Manager should be doing the following steps prior to having applicants pay any app fees:

- Manager should 1st open the Move in application after the waiting list application was completed and submitted to the waiting list
- Manager needs to then <u>Assign them to a unit</u> to apply to in the system (otherwise applicant will get an error message regarding screening charges not being setup in the system)
- If application fees are paid online → The screening will be auto run after they pay with their credit card, then check the box to agree to have the report ran

<u>If the applicant has issues paying online or want to pay with a money order instead of paying online,</u> managers should be following these steps to get the screening processed:

Follow the application steps as mentioned above first

 \rightarrow THEN once they are on the Credit check charges step and you have received their money order, be sure to **make a copy** of it.

- \rightarrow Then from Site Manager \rightarrow Pull the applicant's household page
- → Be sure to upload the copy of the money order to their documents (in case check gets lost)
- \rightarrow Then from the <u>Compliance Application</u> tab : Click the <u>Change Current Step</u> button
- \rightarrow Then select Screening step from the dropdown box to move them to that step (as shown below) ...

nunge Application Step			
Set Applicant's Current Step to	00		
12 - Screening			
Save Application Step C	Cancel		

(This will bypass them past the credit fees step right to the screening step so that they are able to check the box to agree to have the report auto ran)

Then once you have moved them to the screening step:

Screenshot below shows what the applicant will see in their application once they refresh their page:

 \rightarrow They will now be able to <u>Check the box</u> (agreeing to have their screening report ran)

 \rightarrow Then they will click the <u>Continue</u> button, which will prompt the system to then auto-run the screening report (*Rather than having Aimee run it manually for you each time*)

My Application	Application Progress 16%	 Applications & Cert
Language Selection Lease Term Personal Information Additional Adult Occupants	*Denotes a required field Screening	
Household Questions Special Unit Requirements Pets/Assistance Animals Credit Check Charges	You are ready to continue with the application screening I have read and accept Terms and Conditions pro Continue	process. vided by RENTCafé.
Screening		
Minor Occupants/Member Details	Back	