

Weave Surpasses \$1B in Processed Payments

By PYMNTS | Posted on January 28, 2022

Small-business customer communications platform [Weave](#) has surpassed the \$1 billion mark in payments processed through its Weaves Payments tool, the company announced in a [news release](#) Friday (Jan. 28).

“Communication serves as the foundation of everything a small business does,” said [Roy Banks](#), Weave’s CEO. “It’s our job to help our customers deliver seamless and convenient interactions with their customers, everything from the first interaction through payments. We’ve received an overwhelmingly positive response from our customers about our ability to integrate payment processing within existing communications channels.”

He added that the milestone underlines the importance of effective communication in managing interactions with customers.

Weave Payments offers clients multiple payment options, including in-office payments, mobile card payments, manual card entry and Text To Pay, which lets customers to pay instantly from a mobile device. There’s also a dashboard customers can use to see which bills are outstanding, which have been paid, which have been refunded and which need to be recorded.

“My favorite feature of Weave, hands down, is Text To Pay,” said Weave customer [Valarie Caulfield](#), office manager at Sodorff & Wilson Family Dentistry. “80% of our patients are paying within 24 hours.”

The Utah-based company has been expanding its payments offering since its 2020 launch, most recently adding wireless terminals and the ability to store customers’ preferred payment methods in 2021’s fourth quarter.

Read more: [Turning Communications Software Into a Payment Enabled Small Business Platform](#)

In an interview with PYMNTS’ Karen Webster last year, Banks discussed how Weave has created a communications-based platform heavily reliant on third-party integrations. The goal is making sure customers can do everything through one platform – Weave’s – and keep things as simple as possible.

“We love to integrate with CRMs or other systems of record that are vertically-based or aligned,” Banks said. “We enhance the value of that system of record, and we find that small businesses using Weave end up living inside of our platform all day long, managing scheduling appointments, sending out reminders, chatting with customers, reminding them of appointments. We rely on those integrations to tap into the whole ecosystem of what a small business needs to operate.”