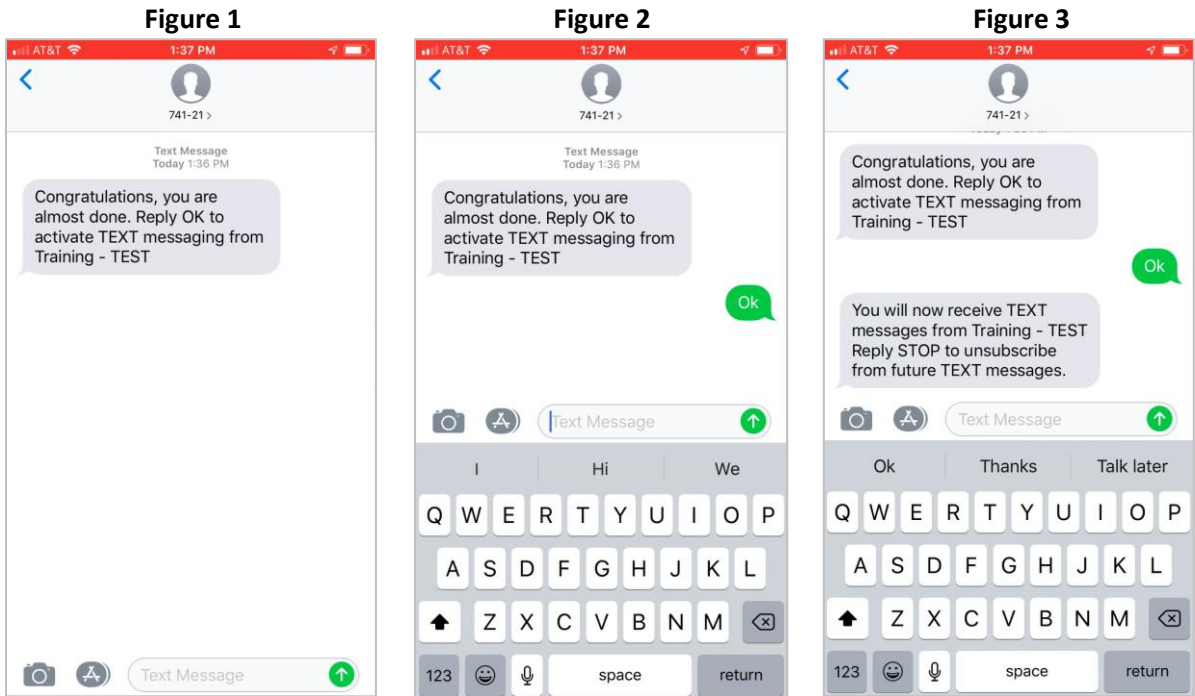
813 - 442 - 1254

Message and data rates may apply. You may opt out of text delivery at any time by replying STOP to any Text message received from Invoice Cloud. Text HELP for more information.
Message frequency varies. Contact customer support at (901) 737-8686. T-Mobile is not liable for delayed or undelivered messages.

Resend TEXT

You may cancel this registration by clicking here.

- After the user enters their mobile phone number on the **Customer Portal**, from their mobile phone they will complete the registration by responding to text displayed in Figure 1 below. The user types in **OK** as shown in Figure 2. When the user receives the response shown in Figure 3, the **Pay by Text** registration is complete.



- The **Customer Portal** dashboard shows the green check confirming the user's **Pay by Text** registration.

Your Account at a glance

I want to...

- Pay my invoices >
- View my payment history >
- View my scheduled payment history >
- Manage my AutoPay settings >
- Manage my Paperless settings >
- Update my account information >

Services

- AutoPay EDIT
- Paperless EDIT
- Pay By Text** ✓

Recent Open Invoices >

Due On	Invoice Date
7/25/2019	6/1/2019

Recent Payments >

Payment Date	Account #	Amount
4/5/2019	PP-04886	\$191.76
4/5/2019	PP-04886	\$5.66

Recent Closed Invoices >

Invoice Date	Account #
4/12/2019	PP-04886

Upcoming Scheduled Payments >

No history available

Canceling Pay by Text

- Users can cancel Pay by Text by selecting **Pay by Text** from the dashboard or by selecting **Pay by Text** from the **My Profile** menu. The **Pay by Text** page appears, and the user selects **Email Only** from the dropdown and **Save my changes**.

Pay by Text

Your Accounts

#PP-04628 - MALKIN ANDREW &

How would you like to receive invoice notifications? Your Email Address

Email Only nripley@invoicecloud.com

Your Mobile Phone Number *

813 - 442 - [REDACTED]

Message and data rates may apply. You may opt out of text delivery at any time by replying STOP to any Text message received from Invoice Cloud. Text HELP for more information.
Message frequency varies. Contact customer support at [REDACTED]. T-Mobile is not liable for delayed or undelivered messages.

✓ Save my changes