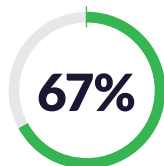


CREATE A BETTER AUTO SERVICE PAYMENT EXPERIENCE WITH TXT2PAY[®]

VEHICLE OWNERS EXPECT A BETTER REPAIR AND SERVICE EXPERIENCE.

More consumers are interested in contactless service than ever before.¹



of consumers say they will return to a dealership for paid service work when contacted by text (compared to 55% via a phone call).²

AND IT ALL CIRCLES BACK TO THE CUSTOMER EXPECTATION FOR A FASTER, SAFER, MORE CONVENIENT PAYMENT EXPERIENCE:

➤ More than 80% of consumers want to use their phones or another online platform to make payments.³

➤ Consumer satisfaction improves by up to 69 points (on the JD Power scale) when remote or online payment options are available for service payments.⁴ Yet, only 6% of service customers have used remote or online payment options.⁵

CONTACTLESS PAYMENT EXPECTATIONS AREN'T GOING AWAY



of consumers say they will continue to use contactless payment options even after the pandemic is over.⁶



of consumers will switch to a new business that offers a contactless payment option.⁷

IT'S TIME FOR SERVICE REPAIR SHOPS TO MODERNIZE THE PAYMENT EXPERIENCE



10x

Contactless payments are up to 10x faster than other in-person payment options.⁸



9 of 10

consumers want to communicate with a business through texting.⁹

THE POWER OF TEXTING—THE CUSTOMER-PREFERRED CHANNEL FOR COMMUNICATION AND PAYMENTS.



of consumers send or receive at least one text every day.¹⁰



of consumers open every text they receive within a few minutes.¹¹



the open rate for text messages is 98%¹² vs. 20% for email.¹³

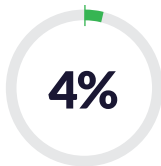
Nearly every text message sent is opened by the receiver. Compared to lost, unopened, and even ignored emails and mailed invoices, texting offers a way to get paid faster while adding convenience and speed for your customer.



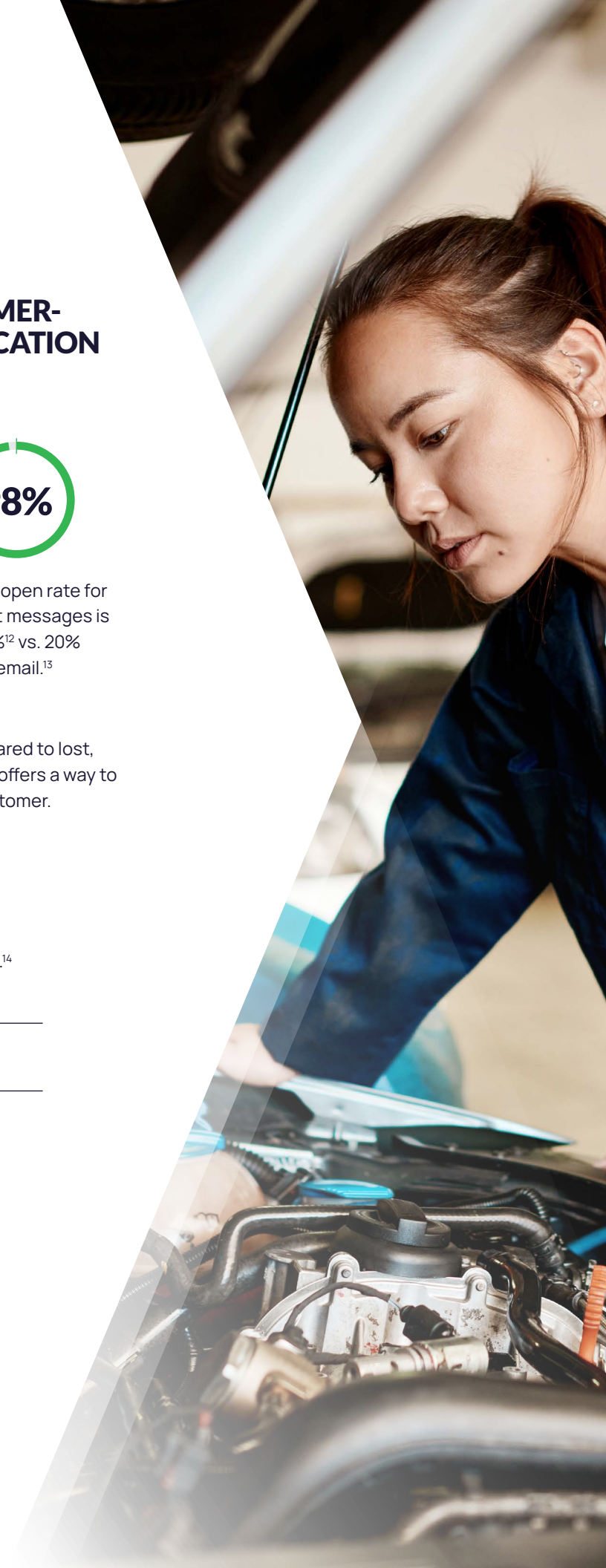
83%

of consumers want to make payments with their mobile device.¹⁴

But most businesses are still stuck offering outdated payment choices.



In fact, only 4% of businesses offer a pay-by-text option.¹⁵



AUTHVIA OFFERS A BETTER PAYMENT EXPERIENCE FOR SERVICE CUSTOMERS



OFFER A TOUCHLESS, SAFE WAY TO CHECK OUT

Nearly 80% of global consumers say they use contactless payments because of safety and cleanliness.¹⁶ And 82% of consumers agree that contactless payments are the “cleaner way to pay.”¹⁷ Meet customer expectations for the new normal with a payment experience that is completed on their mobile device—right in a text thread.



REDUCE CUSTOMER PHONE CALLS FOR PAYMENTS

Text payments and reminders don't just add convenience to the billing experience, they reduce incoming calls for payments over the phone. Text call deflection offers a better customer experience—removing the frustration of interactive voice response systems—and helps front desk staff process more payments at once.



CREATE A MORE SECURE PAYMENT EXPERIENCE

Nearly 70% of consumers worry about the security of the digital platforms they use to make payments.¹⁸ TXT2PAY® offers a safer, more secure payment experience with the highest level of PCI compliance. Customer credit card information bypasses your business and your employees, eliminating fraud opportunities and data breach concerns.



COLLECT PAYMENT WITH TXT2PAY®

To add even more convenience to the customer payment experience, TXT2PAY® allows customers to make a payment directly in the text thread. While 95% of all texts are opened within just three minutes¹⁹ and at least 50% of consumers complete the requested action in the text they receive,²⁰ TXT2PAY® offers a great way to improve speed-to-payment.



TEXT PAYMENT REMINDERS AND INVOICES

9 out of 10 consumers prefer to engage with businesses by texting.²¹ Printed invoices are lost in the mail and emailed reminders get stuck in busy inboxes. Send payment reminders to make a payment in the channel that's convenient for customers, service advisors, and your front desk staff—text.



DECREASE CUSTOMER WAIT TIMES

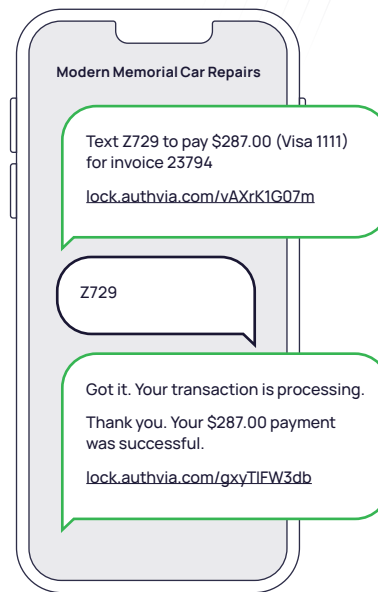
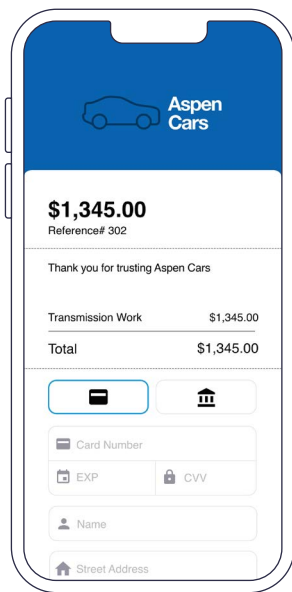
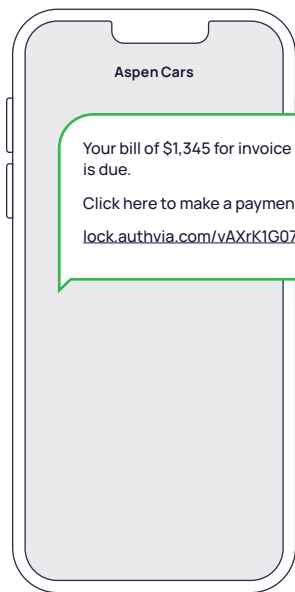
With TXT2PAY®, service customers can pay their invoices before they even get to the checkout line or the auto shop and head straight to the vehicle pick up line. By collecting payment via text, the checkout experience is shortened—contactless payments are up to 10x faster than other in-person payment options.²²



PROVIDE BILL TRANSPARENCY

Eliminate surprise billing scenarios with a texted invoice. Billing questions can be brought to the checkout if needed, but with TXT2PAY®, customers can see their total bill before they even return to pick up their vehicle. Plus, with a texted bill payment, payment completion is higher—text messages have a 209% higher response rate than phone calls, emails, and even Facebook.²³

CONVENIENT PAYMENT EXPERIENCES FOR NEW AND RETURNING CUSTOMERS



EASY SET-UP FOR FIRST-TIME PAYMENTS

Customers receiving their first TXT2PAY® request are directed to a microsite—with an embedded link right in the text thread—where they can enter their payment information.

FASTER, MORE CONVENIENT TRANSACTIONS FOR RETURNING CUSTOMERS

Returning customers—or payment requests sent through Authvia from another business—bypass the request for payment information and simply ask for a payment code confirmation.





OFFER CONTACTLESS, CONVENIENT PAYMENT OPTIONS FOR YOUR SERVICE OR AUTO REPAIR SHOP:



Meet customer expectations



Remove friction with touchless payments



Get paid faster



Reduce paperwork and phone calls



Increase payment convenience

MODERNIZE YOUR CUSTOMER PAYMENT EXPERIENCE WITH AUTHVIA.

- Make payments convenient—use TXT2PAY®
- Eliminate payment risk—keep customer payment data safe and secure
- Increase speed-to-payment—send payment requests via text

CLICK HERE TO SPEAK WITH A SALES REP.

AUTHVIA

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