

Text Notifications

Client states they are getting text to confirm phone number to receive notifications however when they respond "YES" to that text message they are still being prompted to confirm their mobile number. Why could this be happening?

The Text messages go thru a provider called Twilio. (You can google them). They work with different Mobile carriers to send the text via "short codes." Companies like Verizon, Tmobile, AT&T, etc (top of the line providers that own their network) have MVNO numbers.

If the client is not getting the text "this error can mean that the end user is not provisioned to receive SMS from all short codes or specific short codes. Additionally, T-Mobile US does not deliver short code SMS to any of its resellers' numbers. You will receive this error if you attempt to send a short code MT to a T-Mobile reseller number. A reasonable course of action would be to retry using a US long code as the MT source address. The error may also mean the phone number belongs to a prepaid user who does not have sufficient credits to receive an SMS message."

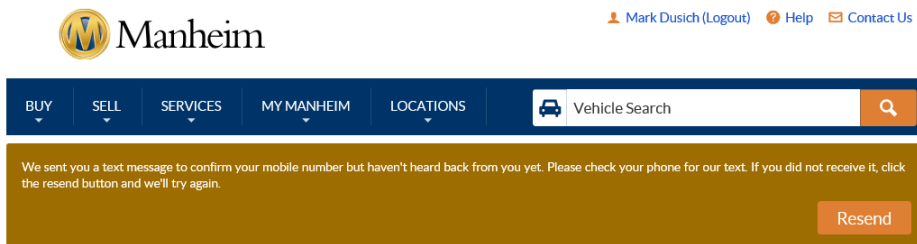
08/03/2018 Luke (Tech Ops)

"Wanted to let everyone know in case it comes up again. PPN found another reason people might not be able to get text message notifications working. This dealer had an automatic signature set up for all his texts, so it added his name to the end of everything he sent. The initial setup text asks if we can send messages and asks them to reply YES or NO. He's sending "YES" but we're getting it as "YES Blaine", so the system is ignoring it. I don't know how common a text message signature is, but something else you might want to ask about on future cases for text message issues."

***FYI: A mobile virtual network operator (**MVNO**), virtual network operator (VNO), or mobile other licensed operator (MOLO), is a wireless communications services provider that does not own the wireless network infrastructure over which it provides services to its customers. So, they allow prepaid plans, companies like Cricket, provide cheaper plans but they are a MVNO.

Text Notifications: If a dealer is not getting Text Notifications, verify that they confirmed their mobile number in profile. If they have not confirmed their number, there will be a message at the top of the page telling them it has not been completed.

**Per Darrell in Tech Ops: Canadian numbers are unable to be used to get text notifications.



The screenshot shows the Manheim website header with the logo and navigation links: Mark Dusich (Logout), Help, and Contact Us. Below the header is a navigation bar with links for BUY, SELL, SERVICES, MY MANHEIM, and LOCATIONS, along with a Vehicle Search box. A message box at the bottom of the page reads: "We sent you a text message to confirm your mobile number but haven't heard back from you yet. Please check your phone for our text. If you did not receive it, click the resend button and we'll try again." A Resend button is located at the bottom right of the message box.

When you hit **Resend** it will send a text message to the phone that says, "Manheim: Text YES to join Manheim Notification Service alerts. 10 msgs/week Msg&data rates may apply. Reply HELP for help, STOP to cancel."

If you text **YES** and send, you will get a message back that says, "You are now subscribed to receive Manheim Notification Service Alerts"