



Introducing:



CREDIT CONSULTING SERVICES, INC.

## + IVR Billing Solutions

IVR billing offers you an easy and affordable way to collect payments, anytime, over the telephone 24/7, with real-time reporting, while meeting the Payment Card Industry (PCI) security requirements. No specialized equipment is required and you can utilize the Virtual Terminal for reporting on the payment transactions you receive. IVR billing can be accessed via a toll-free number or you can route calls from your existing phone system menu. Upon arrival, callers are presented with a pre-recorded call flow and script - some of which are custom recorded, some of which are pre-built for optimum usability, speed-to-market, and corporate brand continuity.

“ ivr allows us to take payments 24/7 and reduce costs when really no billing agent was needed - it's been great ”  
- Stacy R., Accounting Specialist

## What it Does

The Direct Pay™ system accepts calls from your customers wishing to make a check, credit card, or ACH payment. The customer direct dials or is transferred to an 800 number provided by e-Complish. The call is answered in your company name and proceeds to take a payment from your customer using speech recognition or a standard touch-tone keypad on their phone.

Utilizing the PaidSuite IVR system will free your staff of routine payment processing calls; increasing overall customer service productivity for more pressing issues. On average our clients enjoy a 25% increase in customer satisfaction based on decreased hold times and 24/7 access.

- 24/7 Operation
- Integrated with TeleCheck Check Acceptance Suite
- Verifies Check Authenticity
- Real-Time Web Reporting and Statistics via Web Interface
- 100% PCI Compliant Credit Card Processing for maximum security.
- Real-Time Credit Card Processing.
- Personalized Scripting and Voice Prompts
- Database Interactivity between IVR and Your Systems.
- NACHA & Visa/Mastercard Compliant ACH Processing via IVR

## Secure Payment Technology

PaidSuite simplifies data security and repeat transactions by storing customer profiles that include sensitive cardholder data on our secure servers. The profiles can then be referenced in future transactions, eliminating steps in the transaction process for repeat customers and recurring payments.

- **Store Data Securely** - Simplify your PCI Compliance (PCI DSS) when you utilize a tested and validated secure payment data platform. Our servers are proven PCI DSS and reside on the VISA/Mastercard CISP list of secure vendors.
- **Simplify Repeat Orders** - Store payment and customer information so that repeat or future transactions do not require re-entry.
- **Web-Based Interface** - Through the use of cloud based technology you can access the Virtual Terminal from anywhere you have an internet connection through a secure login. You can view customers, manage payments, pull reports and modify payment schedules.



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### Corporate Headquarters

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### Other Solutions

Integrated Payment Gateway  
Online Billing Solutions  
ACH & Card Solutions  
IVR Payments  
Recurring Billing