Billing and Payment Preferences – Registered User Options

PAY BY TEXT

- One registered user per billing account can receive invoice information by text message.
- Reply to the first text message to finalize the pay by text setup.
- The system sends a text when it generates a new invoice. If the invoice remains unpaid, the system sends two reminders before the due date.
- Reply to the text message to pay with the saved default payment method.
- Select the link in the text message to view the invoice on the payment vendor's website.
- Make one-time payments via Guest Pay using the link in the text message to the vendor's site.

AUTOPAY

- Use a debit or credit card for recurring payments. A fee applies to these payment types.
- Use an ACH payment for recurring payments without an additional fee.
- Autopay may reduce the invoice fee.
- The system sends email notifications for new invoices, payment confirmations, and payment reminders.

PAPERLESS

- Paperless billing stops printed invoices from arriving by mail.
- Invoices remain available online and on the payment vendor's website.
- The system sends an email when an invoice is generated.
- The system sends the invoice notification to every registered user associated with the account on the payment vendor's website.
- If an email is undeliverable, the system cancels paperless billing and prints/mails future invoices.
- Paperless enrollment may reduce the invoice fee.

USERS WITH ACCESS TO MULTIPLE BILLING ACCOUNTS

- Assign a different phone number to each billing account. When a user has multiple accounts, a different phone number should be registered for each account in order for Pay by Text to operate properly.
- The system stores payment methods by email address, not by billing account number, so saved payment methods are available to all billing accounts associated with the same email address.

PREFERENCE MANAGEMENT

- Manage preferences on the payment vendor's website or in ExpressServe.
- Start or stop a billing preference at any time.
- Only registered users can manage billing and payment preferences.

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