MARGATE UTILITIES IVR SCRIPT

*Note: All menu items are repeated two times (every 15 sec) if the user does not make any entry. After the second attempt to get the user to respond the user is sent to the "DISCONNECT NOT PROCESSED" verbiage and then disconnected

*Note: If the caller presses "0" or "9," they should get this message: "This entry is not available. Please select again."

GREETING/LANGUAGE SELECT

M600   Hello, thank you for calling the City of **Margate** Utilities automated payment system.

For English Press option 1
For Spanish Press option 2

BROADCAST ANNOUNCEMENTS

M601   To begin, you will need your utility account number, which is found on the top **right** section of your bill.

Para comenzar, necesitará su número de cuenta de servicios públicos, que se encuentra en la sección superior derecha de su factura.

M700   The City of **Margate** accepts Visa, Master Card, Discover and American Express cards or e-check payments from your checking or savings account.
La ciudad de Margate acepta tarjetas de Visa, Master Card, Discover y American Express o pagos con cheque electrónico de su cuenta de cheques o de ahorros

ACCOUNT LOGIN

M508   Please enter **the account number before the dash**, followed by the pound sign.
Engrese **su número de cuenta antes del guión**, seguido con el signo de numero
        (Determine Correct Length Validation)
M509   Please enter **the account number after the dash**, followed by the pound sign.
Engrese **su número de cuenta después** del **guión**, seguido con el signo de numero.
        (Determine Correct Length Validation)
Account Valid:
(Proceed to Greeting)

Account Not Found (1ˢᵗ and 2ⁿᵈ Attempt):
M510   We are unable to locate this account.
No podemos localizar esta cuenta.

M511   Please select again. (Proceed to Account Login)
Por favor Seleccione de nuevo.

Account Not Found (3rd Attempt):
(Proceed to disconnect not Processed)

GREETING

M606   Street number for this property is [street number returned from account lookup],
El número de calle para esta propiedad es

M512   if this is correct PRESS 1;
si esto es correcto PRESIONE 1

M607   If incorrect PRESS 2.
Si es incorrecto PRESIONE 2

Press 1:

M726   The last payment for this account was in the amount of [AMOUNT]
El último pago para esta cuenta fue por la cantidad de [AMOUNT]

M727   on [DATE].
en [DATE]

(Proceed to AMOUNT DUE)

Press 2:
(Proceed to CONTACT CUSTOMER SERVICE)

AMOUNT DUE

M608   Amount Due is [amount returned in account lookup]
El monto adeudado es [amount returned in account lookup]

M705   If your utility service has been disconnected and payment is **made before 5:30 PM EST, call customer service to be reconnected at (954) 884-3666. If payment is made after 5:30 PM EST, service can be reconnected by calling (954) 972-0828 between 6:00 PM and 9:30 PM for an additional fee**.
Si su servicio público ha sido desconectado y el pago se realiza antes de las 5:30 PM EST, llame al servicio al cliente para volver a conectarse al (954) 884-3666. Si el pago se realiza después de las 5:30 PM EST, el servicio se puede volver a conectar llamando al (954) 972-0828 entre las 6:00 PM y las 9:30 PM por un cargo adicional

M609   Please press 1 to make full or partial payment by credit card
Por favor, presione 1 para realizar el pago total o parcial con tarjeta de crédito

M610   Please press 2 to make full or partial payment by Checking or Savings Account
Por favor presione 2 para realizar el pago total o parcial con cuenta de cheques o de ahorros

Press 1:
(Proceed to Credit Entry)

Press 2:

(Proceed to Checking / Savings account entry

Press 3:
(Proceed to CONTACT CUSTOMER SERVICE)

CREDIT ENTRY

M527   Enter the Card Number, followed by the pound sign.
Ingrese el número de tarjeta, seguido con el signo de numero

Length of Entry < 13 or > 19 – two attempts:
(Re-Prompt)

Length of Entry < 13 or > 19 – third attempt:
(Proceed to disconnect not Processed)

M528   Enter the 5-digit zip code of the Card's billing address, followed by the pound sign.
Ingrese el código postal de 5 dígitos de la dirección de facturación de la Tarjeta, seguido con el signo de numero
Length of Entry < >5 – two attempts:
(Re-Prompt)

Length of Entry <>5 – third attempt:
(Proceed to disconnect not Processed)

M529   Enter the 2-digit Card Expiration Month, followed by the pound sign.
Ingrese el mes de vencimiento de la tarjeta de 2 dígitos, seguido con el signo de numero

Length of Entry < >1 or 2 digits between the numbers 1 and 12.   – two Attempts:
(Re-Prompt)

Length of Entry <>1 or 2 digits – third Attempt:
(Proceed to disconnect not Processed)

M531   Enter the 2-digit Card Expiration Year, followed by the pound sign.
Ingrese el año de vencimiento de la tarjeta de 2 dígitos, seguido con el signo de numero

Length of Entry < >2 – two attempts:
(Re-Prompt)

Length of Entry <>2 – third attempt:
(Proceed to disconnect not Processed)

M535 Enter the Credit Card Security Code, followed by the pound sign. This is a three or four-digit number found on your credit card.
Ingrese el código de seguridad de la tarjeta de crédito, seguido con el signo de numero. Este es un número de tres o cuatro dígitos que se encuentra en su tarjeta de crédito.

Length of Entry < 3 or > 4 digits. – two Attempts:
(Re-Prompt)

Length of Entry < 3 or > 4 digits. – third Attempt:
(Proceed to disconnect not Processed)

M539 Enter the Payment Amount, in dollars and cents, followed by the pound sign.
Ingrese el monto del pago, en dólares y centavos, seguido con el signo de numero

M541 For example, a payment amount of 100.50 would be entered as 1 0 0 5 0 #.
Por ejemplo, un pago de 100.50 se ingrese como 1 0 0 5 0 #.
Payment Amount < $1.00 – two attempts:

M543 The amount entered must be $1.00 or over.
El monto ingresado debe ser de $1.00 o más
(Re-prompt)

Payment Amount < $1.00 – third attempt:
(Proceed to disconnect not Processed)

CREDIT RECAP

M544 You entered the Following Payment Information.
Ingresó la siguiente información de pago

M545 The Last 4 Digits of the Card Number are: XXXX
Los últimos 4 dígitos del número de tarjeta son: [XXXX]

M546 The Card Billing Zip Code is: XXXXX
El código postal de facturación de la tarjeta es: [XXXX]

M547 The Card Expiration Date is: XX-XXXX (the system reads back a four-digit year to the caller)
La fecha de vinciemento por la tarjeta es: [XXXX]

M548 The Payment Amount is: $XXX.XX
El monto del pago es: [XXXX]

M550 Press 1 if this is correct,
Presione 1 si esto es correcto

M551   otherwise press 2.
De lo contrario, presione 2

Press 1:
(Proceed to Credit Transaction)

Press 2:
(Proceed to Select Method)

Invalid Key < 3:
(Re-prompt)

Invalid Key = 3:
(Proceed to disconnect not Processed)

No Key Pressed:
(Proceed to disconnect not Processed)

CREDIT TRANSACTION

M552   Please hold while we process your request.
Por favor, espere mientras procesamos su solicitud

ACCEPTED:

M556   Your payment has been processed.
Su pago ha sido procesado

M559   Your confirmation number for this transaction is xxxx.
Su número de confirmación para esta transacción es XXXX

M720   Payment posting message: "Payments should be posted the next business day."
Mensaje de registro de pagos: "Los pagos deben publicarse el siguiente día de negocio".

DECLINED:

M560   Your credit card payment was declined.
Su pago de tarjeta de credito se ha rechazado

M561   Please contact the bank that issued your card for further information.
Por favor contacta el banco que emitió su tarjeta para obtener más información.

System Error/Timeout:

M553   An error has occurred while processing your payment.
Se ha producido un error al procesar el pago

M615   Please call 877-767-6148 before making another payment to ensure that you do not make a duplicate payment.
Por favor llame al 877-767-6148 antes de realizar otro pago para asegurarse de no realizar un pago duplicado.

M616   We apologize for any inconvenience.
Disculpa por cualquier inconveniente

CREDIT GOODBYE

M620   Thank you for calling The City of **Margate**.
Gracias por llamar a la ciudad de **Margate**

M517   Goodbye.
Adiós
(Disconnect)

CHECKING / SAVINGS ACCOUNT ENTRY

M617   To pay from Checking Press 1.
Para pagar con cuente de cheques prsione 1

M618   To pay from Savings Press 2.
Para pagar con ahorros, presione 2

Invalid Entry <3:
(Re-prompt)

Invalid Entry = 3:
(Proceed to disconnect not Processed)

M565   Enter the Bank 9-digit Routing Number, followed by the pound sign.
Ingrese el número de ruta de 9 dígitos del banco, seguido con signo de numero

Invalid Entry <3:
(Re-prompt)

Invalid Entry = 3:
(Proceed to disconnect not Processed)

M566   Enter the Bank Account Number, followed by the pound sign.
Ingrese el número de cuenta bancaria, seguido con signo de numero.

Account Number length <2: (2 Attempts)
(Re-prompt)

Account Number length <2: (3rd Attempt)
(Proceed to disconnect not Processed)

M539   Enter the Payment Amount, in dollars and cents, followed by the pound sign.
Ingrese el monto del pago, en dólares y centavos, seguido con signo de numero

M541   For example, a payment amount of 100.50 would be entered as 1 0 0 5 0 #.
Por ejemplo, un pago de 100.50 se ingrese como 1 0 0 5 0 #.

Payment Amount < $1.00 – 2 Attempts:
M543   The amount entered must be $1.00 or over.
El monto ingresado debe ser de $1.00 o más
(Re-prompt)

Payment Amount < $1.00 – 3rd Attempt:
(Proceed to disconnect not Processed)

ACH RECAP

M544   You entered the Following Payment Information.
Ingresó la siguiente información de pago

M567   The Bank Routing Number is: XXXXXXXXX
El número de ruta bancaria es: XXXXXXX

M568   The Bank Account Number is: XXXXXXXXX
El número de cuenta bancaria es: XXXXXXX

M548   The Payment Amount is: $XXX.XX
El monto del pago es: XXXX

M550   Press 1 if this is correct,
Presione 1 si esto es correcto

M551   otherwise press 2.
De lo contrario, presione 2

Press 1:
(Proceed to ACH Transaction)

Press 2:
(Proceed to Select Method)

Invalid Key < 3:
(Re-prompt)

Invalid Key = 3:
(Proceed to disconnect not Processed)

No Key Pressed:
(Proceed to disconnect not Processed)

ACH TRANSACTION

M552   Please hold while we process your request.
Por favor, espere mientras procesamos su solicitud

(ACH Accepted)
M566   Your payment has been processed.
Su pago ha sido procesado

M573   The amount of xxxx.xx
La cantidad de: XXXX

M624   will be deducted from your bank account.
se deducirá de su cuenta bancaria

M559   Your confirmation number is: xxxxxxxxxxxxx.
Su número de confirmación es: xxxxxxxxx

M576   Please record this number for your records.
Por favor, aguara este número para sus registros

M720   Payments should be posted the next business day.
Los pagos deben publicarse el siguiente día de negocio

(If ACH Verify Fail)
VERIFY1   We are unable to accept your payment based on financial account information received from Microbilt PRBC.
No podemos aceptar su pago basándonos en la información de la cuenta financiera recibida de Microbilt PRBC.

VERIFY2   You have a right to be told the nature of the financial account information that was provided by Microbilt PRBC.
Tiene derecho a que se le informe la naturaleza de la información de la cuenta financiera proporcionada por Microbilt PRBC.

VERIFY3   Microbilt PRBC can be contacted by calling 855-673-7310.
Puede comunicarse con Microbilt PRBC llamando al 855-673-7310.

VERIFY4   That's 855-673-7310.
Eso es 855-673-7310

VERIFY5   Thank you.
Gracias

(If routing # is invalid – Default if not Success or ACH Verify Fail)
M571   Your Bank Account Payment was declined.
Se ha rechazado el pago de tu cuenta bancaria.

M572   The Bank Routing Number did not pass validation.
El número de ruta bancaria no pasó la validación

ACH GOODBYE

M620   Thank you for calling *The City of **Margate***.
Gracias por llamar a *la ciudad de **Margate***

M517   Goodbye.
Adiós
(Disconnect)

CONTACT CUSTOMER SERVICE

M716   For assistance, call Customer Service at **(954) 884-3666**.
Para obtener ayuda, llame a Servicio al Cliente al **(954) 884-3666**.

M620   Thank you for calling *The City of **Margate***.
Gracias por llamar a *la ciudad de **Margate***.

M517   Goodbye.
Adiós
(Disconnect)

DISCONNECT NOT PROCESSED
M622   We are unable to process your request.
No podemos procesar su solicitud

M717   Please call Customer Service at **(954) 884-3666**.
Por favor llame a Servicio al Cliente al **(954) 884-3666**

M620   Thank you for calling *The City of **Margate***.
Gracias por llamar a *la ciudad de **Margate***

M517   Goodbye.
Adiós
(Disconnect)