Check Account Status
Multi-Channel Messenger
Default Call Flow

Call
1-855-939-3752

Main Menu
To Check your Account Status Press 1
To Make a Payment press 2
To Add or Edit a Stored Payment Method, press 3
To Manage your Recurring Payments, press 4
To Manage your Personal Identification Number, press 5
To Update your Phone Number, press 6
To pay towards your Miscellaneous Receivable Invoice, press 7

1

To look up your information by **Phone Number**, please **Press 1**.
To look up your information by **Account Number**, please **Press 2**.
To go to the **Main Menu**, please **Press 3**.

3

1

2

Please enter your ten digit **Phone Number**.

Please enter your **Account Number** followed by the pound key.

Number Entered

Account # Entered

If you are calling in regards to your service at [*LOCATION or ACCOUNT #*], please **Press 1**.
If not, **Press 2**.
To go to the Main Menu, please **Press 3**.

2

We could not locate any more servce addresses for this account. Please try again.

If you are calling in regards to your service at [*LOCATION or ACCOUNT #*], please **Press 1**.
If not, **Press 2**.
To go to the Main Menu, please **Press 3**.

2

We are unable to find a matching service address with the information provided. Try again.

1

1

A PIN is required to proceed.

No Personal Identification Number was found on file.

PIN Security Challenge as selected on **Home > PIN Setting in MCM**.

PIN found on file.

Match

Please enter your four digit PIN.

Please enter your New four digit Personal Idenfication Number.

Please re-enter your New Personal Identification number.

PIN Entered Successful

PIN Updated

Your Personal Identification Number has successfully been updated.

The total amount owed is [*AMOUNT*] dollars and [*AMOUNT*] cents, and is due on [*DATE*]. **Press 1** to check another Account, or
Press 2 to go to the Main Menu.

2

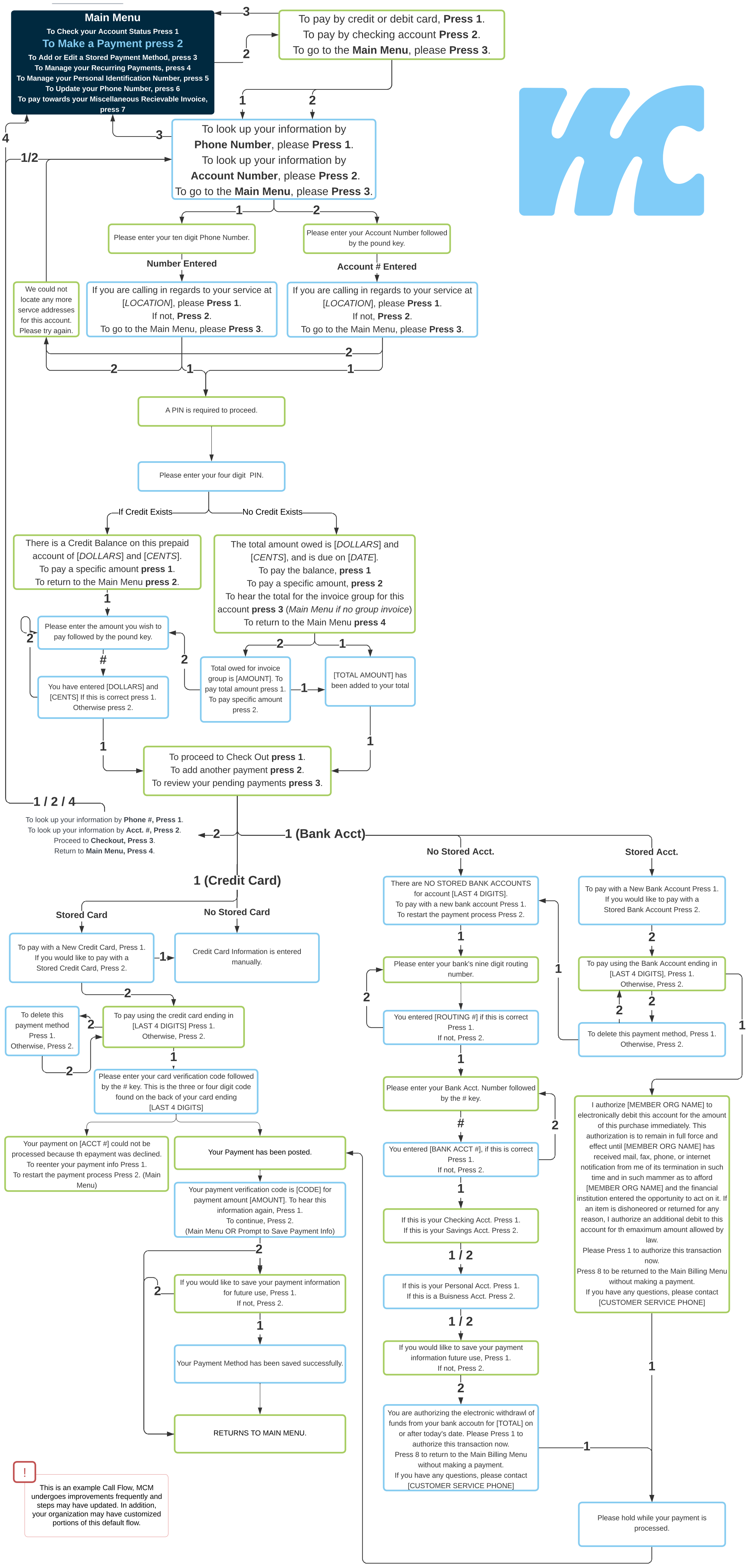
1

!

This is an example Call Flow, MCM undergoes improvements frequently and steps may have updated. In addition, your organization may have customized portions of this default flow.

Make A Payment
Multi-Channel Messenger
Default Call Flow

Call 1-855-939-3752



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