

1 Welcome to the CleanScapes phone payment system. Please enter your six digit customer number from the top
2 right corner of your invoice.
3 You have entered #####. If this is correct, press the pound key.
4
5 (validate the customer number)
6
7 IF NOT VALID
8 This number is not valid. Please re-enter your six digit customer number.
9 Retry: (This number is not valid. Please re-enter your six digit customer number. Or call 206-763-4444.
10 Retry: (This number is not valid. Please call 206-763-4444. Thank you for calling. Goodbye.)
11
12
13 ELSE IF VALID
14 Please enter your ten digit invoice number with or without the leading zero's
15
16 You have entered #####. If this is correct, press the pound key.
17
18 (validate the invoice number)
19
20 IF NOT VALID
21 This is not a valid invoice number. Please re-enter your invoice number. Please keep in mind your invoice
22 number is a 10 digit number. The leading zeros are not required.
23
24 ELSE IF VALID
25 The amount of this invoice is _____. Enter the amount you wish to pay. Any amount will be accepted. Amounts
26 paid over the invoice amount will be applied to any open invoices and then to future balances. Or, if you wish
27 to pay on a different invoice, please press 1.
28
29 To pay using a charge to your bank account, press 1. Or to pay using Visa or Master Card, press 2.
30
31 A fee of \$3.50 is charged for credit card transactions.
32
33 To accept, press one. To decline press 2
34
35 If not, would you like to pay using a charge to your bank account? Press 1 to continue. Or simply hang up.
36
37 IF CREDIT CARD
38 Please enter your credit card number
39
40 Enter the card expiration date.
41 Enter the CVV number. The CVV number is the last 3 digits of your credit card number
42
43 Enter the billing zip code.
44 Enter the amount
45
46 (Authorize)
47
48 IF NOT AUTHORIZED
49 The transaction was denied. Press one to use another payment method.
50

51
52 ELSE IF CHECK
53 Please enter the bank routing number from your check.
54
55 IF NOT VALID
56 Invalid number. Please re-enter the bank routing number
57
58 IF STILL INVALID
59 -(After 3 invalid numbers and re-prompts, the application will say goodbye and hang-up.)
60
61 ELSE IF VALID
62 Your bank is (name). Say checking or press one. Otherwise say savings or press two.
63
64 Please enter your account number.
65
66 You have entered #####. If this is correct, press 1 to continue.
67
68 IF CORRECT
69 Please enter the amount.
70
71 IF CREDIT CARD OR CHECK IS AUTHORIZED
72 You have selected to pay (choose one of the following)
73 the amount of _____
74 on invoice number _____
75 using (choose one)
76 credit card number _____
77 check number _____.
78
79 If this information is correct, press one to confirm and hear your payment reference number.
80
81 IF TRANSACTION NOT SUBMITTED
82 If not, press * to return to the beginning. Or press 2 if you would like to pay a different amount.
83
84 ELSE IF SUBMITTED
85
86 Your reference number is _____. To pay another invoice press one. To pay on a different account press two.-
87 Thank you for calling CleanScapes.