



**\*ATTENTION ALL INCOMM TEXAS MERCHANT LOCATIONS**

Customers can now pay their Swisher Electric Cooperative, Inc. bill in store with VanillaDirect Pay



**Swisher Electric Cooperative**

A Touchstone Energy® Cooperative



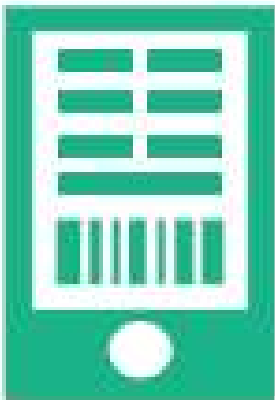
- Please do not turn these customers away when they come to the store to pay their bills.
- \$1.50 Fee to the customer
- UPC CF125 799366433651

# VanillaDirect Pay Training Refresh Guide

A Swisher Electric Cooperative, Inc. Customer will come to the register with cash and present a VanillaDirect Pay barcode for bill payment.

The barcode will either be on their mobile device or a printed statement.

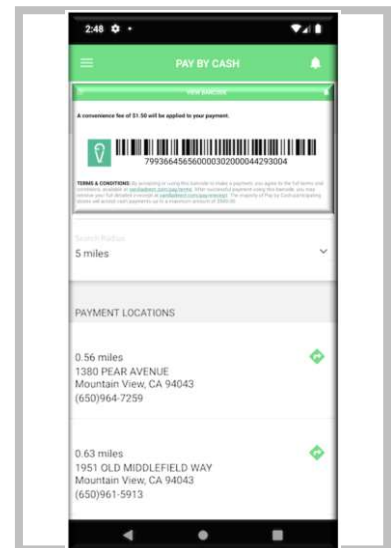
The barcode will look like this:



Mobile Device



Printed Email



## What To Do at the Register:



**1 SCAN**

Scan the customer's barcode on their printed bill or mobile device.



**2 PROMPT**

The register will prompt you to enter an amount.



**3 ENTER**

Ask the customer what amount they want to pay – and then enter that amount.



**4 COLLECT**

Collect the desired cash amount (and fee, if applicable) to apply to the payment amount.



**5 COMPLETE**

When the transaction is completed, hand the receipt to the customer.