



Get to know Twilio Pay through Stripe

What's new

Twilio Pay is now compatible with Stripe! This means that if Stripe is your payment processor, you can now allow riders to provide their credit card information over the phone. This makes payments easier for riders who don't use the app.

How does it work

What is Twilio Pay?

Twilio Pay lets riders securely enter their credit card information over the phone. Once entered, the card is automatically linked to their account.

How does it work?

A dedicated Twilio Pay number can be configured per service. When calling in, you'll be asked for:

- Rider ID number
- Credit card details (card number, expiration, security code).
- If accepted, you will hear: "Thank you for your payment."
- The card is now visible in the rider's account on the Rider Management page.

Recommended Operational Workflow

Rather than having riders individually call the Twilio Pay number directly, most agencies find it's best for an agency agent to facilitate the call.

1. Rider calls an agent to add a credit card.
2. Agent conferences in the Twilio Pay number.
3. Agent enters the Rider ID.
4. Rider enters their credit card details (agent may hang up at this point).

Next steps

Want to accept over-the-phone credit card information in your service? File a Zendesk ticket and the Via support team will get you set up.