Payment Reminders

DATATEL COMMUNICATION TECHNOLOGIES

Deliver friendly, automated payment reminders to your customers using a combination of automated voice (IVR) and text messages which are designed to accelerate your accounts receivable collections.

It is simple to implement as it can be fed with customer accounts using data files typically available by most billing systems. You can upload your files via Datatel's easy to use web portal, optional A/R Sync FTP or customized integration with your Billing/A/R platform.

Payment Reminders Process:

Based on the delivery schedule that you determine, Datatel's Payment Reminders platform sends friendly, automated customized payment reminders (which you choose the content) to customers using a combination of Automated Voice (IVR) and Text Messages.

If a customer is reached live during the out-bound call, the customer can confirm, make a payment by phone (optional), and/or receive an SMS with payment instructions.

If a voicemail service is reached, a tailored message is left, encouraging customers to take action (i.e. call a payment line).

If a text messaging notification is sent, customers will be provided with a telephone number to immediately make the payment

Benefits:

- **Cost Effective**: A fraction of the cost of mail reminders, calls from your A/R representatives or your collection agency.
- **Improve Company Cash Flow:** Increase cash flow and reduce the number of accounts that go to high cost collection agencies.
- **Flexible A/R Integration**: A/R file upload using Datatel's Web Portal. You can also receive your A/R files using secure FTP transfer or via a connection to your existing web-enabled database and back-office system. This allows your organization to fully capitalize on your existing technology investment and vendor relationships.
- **Constant Communication**: Provides you with a simple way to stay in touch with your customers.
- **Customer Satisfaction Improvement Tool:** Proactively engage customers with payment reminders instead of waiting for accounts to turn delinquent. Customers appreciate the "soft" collection approach resulting in a better overall customer experience.
- **Pay-By-Phone Integration**: Leverage Datatel's IVR Payments Platform subscription so your customers can make a payment following the reminder call/text messages.