

Vendor SMS consent workflow

Documented customer-obtained consent process for one-time identity-verification invitations to known vendors and authorized signers.

OPT-IN PROCESS

- 1 Known recipient**
The customer business already knows the vendor or authorized signer and has an existing business relationship.
- 2 Prior permission**
The recipient gives the customer business verbal or written permission to send one verification-link SMS.
- 3 Customer confirmation**
The customer business confirms it obtained permission before requesting SMS delivery through Stile.
- 4 One transactional SMS**
Stile delivers one verification-link message for that request. There are no automated SMS follow-ups.

SMS is optional

The customer may use email instead. A stored phone number alone is not consent.

CUSTOMER CONSENT RECORD

Example permission request

One verification-link SMS

"May Acme Logistics send you one SMS via Stile containing your identity-verification link? One message per request. Msg & data rates may apply. Reply STOP to opt out or HELP for help. SMS is optional."

Evidence retained by the customer business

Recipient and number | consent method | date and time | specific one-message purpose

Consent may be verbal or written and must be obtained before the SMS request.

PROGRAM LIMITS

- Known vendor or signer
- Prior recipient permission
- One message per request
- No marketing or promotions
- No bulk sends or imports
- No automated SMS follow-ups

SAMPLE MESSAGE

Acme Logistics via Stile:
Complete your identity verification: <https://verify.stile.id/v/example>. One-time message.
Reply STOP to opt out or HELP for help.