USE TEXT TO COLLECT

When it comes to communicating, Americans are all thumbs — as in, we’d much rather text than talk. In fact, we spend four times the amount of time each day texting than on voice calls. With the ACI Speedpay® solution, you can send text message (SMS) payment reminders and give consumers the option to pay simply by replying with a text. Not only will it raise consumer satisfaction, it’ll reduce your collections cost.

THE MARKET CHALLENGE

When is the last time you answered a number you didn’t recognize? Calling consumers is a challenging, costly way to collect payments. Fortunately, consumers actually prefer a lower cost way to contact them. Text messaging is the customer service channel of choice for Americans, offering a 98% open rate within three minutes. No wonder three out of four organizations offer or have in development right now the ability to receive text message payments.
EASY CONSUMER ENROLLMENT

- Consumers opt in to the text message payments service from a website they access with their computer, tablet or phone
  - Choose how many days before the bill is due to receive the text message
  - Designate the funding account to be used with text payments (debit card, credit card or ACH)
- Consumers can also elect to receive a “bill due reminder” notification via email or text without a payments option
- Customer service representatives can set up and view consumer preferences in the administration tool

SIMPLE ALERTS AND PAYMENTS

- Consumers receive a bill due reminder notification via text message
  - Notification includes an option to pay now by texting back “PAY”
- If/when the “PAY” text is received, a payment offer is sent via text to the consumer which includes:
  - Amount to pay (always the amount due)
  - Payment date (always the current date)
  - Last four digits of the funding account the consumer chose when signing up for the text-to-pay service
- Consumer is asked to text back “CONFIRM” to submit the payment
- Once the “CONFIRM” response is received, the payment is submitted

TEXT MESSAGE PAYMENTS OFFERED BY ORGANIZATIONS

Source: Ovum
EASE COMPLIANCE

• Debit card, credit card and ACH account numbers stored in ACI’s secure data centers, not sent through text message to ease PCI compliance

• FDCPA does not prohibit using text messages to collect debt (Read more on the FTC website.)

FLEXIBLE OPTIONS FOR YOU

• Choose to either host the consumer enrollment user experience or have ACI host it for you

• If you host the consumer enrollment site, then you can leverage ACI’s application programming interfaces (APIs)

• When using the API option, a client who controls enrollment profiles via the enrollment API can capture the consumer’s notification preferences and submit them to ACI

• APIs support the following:
  - Consumer opt in/out of text communications
  - Consumer can create/modify/delete their preference for a proactive bill due reminder. For example, consumers may specify:
    • The number of days prior to the due date they would like to receive the notification
    • A delivery method for the notification (email or text)
  - Allow a consumer to enable/modify/disable the text-to-pay option in the bill due reminder notification. For example, consumers may:
    • Specify a funding account to be used
    • Designate the funding account in the API with a funding ID or a funding token

SIMPLE INTEGRATION

• Receive text message payments in the same deposit and report as payments from all other ACI channels (mobile browser, web, interactive voice response, call center and APIs)

• Consumers enroll through existing systems whether hosted by you or ACI
Text messaging is one of many different channels within the ACI Speedpay solution — a comprehensive integrated platform proven to raise customer satisfaction 25%.

ACI does more than power electronic payments — we empower your business success.

See why 77% of organizations offer or have in development right now the ability to receive text message payments. Visit aciworldwide.com/billpayinsights