InvoiceCloud®

Payment Delinquencie Roadmap

Overcoming Roadblocks to Timely **Bill Payments From Customers**

Delinquent Payments = Countless Issues



Wasted staff time and organizational sources from manual late payment notices



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.



with detailed payment · Send multiple reminders.

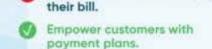
Encourage timely payments

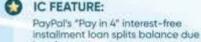
- · Always include amount due
- and payment link. . 2nd & 3rd notifications have
- best response rates





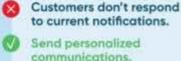




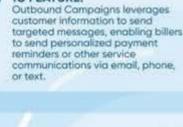


into four payments.

Customers lack funds to pay

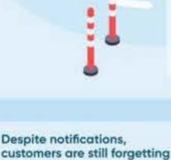






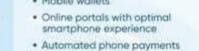


own mobile phones



Offer mobile payment options to compensate. IC FEATURES: Mobile wallets

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



also known as IVR

· Options to pay in cash at retailers



to make payments.



check fraud

increased



nationwide*

enrollment. IC FEATURE:



 Since the pandemic, check fraud has increased 385% nationwide.* Educate customers on the dangers of paying by check and promote

encourage adoption.

digital options on paper bills to

Educate on fraud and push for digital payments.









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

Interested in learning more about how our industry-leading solution can help

Invoice Cloud®

eliminate barriers to timely bill payments.

Schedule some time to talk with our team.

