

Payment Delinquencies Roadmap

Overcoming Roadblocks to Timely Bill Payments From Customers

Delinquent Payments = Countless Issues



Wasted staff time and organizational resources from manual late payment notices



Interrupting cash flow



Long-lasting impacts like service shutoffs/policy cancellations

Common Reasons for Missed Bill Payments and Tactical Ways to Get Customers Back on Track

❌ Customers are not aware their payment is due.

✅ Encourage timely payments with detailed payment reminders.

- Send multiple reminders.
- Always include amount due and payment link.
- 2nd & 3rd notifications have best response rates.



❌ Customers lack funds to pay their bill.

✅ Empower customers with payment plans.

★ IC FEATURE:

PayPal's "Pay in 4" interest-free installment loan splits balance due into four payments.



❌ Customers don't respond to current notifications.

✅ Send personalized communications.

★ IC FEATURE:

Outbound Campaigns leverages customer information to send targeted messages, enabling billers to send personalized payment reminders or other service communications via email, phone, or text.



97% own mobile phones



❌ Customers lack computers to access online bill payment, but 97% own mobile phones.

✅ Offer mobile payment options to compensate.

★ IC FEATURES:

- Mobile wallets
- Online portals with optimal smartphone experience
- Automated phone payments also known as IVR
- Options to pay in cash at retailers

❌ Despite notifications, customers are still forgetting to make payments.

✅ Set up automatic or scheduled payments.

★ IC FEATURE:

Drive AutoPay enrollment throughout the payment experience.



check fraud increased
385%
nationwide*



❌ Checks for bill payment arrive late or are stolen from the mail.

✅ Educate on fraud and push for digital payments.

- Since the pandemic, *check fraud has increased 385% nationwide.**
- Educate customers on the dangers of paying by check and promote digital options on paper bills to encourage adoption.

* US Treasury

❌ Customers historically misplace paper bills.

✅ Encourage paperless billing enrollment.

★ IC FEATURE:

Motivate paperless billing enrollment throughout the payment experience.



❌ Customers find paying digitally too difficult.

✅ Choose a billing and payment system designed for ease of use.

The best way to keep bill payments on time is by driving customers to adopt your digital payment options. Online routes offer customers the flexibility and convenience they crave – but only if they're easy to find and use. If your billing and payment system isn't providing customers with quick, intuitive ways to pay, you're causing more roadblocks to payment than you're solving.



InvoiceCloud is a billing, payment, and engagement platform, designed to eliminate barriers to timely bill payments.

Interested in learning more about how our industry-leading solution can help your organization reduce delinquencies?

Schedule some time to talk with our team.

InvoiceCloud®

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