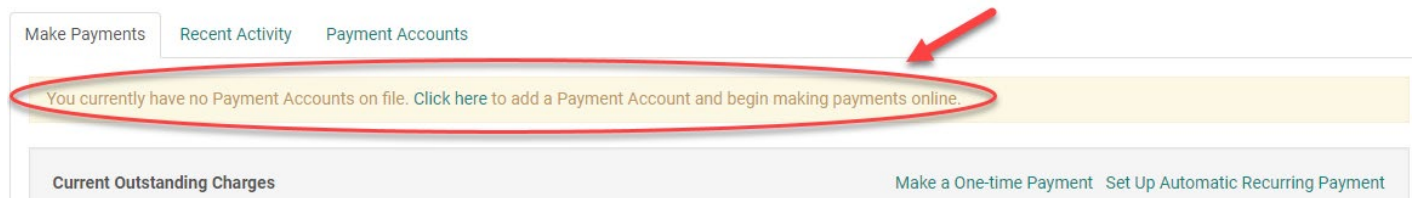


## Resident Portal Payments How To Guide

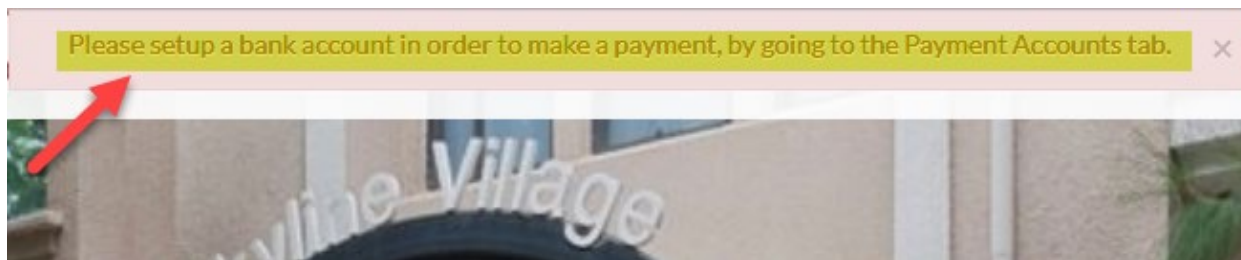
### RESIDENT PORTAL PAYMENTS:

If a resident has not added a Payment Account in the past to either Setup Auto-Pay or make One-Time Payments then the resident will see this note once they log into the Payments section of the Resident Portal:

#### Payments



If the resident tries to click the “Make a One-time Payment or Set Up Automatic Recurring Payment” link and disregards the note without clicking the “click here” link within the note, it’ll generate an error message that will remind them to set up a bank account to proceed with a payment:



When the resident is setting up their Bank Account, they can either click the “Click here” link within the note or click on the “Payment Accounts” tab and click on the Add Bank Account or Add Credit Card button. From this screen the resident can view all bank accounts and credit cards they have set up as payment accounts:

# PAYMENTS

[Make Payments](#) [Auto-pay Setup](#) [Recent Activity](#) [Payment Accounts](#)

How you'd add a bank account.

Add Bank Account



## BANK ACCOUNTS

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
Imogen Bauer	123123123	*****2199	Checking	Edit	Delete

Showing 1 to 1 of 1 entries

How you'd add a credit card.

Add Credit Card



## CREDIT CARDS

Use the credit cards listed below to make one-time payments or schedule monthly automatic payments.

Card Type	Card Number	Edit	Delete
Visa (Credit Card)	XXXX-1111	Edit	Delete

Showing 1 to 1 of 1 entries

Problems adding a credit card? You may need to enable TLS

### Make Payments tab:

Once on the Payments page in the Resident Portal, the "Make Payments" tab will be the default tab you see. Here you can view your Current Balance and Monthly Auto-Pay Setup/Charges. There will also be two buttons/links on this page for Setup Auto-Pay and Make One-Time Payment:

# PAYMENTS

Make Payments

Auto-pay Setup

Payment Accounts


You can make payments using bank accounts or credit cards.


Easily pay your bill online with a one-time payment or set up automatic recurring payments. Select your payment method from the options below to get started.




## Pay by Bank Account

Pay your bill using a bank account. A service fee of \$1.25 will be charged at the time of payment. The property management company does not receive any portion of this fee.

 Setup Auto-Pay

 Make One-Time Payment

 Learn More




## Pay by Credit Card

Use your credit card to pay your bill. A service fee will be included with your payment. The fee will be displayed for your review before submitting the payment. The property management company does not receive any portion of this fee. Click Learn More for service fee details.

 Setup Auto-Pay

 Make One-Time Payment

 Learn More

Current Balance

Due: 10/12/2016

Admin charge	\$928.00
Total Amount:	<b>\$928.00</b>

## Monthly Auto-pay Setup

Currently, there are no monthly auto-pay setup.

[Setup Now](#)

## October Monthly Charges

Basic Rent	\$1,050.00
Total Amount:	<b>\$1,050.00</b>

- **One-Time Payment:**

If you're making a one-time bank account or credit card payment, you will click the one-time payment option and be prompted to select the Payment Account and enter the amount you're paying in Payment Details:

Date	Description	Amount
5/7/2015	Deposit	\$200.00
5/7/2015	Rent for 30 days	\$1,006.00
5/7/2015	Storage Unit for 30 days	\$24.00
5/7/2015	Additional Parking Spot for 30 days	\$34.00
5/7/2015	Air Conditioning	\$15.00
<b>Account Balance</b>		\$1,279.00

Enter Payment Details

Select Payment Account

Enter Payment Amount

Total Amount \$1,000.00

Next

If there's a Service Fee applied to the payment, the fee amount is displayed and added to the **Total Amount**:

Extra Payment Amount

Service Fee ⓘ \$1.25

Total Amount \$1,380.25

Next


The next page is where the resident Reviews Payment. Here they review their payment details and accepts the terms and conditions for online payments before submitting their payment. A message that the service fee is non-refundable appears below the payment details.

# ONE-TIME PAYMENT

[Payment Details](#) » [Review Payment](#) » Confirmation

Please review your payment information. Additional fees may apply. If you have read and agree to the terms and conditions for online payments, select the check box and click Submit Payment.

## Payment Details

Payment Account	Chase Checking Chk *****3123
Payment Amount	\$1,279.00
Extra Payment Amount	\$100.00
Service Fee 	\$1.25
<b>Total Amount</b>	<b>\$1,380.25</b>

Service fee is non-refundable.

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS, DO NOT CLICK "SUBMIT" BELOW.

I have read and accept the [Terms and Conditions](#)

[Back to Payment Details](#)

[Submit Payment](#)

The next page is the Confirmation that the resident receives if their payment was successful and it also displays the payment details again. They will receive a confirmation e-mail to their e-mail address. If they would like to print the Payment Details, there is a printer icon that they can click:

# ONE-TIME BANK ACCOUNT PAYMENT

[Payment Options](#) » [Payment Details](#) » [Review Payment](#) » Confirmation

Please print this page for your records. If you need to contact support, have your confirmation number ready.

Your payment was successful! A confirmation email has been sent to martha@example.com

If you would like your rent paid automatically every month, please set up an automatic monthly payment. You can access payment details anytime from the Payments page.

## Payment Details

 Print

Confirmation Number:	600041237
Payment Date:	10/12/2016 9:11 PM (EST)
Payment Account:	Chase Checking Chk *****3123
Payment Amount:	\$1,380.00

## Setup Auto-Pay:

Auto-Pay is for recurring payments of monthly charges that have the same amount each month such as monthly rent. In the Fixed Monthly Charges section, the resident can enter in detail about their payments or fix these details by clicking Edit:

## PAYMENTS

Make Payments   Auto-pay Setup   Recent Activity   Payment Accounts

A service fee will be charged at the time of payment for Bank Account and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

Option 1: Pay my account in full

Option 2: Share lease costs with roommates

**Fixed Monthly Charges**

**i** Your average monthly charges are **\$809.60/month**.

Auto-Pay Account	Start Date	End Date	Pay On	Payment Amount	
Bank Account	4/1/2017	4/1/2018	1st	\$487.50	<a href="#">Edit</a> <a href="#">Delete</a>

[Add Fixed Payment](#)

- Details include the resident choosing what payment account they would like to use for the Auto-Pay account.
- The Start and End Dates define when the payment will be active.

Start Date	End Date	Pay On
11/1/2017	<input type="text"/>	<input type="text"/>

November 2018

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

- The Pay on Day is the day of the month that the resident wants RENTCafé to process the payment.

The resident can then review their payment details and accept the terms and conditions for online payments before setting up their payment:

Please review your payment setup. Additional fees may apply. If you have read and agree to the terms and conditions, click the Submit button to set up your recurring payment.

Please review below warnings before you proceed with the monthly auto-pay setup:

- Payment scheduled on or after the late fee day (3rd) will incur Late fees.
- Your First Payment will be on: **11/2/2016**

<b>Payment Account</b>	Wells Fargo Chk *****3213
<b>Start Date</b>	11/1/2016
<b>End Date</b>	11/1/2017
<b>Pay On</b>	2nd of every month
<b>Payment Amount</b>	\$427.50

A service fee of \$1.25 per transaction will be charged at the time of payment. The property management company does not receive any portion of this fee. Service fee is non-refundable.

You authorize to have the above amount withdrawn from your selected payment account every month under the specified Terms and Conditions until you cancel your authorization.

I have read and accept the [Terms and Conditions](#)

Cancel

Submit

- Late Payment - If the payment will be late, a message appears informing the resident that they might incur late fees on the payment with the current payment day. To avoid incurring late fees on the payment, the resident should click **Cancel** and set up an earlier payment day
- If the resident changes their mind about setting up payment, they can press the Cancel button and their details will be discarded
- The Auto-Pay Setup Confirmation page is where the resident will receive confirmation that their setup was successful and a confirmation e-mail has been sent to their e-mail address.

## MONTHLY AUTO-PAY SETUP FOR LEASE CHARGES CONFIRMED

You have successfully set up a recurring payment for your fixed monthly charges. The amount that you entered will automatically be paid every month. You can edit the amount any time before the scheduled payment date.

Thank you for setting up your automatic monthly payment!

Your first payment will be on 11/2/2016. Please note that any outstanding balances prior to this date must be paid using the one-time payment option.

You can access your payment details anytime from Payment Menu.

A confirmation email has been sent to martha@example.com.

### Recent Activity tab:

Here a resident can review their ledger.

## PAYMENTS

[Make Payments](#)
[Auto-pay Setup](#)
[Recent Activity](#)
[Payment Accounts](#)

Online payments are reflected as Pending until they are fully processed.

10 records per page

Search:

Date	Payments and Charges	Charge	Payments	Balance
2/28/2017	gas bill	\$30.00	\$0.00	\$0.00
2/24/2017	Online Payment - EFT Payment. [Payment Pending]	\$0.00	\$600.00	-\$30.00
2/21/2017	Online Payment - EFT Payment. [Payment Pending]	\$0.00	\$30.00	\$570.00
2/13/2017	Online Payment - EFT Payment Paid by roommate SeanGarcia (r0002660) [Payment Pending]	\$0.00	\$600.00	\$600.00
2/2/2017	Rent- Residential	\$1,200.00	\$0.00	\$1,200.00
1/18/2017	Rent- Residential	\$750.00	\$0.00	\$0.00
1/18/2017	Administration Fee	\$25.00	\$0.00	-\$750.00
1/18/2017	Online Payment - EFT Payment. [Payment Pending]	\$0.00	\$750.00	-\$775.00
1/12/2017	Online Payment - EFT Payment.	\$0.00	\$25.00	-\$25.00

Showing 1 to 9 of 9 entries

← Previous 1 Next →