

IVR

Steps to make payment or check balance

1. Enter in account number. Dashes are not included.
2. Repeats the number back. Press 1 to confirm account number or 2 to re-enter.
3. Enter in just the numbers of your address such as 123 if your address is 123 Main.
4. Repeats the number back. Press 1 to confirm account number or 2 to re-enter.
5. After it finds your account it will confirm the name and address.
6. Enter 1 to continue with this account.
7. It will let you know if there is a fee when making an IVR payment.
8. To continue with payment, enter 1 or to learn more about the fee, enter 2.
9. If you choose option 1, it gives balance and due date.
10. To pay full balance, enter 1 or to pay a different amount you enter 2.
11. It says what types of cards are accepted and then will prompt you to enter in credit card number.
12. Repeats credit card number and ask to confirm by entering 1 or re-enter using 2.
13. Enter credit card expiration date.
14. Repeats date and ask to confirm by entering 1 or re-enter using 2.
15. Enter credit card verification code.
16. Repeats and ask to confirm by entering 1 or re-enter using 2.
17. It will give total amount of charge.
18. To continue with payment, enter 1. To cancel, hang up or enter 2.
19. Receive message letting you know it was successful and gives confirmation number.

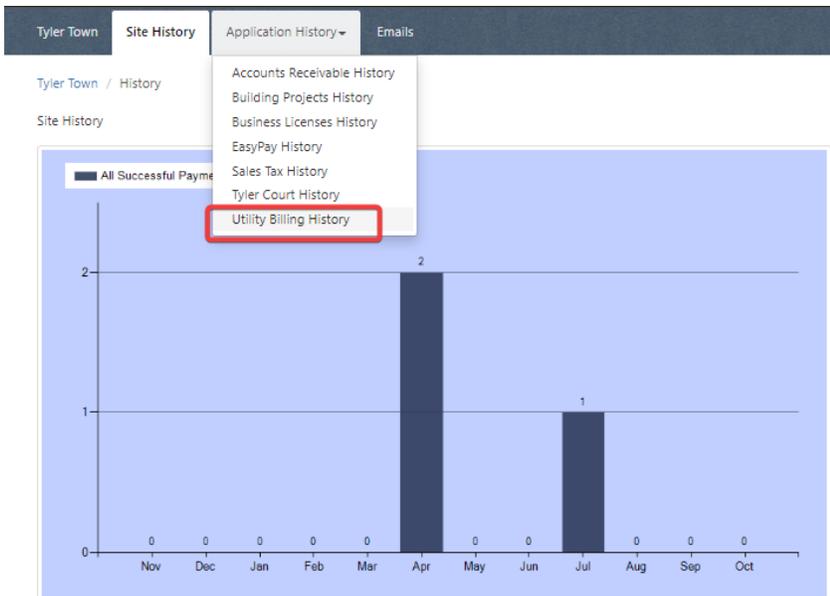
IVR / Text To Pay Transactions

IVR / Text To Pay TRANSACTIONS

When an IVR or Text To Pay transaction is made, the system will push down the payment transaction into Cashiering or Cash Collections automatically. But if you need to review transactions or look up declined IVR /Text To Pay payments you may do so through the Utility Billing Online payment website.

HOW TO LOOK UP TRANSACTION HISTORY

1. Log into the Online payment website, and click on the **Sprocket** icon in the top-right corner and select History.
2. Under the **Application History** drop down select the appropriate application, for example if you are wanting to look up a Utility Billing IVR transaction select Utility Billing History.



3. Select the **Transactions** tab.



- On the Transactions page, you can search by date, confirmation number, member email, receipt number and account number. The page will automatically load to the last 24 hours of transactions. If you want to view only IVR/Text transactions, select IVR or Text from the **Mode** drop down.

Overview Transactions Transaction Reconciliation (2) Utility Billing

Search By: Date From: 02-22-2023 To: 02-23-2023 Show: All Transactions Mode: IVR Type: All Payment Method: All Go

1 Transaction Found

Date ↓	Mode	Member	Amount	Fees	Met	Status	Confirmation	Receipt
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Online Payments Playground / Utility Billing / History / Utility Billing

Transactions

Overview Transactions Vault Payments Service Requests

Search By: Date From: 03-01-2017 To: 04-03-2017 Show: All Transactions Mode: IVR Go

28 Transactions Found

Date ↓	Mode	Member	Amount	Fees	Processor	Type	Status	Confirmation	Receipt
3/23/2017 9:38 AM	IVR		\$1.00	\$0.00	Authorize.Net	VISA	Successful	28813K51W1	00494652
3/13/2017 3:27 PM	IVR		\$0.03	\$0.00	Authorize.Net	MasterCard	Successful	158467WL5Q	00493239
3/13/2017 3:24 PM	IVR		\$0.02	\$0.00	Authorize.Net	VISA	Successful	56472552U9	00493238

- To see additional info on a specific transaction, click on the **date** and more info will display.

Search By: Date From: 05-03-2022 To: 10-21-2022 Show: All Transactions Mode: All Type: All Payment Method: All Go

1 Transaction Found

Date ↓	Mode	Member	Amount	Fees	Method	Status	Confirmation	Receipt
7/15/2022 3:00 PM	AutoPay	@tylertech.com	\$59.99	\$0.00	MasterCard	Successful	36QRG5RTWF	00434889

Payment Information

Member: @tylertech.com

Payment Method: Mastercard 5454

IP Address: Not Available

Status: Successful

Confirmation Number: 36QRG5RTWF

Payment Receipt Number: 00434889

Payment Detail

Account #	Amount	Type	Donation
	\$59.99	AutoPay	False

Credit Card Detail

Card Number: 5454

Expiration Month: 12

Expiration Year: 21

Name on Card: Dennis

Street 1: [Redacted]

Street 2: [Redacted]

Zip: 79414

Transaction Detail

Processor: Ets

Amount: \$59.99

Date: 7/15/2022 2:59:58 PM

VerifiedAmount: 59.99

ApprovalCode: [Redacted]

ResponseCode: [Redacted]

ResponseText: TRANSACTION FINALIZED

ErrorCode: [Redacted]

ErrorText: [Redacted]

CVVResultCode: [Redacted]

AVSResultCode: [Redacted]

PurchasIdentifier1: [Redacted]

PurchasIdentifier2: [Redacted]

OperatorID: [Redacted]

TransactionSequenceNumber: [Redacted]

TransactionID: [Redacted]

LocalTransactionDate: [Redacted]

LocalTransactionTime: [Redacted]

CustomerServicePhoneNumber: [Redacted]

HOW TO LOOK UP IVR / Text USERS BY PHONE OR ACCOUNT

1. Log into the Online payment website, and click on the **Sprocket** icon in the top-right corner and select ADMIN.
2. Under the **ADMIN WINDOW** select the MANAGE MEMBERS option.

Member Management Home

Search for Member

Member Email

Account Number

Search for IVR/Text Users

Phone Number

Account Number

Browse Roles

- **Member** - Access pages that require authentication. Administration and History divisions are not accessible unless marked as an additional role
- **Administrator** - View all divisions of the Site, including Administration, History, and Member Management
- **Utility Billing Configuration** - View and change Utility Billing application configuration
- **Utility Billing Download** - Download Connect Service Request documents on the UB History page
- **Utility Billing History** - View Utility Billing transaction history and service requests
- **Utility Billing Impersonation** - Allows clerks to impersonate members

Locked-out Members

- [View locked-out members](#)

3. After entering in the phone number, you can hit search to see if the user has enrolled in IVR payments or Text To Pay (if your city allows Text To Pay).

Member Registrations

[← Back to Member Management Home](#)

Member Information	
Phone Number	123-456-7890
IVR Payment Phone Number	
Text Payment Phone Number	

Account Number	IVR	Pay Via Text
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There are no Enrollments associated with the Phone Number 123-456-7890

Don't wait in line. Pay by phone!

- Pay by credit or debit card.
- Hear real-time balances and due dates.

Call 855-695-4336 today to make your payment over the phone!

Save time — pay by phone!

The City of Moulton, AL gives you access to your account 24 hours a day, 365 days a year. It's a convenient way to pay your bills on your own time — with no waiting!

- Save postage by paying your bill by phone.
- Access your updated account instantly.
- Hear real-time balances, payment amounts, and due dates.
- Enter your information securely through an automated system.

Call 855-695-4336 today to make your payment over the phone!

