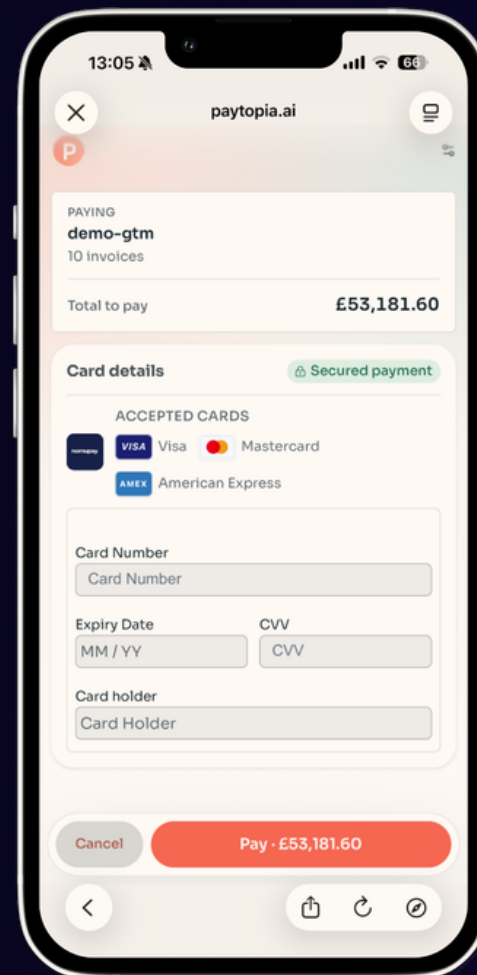


Invevo Feature

SMS Payment Requests



Turn payment reminders into immediate action

Send secure payment links directly to customers by SMS—individually from an Invevo workspace or automatically through your existing workflows.

Customers receive the reminder on their mobile device and can move directly from message to payment, creating a shorter and simpler route to settling overdue balances.

Reach customers in the right moment

Email is not always the fastest route to a response. Invevo SMS gives collections teams another way to engage customers when action is required.

Collectors can send a one-off message directly from the relevant workspace, while automated workflows can deliver SMS reminders at scale without requiring each message to be sent manually.

Invevo Feature

SMS Payment Requests

What it enables

- Send an SMS to an individual customer directly from an Invevo workspace.
- Automate SMS communications through existing Invevo workflows.
- Include a direct link to the customer payment portal.
- Use your organisation's sender ID and approved message templates.
- Support both targeted collector activity and high-volume payment campaigns.

Why it matters

SMS helps remove the delay between identifying an overdue balance and asking the customer to act. Automated delivery reduces repetitive work for collectors, while consistent sender identification and templates help maintain a controlled customer experience.

From reminder to payment

1. A collector or workflow triggers the SMS.
2. The customer receives a branded payment request.
3. They follow the secure link from their mobile device.
4. They can review and pay the overdue balance.

See SMS payment requests in action

Talk to us about adding SMS to your collections workflows

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