

A banner image showing a person's hands holding a smartphone. The text "SOFTtelPay" is overlaid in large, white, bold letters. Below it, the text "...hassle free payment solution" is written in a smaller, white font. The background is dark and slightly blurred, focusing on the hands and the phone.

SOFTtelPay

...hassle free payment solution

With the *SOFTtelPay* Solution, customers may pay their bills online or by toll-free phone using debit or credit card 24/7. Secure, Simple, and Convenient.

UTILITY BENEFITS...

- Reduces walk-ins, mail-ins, and call-ins
- No merchant account needed, so no merchant fees incurred
- Utility does not handle or store credit card information or deal with convenience fees
- No extra office equipment needed
- No contract to sign– service can be dropped at any time
- Funds are automatically deposited into utility's bank account
- Daily emails sent to utility, with the total ACH amount deposited
- Secure administrative website provides current payment activity
- Transactions can be exported and/or printed
- Secure payment website allows custom banner design to conform to company branding

CUSTOMER BENEFITS...

- Users may pay online or by phone 24/7
- Receipt for web and phone payments if email address is available
- Only customers who use the service pay a nominal convenience fee
- Optional email payment reminders sent with payment portal link
- Supported on current smart phones and tablets