

Online Rent Payment Guide

How to Setup AutoPay and Make One-Time Payments

1

- Visit RentPayment.com or your community's website
- Find the Pay Now button or Login to the site



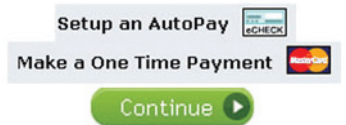
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- Select your community or property
- Select your unit or community from the search results
- Confirm selection by zip code, and address



3

- Fill out your personal details and click continue
- Select setup AutoPay or make one-time payment



AutoPay

Schedule the start and end date of the month and frequency of when you would like your rent payment to be debited from your account. Confirm the details are accurate. Click Continue.

Please enter your AutoPay settings and amounts below:

AutoPay Settings	
* First Payment	Sep 2009
* Last Payment	Sep 2010
* Day of Month to Pay	28
* Frequency	MONTHLY
Amounts	
Rent	\$ 0 .00
Other	\$ 0 .00
Total	\$0.00

Continue

Now you never have to remember to pay rent again!

One-Time

Fill out the transaction form and click Continue.

Card VISA M/C

* Card #
* Expiration
* First Name on Card
* Last Name on Card

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 #

Billing address is required

* Billing Address
* Billing City
* Billing State/Province
* Billing Postal Code
* Billing Country United States

Continue

Your rent payment has been made!
An email confirmation will be sent to you.

Need More Information?

Call **866-289-5977** to speak to one of our friendly customer service representatives 7 days a week.



RENTPAYMENT FAQ'S

ALTERNATIVE PAYMENT OPTIONS

Q. What is AUTOPAY?

A. AUTOPAY allows your residents to have their rent payment automatically debited from their checking, savings or credit card on a recurring monthly, quarterly or yearly basis.

Q. What is PayByPhone?

A. PayByPhone allow residents to make a payment over the phone 24/7 through an automated system. The resident is provided with a PayByPhone account number and pin # upon their first payment. The account number and pin # will be located on their payment receipt e-mail. Residents can also login to RentPayment and view their account and pin # anytime. To use the PayByPhone system, residents will call 866-289-5977, select option 1 and follow the teleprompter.

Q. What is RentByText?

A. RentByText is a feature that allows residents to receive a text message reminder that their rent payment is due. The Resident can reply via texting "PAY" followed by a space and the amount they want to pay. ie: Pay 500

PAYMENT INFORMATION & PROCESSING TIME

Q. Can I take an application fee or close a lease for a Resident using RentPayment?

A. Yes, you can take an application fee or close a lease for a resident using the RentPayment system and selecting the Make Payment module. Contact Customer Services for questions.

Q. What is the timeline for Processing Payments?

A. Payments are processed and batched to the bank at 2 PM PST / 5 PM EST Monday to Friday. Any payments submitted after 2 PM PST Monday to Friday, will roll-over to the next business day and batch at 2 PM PST for processing. The Today's Payments e-mail will summarize all payments that have been batched.

Q. Can I cancel a payment?

A. Yes, you can cancel a payment within the RentPayment system as long as the transaction is still in PROCESSING status.

- Search for the transaction under the People module by entering the Resident's First & Last name in the Quick Search field.
- From the resident's profile page, scroll to the Account History section and click on "View"
- Next from the Transactions section, click on "View" once more.

- Near the bottom of the page will be a Cancel Payment section, enter a brief reason why you're cancelling the transaction and then click on the "Cancel Payment" button.

Note: If the transaction is in PROCESSING status, the transaction has not batched to the bank. You will need to cancel the transaction before the cutoff time otherwise the transaction will be sent to the bank and you will need to contact Customer Service to request a refund.

Q. How can I request a refund for a transaction?

A. Call Customer Service at 866-289-5977 or e-mail us at customerservice@rentpayment.com. If the transaction is an eCheck, RentPayment must wait until the transaction clears the resident's bank before issuing the refund. An eCheck transaction will generally clear within 5-7 business days.

Q. What is a Chargeback?

A. A Chargeback is when a resident has made a payment and contacts their financial institution to dispute the charge. You will receive an e-mail of the chargeback details if you are subscribed to receive this notification e-mail.

Q. Is there a fee for the Chargeback service?

A. Yes, there is a fee RentPayment charges to the Property of \$25.00 per chargeback.