



RENTPAYMENT™

POWERED BY YAPSTONE

Property Manager User Guide



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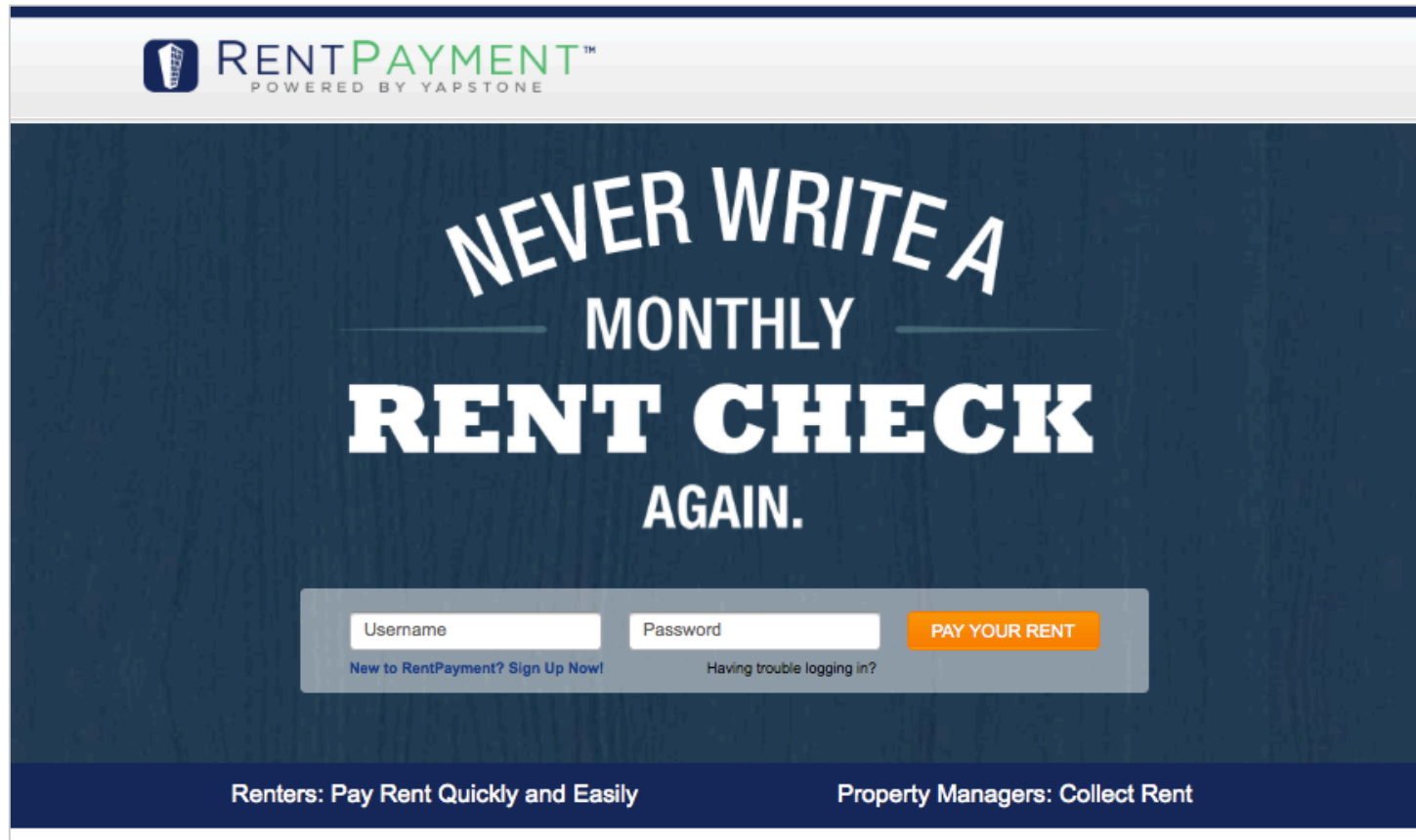
## RENTPAYMENT DASHBOARD

Property Managers and Staff will be provided a RentPayment Account (Username & Password) from their Corporate Administrator allowing them to view resident transactions, run reporting for their community, manage email notifications from the RentPayment system and, depending on your account, process in-person payments in the office for application fees and security deposits.

VISIT OUR SITE AT: [WWW.RENTPAYMENT.COM](http://WWW.RENTPAYMENT.COM)

# RENTPAYMENT HOME SCREEN

1 Enter your Username & Password and click Pay Rent



The screenshot shows the RentPayment home screen. At the top, the logo "RENTPAYMENT™ POWERED BY YAPSTONE" is displayed. The main heading reads "NEVER WRITE A MONTHLY RENT CHECK AGAIN." Below this, there is a login form with two input fields: "Username" and "Password". To the right of the "Password" field is an orange button labeled "PAY YOUR RENT". Below the "Username" field is a link "New to RentPayment? Sign Up Now!". Below the "Password" field is a link "Having trouble logging in?". At the bottom of the screen, there are two sections: "Renters: Pay Rent Quickly and Easily" and "Property Managers: Collect Rent".



# RENTPAYMENT DASHBOARD

2 After logging in, the RentPayment Dashboard screen will appear.

The screenshot displays the RentPayment dashboard interface. At the top, a navigation bar includes links for MAIN MENU, PEOPLE, PROPERTIES, SCANNED CHECKS, REPORTS, MYRENTPAYMENT, and a LOGOUT button. Below this, a yellow banner states 'You are logged in to Integrated Demo' with a sub-link 'Select your action from the menu below'. The main content area is divided into two columns of interactive tiles, each with an icon, a title, and a brief description. The left column includes tiles for MyRentPayment (with a 'New' badge), People, Reports, Notification Subscriptions, Reversed Scanned Checks, Email, and Customer Service. The right column includes tiles for Make Payment, Properties, Statements, Check Scanning, People by Group, and Change Password. At the bottom, there are two additional tiles: Export Files and Import Resident Data. A 'History: Main Menu' link and a 'Welcome, Test Manager' message are also visible.

MAIN MENU | PEOPLE | PROPERTIES | SCANNED CHECKS | REPORTS | MYRENTPAYMENT [LOGOUT](#)

☒ **You are logged in to Integrated Demo**  
☐ Select your action from the menu below

History: [Main Menu](#) Welcome, Test Manager

<b>MyRentPayment <sup>New</sup></b> Resources and tools to help you manage your properties.	<b>Make Payment</b> Make a one-time payment.
<b>People</b> Process a payment or update person information.	<b>Properties</b> View property specific data and accounts.
<b>Reports</b> View reports.	<b>Statements</b> View deposits, reversals and payment status.
<b>Notification Subscriptions</b> Manage your email and/or fax notification subscriptions per event.	<b>Check Scanning</b> Assign scanned checks to Residents.
<b>Reversed Scanned Checks</b> View reversals and resubmit scanned checks.	<b>People by Group</b> View staff by their respective user groups.
<b>Email</b> View your full email history.	<b>Change Password</b> Update your username and/or password.
<b>Customer Service</b> View contact info for RentPayment customer service.	

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<b>Export Files</b> Export payment files for management software.	<b>Import Resident Data</b> Upload resident data and new move ins.
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# MYRENTPAYMENT

This is a self-help resource guide with Multiple Features & Tools to assist Property Management Staff to maximize the RentPayment service to your community.

[MAIN MENU](#) | [PEOPLE](#) | [SCANNED CHECKS](#) | [REPORTS](#) | [MYRENTPAYMENT](#) [LOGOUT](#)

☒ **You are logged in to Wonderland Apartments**

 Select your action from the menu below

History: [Main Menu](#) Welcome, Test Manager

**MyRentPayment *New***  
Resources and tools to help you manage your properties.

**PayByCash *New***  
Find the closest MoneyGram location and build a Marketing Flyer.

**Make Payment**  
Make a one-time payment.

**People**  
Process a payment or update person information.

# MYRENTPAYMENT

**Links & Logos** - allows you to create and download RentPayment property links for your community. Add link(s) to your Corporate or community website to direct residents to make a payment online. The Logo section allows you to upload your Company logo to your specific RentPayment login page to help your residents identify RentPayment as the payment processor used by their property.



## **Links & Logos**

Upload your logo to customize your payment page and find your payment page links here

# MYRENTPAYMENT

**Marketing – provides complete access to RentPayment marketing collateral, how-to guides, case studies and an electronic request form to order additional marketing supplies for your community.**



## **Marketing**

How-to guides, flyers, case studies,  
and more to help you promote your  
RentPayment services

# MYRENTPAYMENT

**Training & Tutorials** – includes user guides, best practices, integration support, and a glossary of important terms relating to the electronic payment industry.

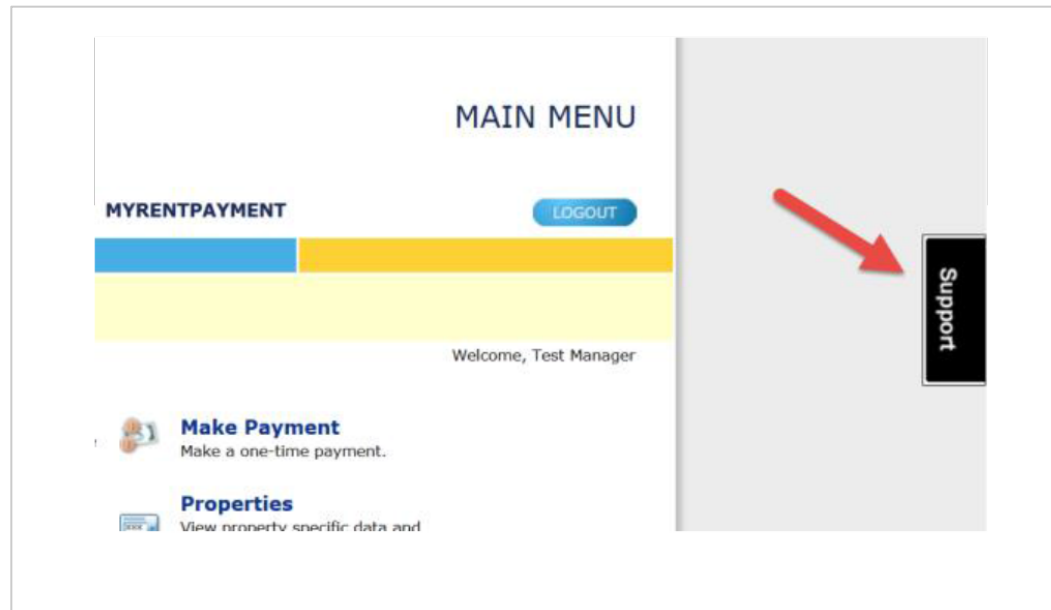


## **Training & Tutorials**

Videos, user guides and more to educate your team on how RentPayment works

# MYRENTPAYMENT

**Support Tab - Here you can find answers to Frequently Asked Questions and contact our customer service team.**



# MYRENTPAYMENT

**Downloads & Drivers** – for accounts that have signed-up for check scanning.

**Updating Property Information** – if you need to change a bank account or add/remove a property, please contact the Account Management team at [AccountManagement@rentpayment.com](mailto:AccountManagement@rentpayment.com).



## **Downloads & Drivers**

Find check scanning drivers



## IMPORTS: INTEGRATED PROPERTIES ONLY

Imports are files containing resident data that is sent to our system from your accounting software. Once we receive the import file, resident profiles will be created. Depending on your integration, these files are either sent automatically each night or manually uploaded by your corporate office. Please contact your corporate office for more information about your specific integration.



# IMPORTS : SYNCING RESIDENT DATA

**Automated Integration** – If you have an automated integration, you will see the **Synchronize Now** button when you click **Import Resident Data** from your Main Menu.



## **Import Resident Data**

Upload resident data and new move ins.

# IMPORTS : SYNCING RESIDENT DATA

If you need to synchronize resident information prior to our automated nightly task, you can click this button and we will receive the most updated resident information.

## SYNCHRONIZE DATA WITH SOFTWARE

Last Synchronization

Tue Apr 03 17:43:55 PDT 2012

\* It will take approximately 20 minutes to synchronize.



Synchronize Now 

## IMPORTS : SYNCING RESIDENT DATA

**Manual Integration** - If you have a manual integration, you will see the option to Upload Rent Roll. Once the file is manually uploaded, our system will receive updated resident information. If this is not done, we will not receive any resident data.

**Note:** check with your corporate office before manually uploading a file.

### UPLOAD RENT ROLL

\* Browse to Rent Roll File

Browse...

No file selected.

Upload File



# IMPORTS : ASSIGNING PROPERTY CODES

Manual Integration ONLY - You will also see the Assign Properties option in the Import Resident Data screen.

If you have just added a new property to RentPayment, you will see a number listed in this section. In this case, there is one property code that has not been assigned. In order for our system to receive resident information for the new property, you will need to assign the property code.

## ASSIGN MRI PROPERTIES

Unassigned Properties

1

Assign Properties ▶

# IMPORTS : ASSIGNING PROPERTY CODES

First click Assign Properties. On the next screen you will see the property code listed with a drop down box.

Click the arrow on the drop down box to select the property associated with that property code and then click assign. Once you have done this, you will need to upload another rent roll file to populate the resident data. If you have questions regarding this process, please contact [AccountManagement@RentPayment.com](mailto:AccountManagement@RentPayment.com).

## UNASSIGNED PROPERTIES

**Property Code: 054000**

\* Assign to

**Assign**



## EXPORTS: INTEGRATED PROPERTIES ONLY

Exports are payment files that can be uploaded to your accounting software. Export files are created nightly and contain payments made that day. To view a list of your Exports, click on Export Files from the Main Menu.

## EXPORTS : SEARCH

You can select the date range of the files you wish to see and then select Search Exports.

You will then see a list of exports for that date range. You will see the status of the export and can click View to see the payments included in the file.

### SEARCH FOR EXPORTS & REVERSALS

\* From 13 May 2014

\* To 27 May 2014

Property

☐ Only show exports that have **not** been downloaded

### EXPORTS

Search for exports above

## EXPORTS : SEARCH

If you have a manual integration, you will need to click the download link to save the file to your computer and upload it to your accounting software.

If you see an Error status on the export, please contact [AccountManagement@RentPayment.com](mailto:AccountManagement@RentPayment.com) for assistance.

### EXPORTS

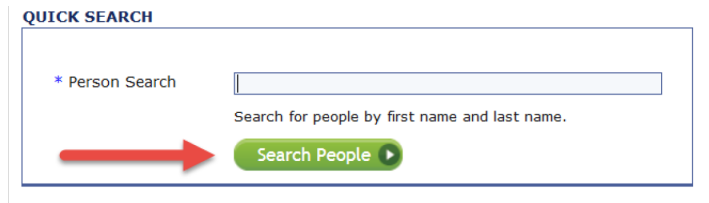
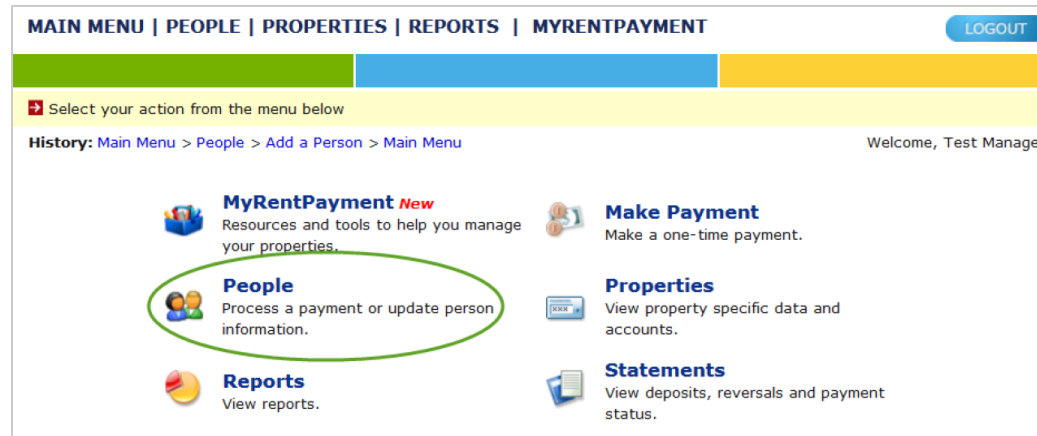
[\[Export to Excel >>\]](#)

Date	Property	Amount	File Name	Status	Action	Contents
27 May 2014 14:26:02 PDT	Wonderland Apartments - Demo PMC	\$580.18	140527_A	Success	Download >>	View >>



# EXPORTS : LOCATE AN EXISITING RESIDENT

From the Main Menu, click on People. Enter the resident's name in the Person Search field and click Search People. You will be able to see the resident's integration data on the next screen.



# EXPORTS : LOCATE AN EXISITING RESIDENT

Your Resident's profile will be brought up and from here you will see your list of Quick Options.



**Main Menu**

Go back to the main menu.



**Search People**

Go back to the search page.


## PEOPLE SEARCH RESULTS

[\[Export to Excel >>\]](#)

Person	Property	Resident Fees	IDs
<b>Robert Contreras</b> 05315 t0034728 6150 CANTERBURY DRIVE #315 CULVER CITY CA 90230	<b>Meadows South</b> - Integrated Demo 6300 Green Valley Circle Culver City, CA 90230 (310) 670-5983	<b>CASH (13 Mar 2012):</b> <b>PHONE (19 Jul 2013):</b> Visa: \$24.95 Debit: \$0.00 <b>DEFAULT (26 Oct 2007):</b> MasterCard: 2.50% Discover: 2.50% Debit: 2.50% eCheck: \$0.00 <b>AUTO PAY (28 Oct 2011):</b> MasterCard: 2.50% Discover: 2.50%	Tenant Code: t0034728 Roommate Code: t0034728 Balance: \$959.97

# EXPORTS : LOCATE AN EXISITING RESIDENT

You can make a payment, create an AutoPay, manage accounts, and view history. This will be your starting point for most actions.

 **ROBERT CONTRERAS**

**Property**     **Meadows South**  
- Integrated Demo  
6300 Green Valley Circle  
Culver City, CA 90230  
(310) 670-5983

**Fees**












**CASH (13 Mar 2012):**  
**PHONE (19 Jul 2013):**  
    Visa:                     \$24.95  
    Debit:                   \$0.00

**DEFAULT (26 Oct 2007):**  
    MasterCard:            2.50%  
    Discover:               2.50%  
    Debit:                  2.50%  
    eCheck:                 \$0.00

**AUTO PAY (28 Oct 2011):**  
    MasterCard:            2.50%  
    Discover:               2.50%  
    Debit:                  2.50%  
    eCheck:                 \$0.00

**IN PERSON (28 Oct 2011):**  
    Credit Card:           \$0.00

**QUICK OPTIONS**

-  [Make a Payment >>](#)
-  [eCheck AutoPay >>](#)
-  [Credit Card Click Pay >>](#)
-  [Rent By Text >>](#)
-  [Manage Accounts >>](#)
-  [Reset IVR PIN >>](#)
-  [See Full Account History >>](#)
-  [See Full Email History >>](#)
-  [Manage User Groups >>](#)
-  [Manage Subscriptions >>](#)
-  [Reset Password >>](#)



## MODIFY AN ACCOUNT

Once you have successfully logged in and located the resident profile you can: update address information, reset a password, change status, block payment methods, and manage bank accounts/credit card info.

Note: do not edit the external string information, this must come from your accounting software.



## MODIFY AN EXISTING ACCOUNT

You can edit the resident's address information by clicking the blue Update link in the second portion of the resident profile.

You will notice the resident name and unit number are not editable. This information comes directly from your accounting software and cannot be changed in RentPayment. If this information needs to be updated, you can make the changes in your software and we will receive the updated information in the next Import file.

Once you have updated the necessary information, click Update.

# MODIFY AN EXISTING ACCOUNT


Once you have updated the necessary information, click Update.

---

**Unit/Address** 05315 [\[Update >>\]](#)  
**Address** 6150 CANTERBURY DRIVE #315  
CULVER CITY CA 90230  
**Email** No Email  
**Phone** No Phone  
**Mobile Phone** No Mobile Phone

---

**UPDATE INFO**

First Name	Robert
Last Name	Contreras
Street 1	6150 CANTERBURY DRIVE #315
Street 2	
City	CULVER CITY
State/Province	-States-
Postal Code	90230
Country	United States
Mobile Phone	( ) -
<input type="checkbox"/> I want to receive text message receipts when I make a payment.	
Phone	( ) -
Fax	( ) -
Last 4 of SSN	*** **
Email	
<input type="checkbox"/> Yes, I would like to receive email updates on news and informa	
Unit or Street Address	05315
<b>Integration Data</b>	
External ID	t0034728
 <a href="#">Update</a>	

# INACTIVATE/ACTIVE AN ACCOUNT

The third portion of the resident's profile contains:

- User name
- IVR#/PIN (for our automated phone line)
- Status
- Permissions

To inactivate or reactivate a profile, click the link directly to the right of the resident's status.

<b>Login</b>	caitlintest123	<a href="#">[Reset Password &gt;&gt;]</a>
<b>IVR # / PIN</b>	32816136 / 5678	<a href="#">[Reset PIN &gt;&gt;]</a>
<b>Status</b>	Inactive (Cannot login or pay)	<a href="#">[Activate &gt;&gt;]</a>
<b>Permissions</b>	Accepting Visa Accepting MasterCard Accepting Discover Accepting ACH Accepting PayByCash	<a href="#">[Block Visa &gt;&gt;]</a> <a href="#">[Block MasterCard &gt;&gt;]</a> <a href="#">[Block Discover &gt;&gt;]</a> <a href="#">[Block ACH &gt;&gt;]</a> <a href="#">[Block PayByCash &gt;&gt;]</a>
<b>PayByCash #</b>	32816136	

<b>Login</b>	caitlintest123	<a href="#">[Reset Password &gt;&gt;]</a>
<b>IVR # / PIN</b>	32816136 / 5678	<a href="#">[Reset PIN &gt;&gt;]</a>
<b>Status</b>	Active	<a href="#">[Inactivate &gt;&gt;]</a>
<b>Permissions</b>	Accepting Visa Accepting MasterCard Accepting Discover Accepting ACH Accepting PayByCash	<a href="#">[Block Visa &gt;&gt;]</a> <a href="#">[Block MasterCard &gt;&gt;]</a> <a href="#">[Block Discover &gt;&gt;]</a> <a href="#">[Block ACH &gt;&gt;]</a> <a href="#">[Block PayByCash &gt;&gt;]</a>
<b>PayByCash #</b>	32816136	



## PAYMENT PERMISSIONS

Payment permissions should be updated in your accounting software. When we receive resident data from your software, our system will update the resident's profile automatically.

If you do not want to wait for RentPayment to receive the updated resident data or if your properties are non-integrated, you can block payment permissions manually. To block or allow a certain payment method, click the blue link next to the payment permission. Green indicates that these are the methods a resident can use to pay. A red link indicates a blocked payment method.



# PAYMENT PERMISSIONS

**Note:** If you have integrated properties, information in your accounting software will override what is in our system. If you block a payment permission in our system, but not in your software, that payment method will be unblocked when we receive the next import file.

<b>Login</b>	caitlintest123	<a href="#">[Reset Password &gt;&gt;]</a>
<b>IVR # / PIN</b>	32816136 / 5678	<a href="#">[Reset PIN &gt;&gt;]</a>
<b>Status</b>	Active	<a href="#">[Inactivate &gt;&gt;]</a>
<b>Permissions</b>	<a href="#">Accepting Visa</a>	<a href="#">[Block Visa &gt;&gt;]</a>
	<a href="#">Accepting MasterCard</a>	<a href="#">[Block MasterCard &gt;&gt;]</a>
	<a href="#">Accepting Discover</a>	<a href="#">[Block Discover &gt;&gt;]</a>
	<a href="#">ACH Blocked</a>	<a href="#">[Enable ACH &gt;&gt;]</a>
	<a href="#">Accepting PayByCash</a>	<a href="#">[Block PayByCash &gt;&gt;]</a>

Click these links to enable or disable a payment method

# MANAGING RESIDENT PAYMENT METHODS

Click the View >> link for the desired account.



**Main Menu**

Go back to the main menu.



**Back to Caitlin**

Click here to go back to the details page.

## BANK ACCOUNTS

[\[Add a Bank Account >>\]](#)

Name	Account #	Routing #	Type	Name on Account	Details
Us Bank Na	#3223	124302150	Checking	Caitlin Test	<a href="#">View &gt;&gt;</a>
Us Bank Na	#3153	124302150	Checking	Caitlin Test	<a href="#">View &gt;&gt;</a>

## CREDIT CARDS

[\[Add a Credit Card >>\]](#)

Card	Card #	Exp Date	Cardholder	Details
Mastercard	#5454	Jan 2021	Caitlin Test	<a href="#">View &gt;&gt;</a>
Visa	#1111	Mar 2018	Caitlin Test	<a href="#">View &gt;&gt;</a>
Visa	#0909	Apr 2014	Caitlin Test	<a href="#">View &gt;&gt;</a>



# MANAGING RESIDENT PAYMENT METHODS

For the protection of Account Holders, only the last 4 digits of an account are made visible.

You can modify or delete the selected account.



**Main Menu**

Go back to the main menu.



**Back to Caitlin**

Click here to go back to the details page.

## UPDATE BANK ACCOUNT

\* Name of Account Holder

Caitlin Test

\* Account Type

Checking ▾

Routing #

124302150

Account #

124788XXXXX3223

Update Account ▶

✗ Delete Account



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# CANCEL A PAYMENT

- Use People Search to go to the resident profile
- Locate the payment in the resident's account history at the bottom of the profile
- Click View >> under Details in the Account History

## ACCOUNT HISTORY

Date	Ref #	Type	Initiated By	Status	Details	Amount
19 May 2014 11:48:19 PDT	15110541-36	 #3223	Caitlin Test @ Wonderland Apartments	PROCESSING	<a href="#">View &gt;&gt;</a>	\$100.00
		Rent				\$100.00

# CANCEL A PAYMENT

Click View >> again under Details on the next screen.

## INVOICE DETAILS

Reference # **45077779-47**

Person **Caitlin Test**  
13  
2033 N main street  
walnut creek CA 94596  
testemail@rentpayment.com

Property **Wonderland Apartments**

Status PROCESSING

Source Online

Channel Online


Initiated By Caitlin Test @ Wonderland Apartments

Date Submitted Mon May 19 11:48:19 PDT 2014

## LINE ITEMS

Date	Ref #	Category	Status	Statement	Amount
19 May 2014 11:48:19 PDT	58376582-44	Rent	PROCESSING		\$100.00

## TRANSACTIONS


Date	Ref #	Type	Status	Details	Amount
19 May 2014 11:48:19 PDT	15110541-36	 #3223	PROCESSING	<a href="#">View &gt;&gt;</a>	\$100.00

## CANCEL A PAYMENT

This will bring up Transaction Details. At the bottom of the screen you will see the option to cancel the payment. Enter the reason for the cancelled payment and click Cancel Payment.


**CANCEL PAYMENT**


\* Reason for cancellation

**Cancel Payment** 

# CANCEL A PAYMENT

You will then see confirmation of the cancelled payment.

 **The transaction was successfully cancelled**

 [View the invoice details](#)

History: [Manage Person](#) > [Invoice Details](#) > [Transaction Details](#) > [Invoice Details](#)

Welcome, Test Manager


## INVOICE DETAILS

Reference #	<b>45077779-47</b>
Person	<b>Caitlin Test</b> 13 2033 N main street walnut creek CA 94596 testemail@rentpayment.com
Property	<b>Wonderland Apartments</b>
Status	PROCESSING
Source	Online
Channel	Online
Initiated By	Caitlin Test @ Wonderland Apartments
Date Submitted	Mon May 19 11:48:19 PDT 2014

## LINE ITEMS

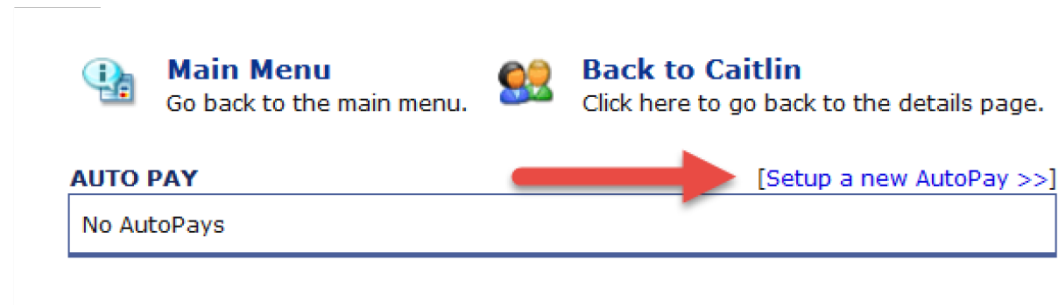
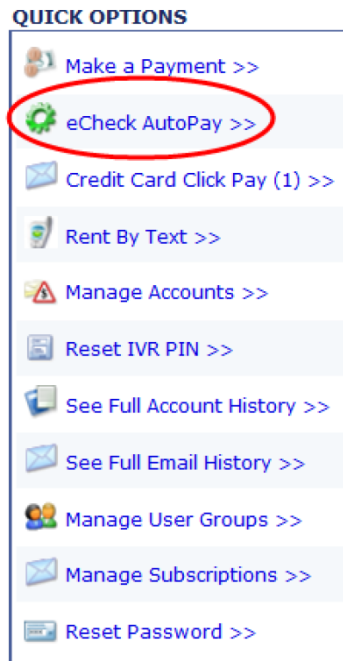
Date	Ref #	Category	Status	Statement	Amount
19 May 2014 11:48:19 PDT	58376582-44	Rent	CANCELLED		\$100.00

## TRANSACTIONS

Date	Ref #	Type	Status	Details	Amount
19 May 2014 11:48:19 PDT	15110541-36	 #3223	CANCELLED	<a href="#">View &gt;&gt;</a>	\$100.00

# CREATING AN AUTOPAY

Using the Quick Options menu, click on e-check AutoPay and then click Setup a new AutoPay.





# CREATING AN AUTOPAY

Enter the dates you wish for the AutoPay to run:

- Starting month and year
- Ending month and year
- Day of the month to debit
- Frequency of payments (usually monthly)


Then click Continue.

**SETUP AUTO PAY**

Property	<b>Property Information</b> <b>Wonderland Apartments</b> 650 Davis Street Encinitas, CA 92024
----------	--

---


* First Payment	Jun ▼ 2014 ▼
* Last Payment	Jun ▼ 2015 ▼
* Day of Month to Pay	First Day of Month ▼
* Frequency	MONTHLY ▼


 [Continue ▶](#)

# CREATING AN AUTOPAY

Your property may have the option to set up a fixed AutoPay or a variable AutoPay. To set up a fixed AutoPay you will enter the amount to be debited each month and click Continue.

## PAYMENT AMOUNTS

		<b>Property</b>	<b>Wonderland Apartments</b>
			650 Davis Street
			Encinitas, CA 92024
Rent	\$	<input type="text" value="100"/>	<input type="text" value=".00"/>
Application Fee	\$	<input type="text" value="0"/>	<input type="text" value=".00"/>
<b>Total</b>		<b>\$100.00</b>	
<div>Continue </div>			



## CREATING AN AUTOPAY

If your property allows variable AutoPays you will have the option to set a minimum and maximum instead of a specific amount. As long as the resident balance falls between the minimum and maximum, the balance will be drafted from the resident's account. This is useful if the resident has a variable balance from month to month.

### PAYMENT AMOUNTS


**Village at West University Integrated**  
- Village at West University Region  
Property - - The Finger Companies Integrated Region  
5151 Edloe St  
Houston, TX 77005

**Your full outstanding balance will be paid MONTHLY**

Minimum AutoPay Amount \$  .00

Maximum AutoPay Amount \$  .00

☐ I have read and I accept the [terms and conditions](#)

**Continue** 

# CREATING AN AUTOPAY


Next, select the account to be debited or enter a new account.


**CHOOSE PAYMENT METHOD**


Property **Wonderland Apartments**  
650 Davis Street  
Encinitas, CA 92024


How would you like to pay?

**Existing Account**

☐  Us Bank Na #3223

☒  Us Bank Na #3153

[Continue](#) 

**Bank Account** 

\* Name of Account Holder   
\* This must match the name on the bank account


\* Account Type


\* Routing # (9 digits)  [Help?](#)

\* Account #  [Help?](#)

\* Confirm Account #

[Continue](#)





 If you'd like to use a **credit card**, [click here to setup Credit Card Click Pay.](#)

# CREATING AN AUTOPAY

You will see a final confirmation screen to verify the information and can then click Setup AutoPay.

**Note:** Always remind the resident it is their responsibility to cancel an AutoPay if no longer needed.


**VERIFY AUTO PAY**

First Payment	1 Jun 2014
Last Payment	1 Jun 2015
Day of Month to Pay	First Day
Frequency	Monthly
Pay Full Balance	No
Property	<b>Wonderland Apartments</b> 650 Davis Street Encinitas, CA 92024
Account	 Us Bank Na #3153
Rent	\$100.00
<hr/>	
<b>Total of each payment</b>	<b>\$100.00 *</b>
<div> <a href="#">Setup AutoPay ▶</a></div>	

# CREATING AN AUTOPAY

Once the AutoPay is setup, you will be able to see the details above the Account History on the resident's profile.

AUTO PAY										<a href="#">[Setup a new AutoPay &gt;&gt;]</a>	
Next Payment	Start	End	Day of Month	Frequency	Account #	Amount	Last Payment	Skip Dates	Details		
1 Jun 2014	Jun 2014	Jun 2015	First Day	Monthly	Us Bank Na #3153	\$100.00		None	<a href="#">View &gt;&gt;</a>		

ACCOUNT HISTORY							
Date	Ref #	Type	Initiated By	Status	Details	Amount	
19 May 2014 11:48:19 PDT	15110541-36	 #3223	Caitlin Test @ Wonderland Apartments	CANCELLED	<a href="#">View &gt;&gt;</a>	\$100.00	
Rent						\$100.00	

# CLICK PAY REMINDERS

Credit Card Click Pay reminders are a convenient way to send your resident (who opts to make payments via Visa, MasterCard, or Discover) a reminder email to pay their rent.






These can be set up in the Quick Options Menu. You can select a date for your resident to receive the reminder and an email will be sent to the address on file. In the e-mail, there will be a link that will take them directly to the 'make a payment' screen in their profile.

The image shows a screenshot of the RentPayment system interface. On the left, there is a 'QUICK OPTIONS' menu with five items: 'Make a Payment >>', 'eCheck AutoPay >>', 'Credit Card Click Pay >>' (which is circled in red), 'Rent By Text >>', and 'Manage Accounts >>'. On the right, there is a form titled 'UPDATE CLICK PAY'. The form contains two fields: '\* Email' with the value 'testemail@rentpayment.com' and '\* Day of Month to Send a Click Pay Email' with a dropdown menu set to '2'. Below these fields is a note: 'NOTE: An email will be sent to you each month with a web-link to make a payment.' At the bottom of the form is a green button labeled 'Update Click Pay' with a right-pointing arrow.

# RENT BY TEXT

Residents also have the option to rent reminders via text. You can set this up for them by going to Rent By Text in the Quick Options menu and entering the resident's phone number, day of the month they wish to receive the text message, and payment account. When the resident receives the text message they will just need to reply with the word Pay and the payment amount. For example, if their rent is \$850.50, they would respond with 'pay 850.50'

## QUICK OPTIONS

-  [Make a Payment >>](#)
-  [eCheck AutoPay >>](#)
-  [Credit Card Click Pay >>](#)
-  [Rent By Text >>](#)
-  [Manage Accounts >>](#)

## RENT BY TEXT SETTINGS

You currently do not have Pay By Text enabled

**Mobile Device**

\* Phone Number  (  )  -

**Rent By Text Details**

\* Day of Month to Receive Text

\* Payment Account

**NOTE:** A service fee of **\$28.95** will apply. Please be advised the service fee amount will be added to your payment amount.

Each month you will receive a text message on the day you selected above with a reminder to make a payment using your mobile device.

To make a payment by text, reply to the reminder text message with the keyword "pay" followed by a space and the amount you want to pay. For example, to make a payment of \$500.00, send the text reply "pay 500"

If you omit a decimal point, the payment will be treated as whole dollar amount. If you input a decimal point the payment will pay the dollar amount including cents. For example, to make a payment of \$459.50, send the text reply "pay 459.50"

You will receive a text confirmation once the payment has been submitted.

[Setup Rent By Text](#)





# MANAGE E-MAIL SUBSCRIPTIONS

You can manage the email notifications you receive from RentPayment by going to Notification Subscriptions on your Main Menu. Users must have an e-mail address on file in order to manage subscriptions.



## Notification Subscriptions

Manage your email and/or fax notification subscriptions per event.

### NOTIFICATION SUBSCRIPTIONS

Event	Email: rlew@rentpayment.com
Admin Annual Donation Report	<a href="#">Subscribe &gt;&gt;</a>
AutoPay Failure Notification	<a href="#">Subscribe &gt;&gt;</a>
Billing	<a href="#">Subscribe &gt;&gt;</a>
Blacklist Alert	<a href="#">Subscribe &gt;&gt;</a>
Cancelled Payment	<a href="#">Subscribe &gt;&gt;</a>
Chargeback	<a href="#">Subscribe &gt;&gt;</a>



# E-MAIL SUBSCRIPTION OPTIONS

## 1 Billing

Monthly e-mail statements regarding billings associated with your account. (For your Corporate Office)

## 2 Cancelled Payment

Confirmation a resident payment has been cancelled.

## 3 Chargeback

If a resident disputes a credit card payment with their financial institution, the payment will be withdrawn from your account. RentPayment provides chargeback protection for all their clients and will help dispute the chargeback on your behalf.

## 4 Payment Failure Notification

Received when a credit card payment is declined. Credit card payments are processed in real time, any credit card declines will be notified instantly.





# E-MAIL SUBSCRIPTION OPTIONS

**5**

## **Export Receipt**

A payment file is ready to be downloaded from RentPayment (for manual integrations only).

**6**

## **Export Reminder**

Reminder email is sent if a payment file has not been downloaded within 24 hours after it has generated (for manual integrations only).

**7**

## **Failed Export**

Payment file has failed to be downloaded from RentPayment.

**8**

## **Failed Import**

Resident data file has failed to be uploaded to RentPayment.





# E-MAIL SUBSCRIPTION OPTIONS

9

## Import Export Summary

A summary of all import and export information for the day.

10

## Payment Receipt

Notification a resident payment has been submitted. The payment receipt e-mail is sent immediately after each transaction.

11

## Payments Batched

A summary of all daily payments that have batched and are being sent to the bank for deposit.

12

## Property Bank Account Change

Confirmation a property's bank account has been updated.





# E-MAIL SUBSCRIPTION OPTIONS

## 13 Refunded Payment

A refund has been processed.

## 14 Reversed Payment

eCheck or Credit Card payment has been returned.

## 15 Statement Receipt

Confirmation the payment batch has been sent to your bank.

You can also view your email history by clicking on the Email link on your Main Menu.



## REPORTS

RentPayment provides a variety of reports for you to track transactions, reconcile your bank account, and view resident information. All reports can be exported to Excel. To get to the Reports menu, click on the Reports icon. You will then see a list of available reports.

# REPORTS

The Transaction Activity will display payments and reversals for a given date or date range. Simply select the date range of the transactions you would like to view. You can filter by specific payment types or search for all transactions. Once you have selected the necessary information, click Search Transactions.

**TRANSACTION ACTIVITY SEARCH**

From: 19 May 2014 00:00 To: 19 May 2014 23:59 Select the desired date range

Filter by: ☒ Created ☐ Created+Pending ☐ Batched ☐ Not Batched

Amount: \$ .00 (Optional)

☐ Include service fees in search results

☐ Only return a transaction count (no actual search results)

☐ Show subtotals by payment type

☐ Show non-integrated payments

Filter By: ☒ All Transactions

- ☐ All Payments
  - ☐ Credit Card Transactions
    - ☐ Visa
    - ☐ MasterCard
    - ☐ Discover
    - ☐ Debit Card
  - ☐ PayByCash
  - ☐ ACH Bank Transactions
  - ☐ Scanned Checks
    - ☐ ARC
    - ☐ IRD
  - ☐ Representments
  - ☐ Refunds (Credits)
  - ☐ Reversals (Chargebacks)

Choose a filter, if needed


☐ Send results via email

Email Results To:

Search Transactions

# REPORTS

The report will show you all transaction matching your settings. If you would like to export the results to Excel, just click the blue Export to Excel link.

 **39 transactions were found**

 View the results of your transaction search

History: [Transaction Activity](#) > [Transaction Results](#) > [Transaction Activity](#) > [Transaction Results](#) Welcome, Test Manage

 **Main Menu**  
Go back to the main menu.

 **Search Again**  
Click here to run another search.

**TRANSACTION ACTIVITY SEARCH RESULTS: 19 JAN 2014 - 19 MAY 2014** [\[Export to Excel >>\]](#)


Person	Date	Ref #	Type	Status	Description	Amount
<b>Caitlin Bowers</b> 13 Not Provided clarkbraverman@gmail.com	23 Jan 2014 11:31:56 PST	32409154-47 <a href="#">Details &gt;&gt;</a>	 #8613	Processing	Rent	<b>\$2,400.00</b>
<b>World Series</b> 13 Not Provided noreply@noreply.com	28 Jan 2014 01:10:17 PST	32483682-47 <a href="#">Details &gt;&gt;</a>	 #1356	Processing	Rent	<b>\$1,850.00</b>
<b>Caitlin Test</b> 13 2033 N main street walnut creek CA 94596 testemail@rentpayment.com	7 Feb 2014 16:01:10 PST	35349425-47 <a href="#">Details &gt;&gt;</a>	 #0909	Cancelled	Rent	<b>-\$10.00</b>



# REPORTS

The Statements report allows you to view deposits or reversals for a specific day or date range. Select the date range from the drop down menu, set the filters if any are desired, select Search Statements.

**STATEMENT REPORT**


\* From 19 May 2014 



\* To 19 May 2014 

Amount \$ .00 (Optional)


☐ Include the line item breakdown in the search results

---

Filter By ☐  All Settlements

- ☐  Disbursements
  - ☐ Paper Check
  - ☐ Direct Deposit
- ☐  Recaptures
  - ☐ ACH Debit
  - ☐ Paper Invoice

---

**Search Statements** 

# REPORTS

Click View under details to see the payments that make up a specific deposit.

## STATEMENT RESULTS

[\[Export to Excel >>\]](#)

Ref #	Date	Type	For	Count	Details	Amount
7056219-75	13 May 2014 24:00:00 PDT	Direct Deposit Disbursement to #9592	Wonderland Apartments	2	<a href="#">View &gt;&gt;</a>	\$75.00

# REPORTS

Search by Reference # allows you to find a specific payment using the reference number. Reference numbers are included on all payment transaction emails and provided to residents from RentPayment Customer Service representatives after a payment has been processed over the phone. To search for the payment, click Search by Ref # and enter the reference number for the payment, then click Search Now.



## Search by Ref #

Search by a check number or by the reference # of a statement, transaction, line item, or invoice.

## SEARCH BY REF #

\* Reference #

You may search by a check number or by the reference # of a statement, transaction, line item, invoice, or auto pay.

Search Now



# REPORTS

You will be taken to the Invoice Details screen for that specific payment. The Batch Reconciliation Report provides a snapshot of batched payments separated by payment type (credit cards & ACH) that have been sent to the bank for deposit. Select the desired date range and click 'Run Report'.



## Batch Reconciliation Report

View a volume report by property, processor and transfer type.

### BATCH RECONCILIATION REPORT

\* Start 1 May 2014

\* End 31 May 2014

\* Property Wonderland Apartments

☐ Show Detail by Property

☐ Separate by payment integration status

#### Quick Links

[Yesterday >>](#) [Today >>](#)

[LMTD >>](#) [MTD >>](#)

[Run Report](#)



# REPORTS

The Transaction Summary report shows a snapshot of payment metrics



## Transaction Summary

View transaction counts, totals, and averages.

### TRANSACTION SUMMARY SEARCH

\* Start

\* End

Filter By ☐ Created ☒ Batched

Sales ☐ Net Sales ☒ Gross Sales

#### Quick Links

[Yesterday >>](#) [Today >>](#)  
[LMTD >>](#) [MTD >>](#)

[Run Report](#)

### TRANSACTION SUMMARY

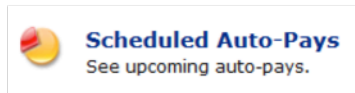
[\[Export to Excel >>\]](#)

Property	Payment Method	# of Transactions	\$ Processed	Average Ticket
Wonderland Apartments 650 Davis Street Encinitas, CA 92024 (866) 289-5977	Visa	342	\$147,948.32	\$432.59
	MasterCard	176	\$73,886.16	\$419.80
	Discover	57	\$18,813.88	\$330.06
	AMEX	1	\$614.00	\$614.00
	Debit	2795	\$1,199,298.98	\$429.08
	<b>Credit Card Total</b>	<b>3371</b>	<b>\$1,440,561.34</b>	<b>\$427.33</b>
	Scans	7645	\$3,099,859.00	\$405.47
	ACH	178	\$102,600.71	\$576.40
	<b>ACH Total</b>	<b>7823</b>	<b>\$3,202,459.71</b>	<b>\$409.36</b>
	<b>Property Total</b>	<b>11194</b>	<b>\$4,643,021.05</b>	<b>\$414.77</b>



# REPORTS

The Scheduled AutoPays report will allow you to view all residents who have signed up for AutoPay in a given month. Select your filters from the drop down menu and click Search AutoPays.



**SEARCH FOR AUTO PAYS**

\* AutoPays with Payments in

AutoPay Day

Property

[Search AutoPays](#)

**AUTO PAYS** [\[Export to Excel >>\]](#)

Property	Person	Info	Amount	Last Payment	Details
<b>Wonderland Apartments</b> 650 Davis Street Encinitas, CA 92024 (866) 289-5977	<b>Bryna Braverman</b> 13 Not Provided noreply@noreply.com	Day: First Day Start: Nov 2013 End: Jul 2014 Frequency: Monthly	Rent - \$1,500.00 <b>Total: \$1,500.00</b>		<a href="#">View &gt;&gt;</a>
<b>Wonderland Apartments</b> 650 Davis Street Encinitas, CA 92024 (866) 289-5977	<b>World Series</b> 13 Not Provided noreply@noreply.com	Day: 28 Start: Dec 2013 End: Aug 2014 Frequency: Monthly	Rent - \$1,850.00 <b>Total: \$1,850.00</b>	\$1,850.00 28 Mar 2014 <a href="#">43351724-47 &gt;&gt;</a>	<a href="#">View &gt;&gt;</a>
<b>Wonderland Apartments</b> 650 Davis Street Encinitas, CA 92024 (866) 289-5977	<b>Temma Braverman</b> 15 1111 Bay Area CA 94596 noreply@noreply.com	Day: 21 Start: Jan 2014 End: May 2014 Frequency: Monthly	Rent - \$1,500.00 <b>Total: \$1,500.00</b>		<a href="#">View &gt;&gt;</a>

# REPORTS

The Person Permissions report will allow you to view all Residents' payment options & status. You can enable or disable payment methods for multiple residents.



## Person Permissions

Update people payment permissions.

### PEOPLE PERMISSIONS SEARCH

\* Property Wonderland Apartments ▼

Status

- ☒ All
- ☐ Active Only
- ☐ Inactive Only

Permissions

- ☐ eCheck Blocked
- ☐ AMEX Blocked
- ☐ Discover Blocked
- ☐ MasterCard Blocked
- ☐ Visa Blocked
- ☐ PayByCash Blocked

Search Permissions ▶



# REPORTS

To enable or disable permission, simply check the boxes next to the residents you need to update and click the Submit button on the bottom of the screen.

SEARCH RESULTS							
<a href="#">[Export to Excel &gt;&gt;]</a>							
Person	Active	eCheck	Discover	MasterCard	Visa	PayByCash	Shortcuts
	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>	
sarah app	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>
asdf asdf	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>
asdf asdf	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>
Justin Bieber	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>
Justin Bieber	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>
Joe Bob	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>
Caitlin Bowers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>
Caitlin Bowers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>
Kevin Bowers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>
Kevin Bowers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>
Caitlin Braveman	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Enable All &gt;&gt;</a> <a href="#">Disable All &gt;&gt;</a>





# THANK YOU FOR CHOOSING RENTPAYMENT!

If you have questions about RentPayment or need information beyond what is covered here, please send an email to [AccountManagement@RentPayment.com](mailto:AccountManagement@RentPayment.com) and one of our expert Account Managers will be happy to assist you.