



Automated Service Agreement Billing with CardPointe

Struggling to stay on top of customer payments? If so, Smart Service is here to revolutionize the way you manage customer contracts! With version 116's automated payment processing (backed by our merchant service integration and service agreement features) will now be possible; helping businesses close the gap between issuing invoices and receiving payments. (Enhancements 9295 & 9280)

To take advantage of this feature, your business will need access to our Service Agreement Module and CardPointe Integration. If you haven't already signed up for these features, you can give us a call at (888) 518-0818 for more information. If you would like to see these new features in action, you can review our [tutorial article on our Knowledge Base](#).

New Requirements for A2P 10DLC Registrations

We have an important update for our businesses that use the text messaging features of Smart Service to communicate with customers. You may remember that in October of 2022, you received an email from us regarding changes to our [Twilio](#) integration, which provides the capability to send and receive text messages within Smart Service. (Enhancement #9281)

All businesses who rely on our texting capabilities will need to download and install version 116 of Smart Service once it has been released. This new version of Smart Service will contain a registration page that will ask you for some information about your business and securely transmit this information to [The Campaign Registry \(TCR\)](#), a vetting company that assists with registering 10DLC messaging campaigns.

This registration form must be completed by April 1st to avoid a loss of texting capabilities.

Resolved Issues

1. Corrected an issue where the search tool for line items on service agreements would produce an error upon attempting to save the selected item. (Issue #9402)
2. Fixed an issue where the scheduler would cause duplicated timestamps for additional dates assigned to separate employees when said timestamps for the original date and employee came back from iFleet. (Issue #9390)