XpressCollect - Message variables	
Variable	**Description**
[[BalanceDue]]	Obtained from the facility PMS.
[[CustomerFirstName]]	Obtained from the facility PMS.
[[CustomerLastName]]	Obtained from the facility PMS.
[[CustomerPhone]]	Obtained from the facility PMS.
[[DaysLate]]	Obtained from the facility PMS.
[[FacilityAddress]]	Obtained in CRM from: • **Facility** form > **General** tab > **Contact** section
[[FacilityCity]] [[FacilityState]] [[FacilityState]] [[FacilityZip]] [[FacilityEmail]] [[FacilityManager]]	Obtained in CRM from: **Facility** form > **General** tab > **Contact** section
[[FacilityName]]	Obtained in CRM from: • **Facility** form > **Live! Config** tab > **Facility Info** section > **Public** Name field or if unavailable, use: • **Facility** form > **General** tab > **Facility Name** field
[[FacilityPhone]]	Obtained in CRM from: • **Facility** form > **Live! Config** tab > **Facility Info** section > **Live Facility Phone Number** field or if unavailable, use: • **Facility** form > **General** tab > **Contacts** section > **Phone** field

XpressCollect - Message variables (continued)	
Variable	**Description**
[[FacilityPublicName]]	Obtained from CRM: • **Facility** form > **Live! Config** tab > **Facility Info** section > **Public** Name field
[[LastMessageSent]]	Obtained from non-public area of CRM used by the application.
[[PaidThrough]]	Obtained from the facility PMS.
[[PayLink]]	Obtained from non-public area of CRM used by the application. Based on URLs generated by an internal utility.
[[PromiseToPayDate]]	Obtained from CRM non-public area used by the application.
[[UnitName]]	Obtained from the facility.
[[XpressCollectPhoneNumber]]	Phone number created by Twilio messaging service for delivery of text notifications and any return calls placed to that number by tenants. This number is typically con- figured to forward calls to XpressPay.