

RENT*Café* Auto-pay

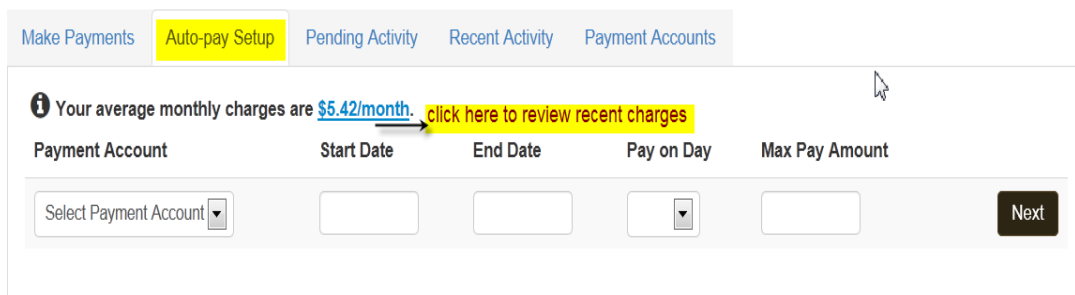
Requirement: A payment method must be setup (Credit Card or bank account (ACH)). Debit cards are not allowed at this time.

Auto-pay is designed to “Pay What You Owe” or your full account balance on a monthly basis.

How to setup Auto Pay

1. Select the Auto-pay Setup menu item
2. Select the Payment Account
3. Enter Start Date to begin Auto-pay
4. Enter End Date to end Auto-pay
5. Pay on Day; select day of the month payment will be made
 - a. Suggest selecting a day greater than statement date, but before payment due date to ensure payment is applied to account balance and to avoid late fees
6. Enter Max Pay Amount
7. Hit Next button

Payments



The screenshot shows a web interface for setting up auto-pay. At the top, there are navigation tabs: "Make Payments", "Auto-pay Setup" (highlighted in yellow), "Pending Activity", "Recent Activity", and "Payment Accounts". Below the tabs, a message states: "Your average monthly charges are \$5.42/month. [click here to review recent charges](#)". Below this message is a form with the following fields: "Payment Account" (a dropdown menu with "Select Payment Account" selected), "Start Date" (an empty text box), "End Date" (an empty text box), "Pay on Day" (a dropdown menu), and "Max Pay Amount" (an empty text box). A "Next" button is located to the right of the "Max Pay Amount" field.



Confirmation Page. Review and accept Terms and Conditions to complete Auto-pay setup. Note: the Terms and Conditions is a Yardi's standard document and any references to Renters doesn't apply to our clients.

Auto-pay Setup



- Your First Payment will be on: **8/5/2015**
 - Payments scheduled on or after 1st of the month may incur a Late Fee Charge.
- This is a temporary message and will be removed shortly. Please disregard.

Payment Account	Start Date	End Date	Pay on Day	Max Payment Amount
VISA XXXX- [redacted]	7/25/2015	11/7/2015	5th	\$100.00
Convenience Fee : \$3.00				

You authorize to have the above amount withdrawn from your selected payment account every month under the specified Terms and Conditions until you cancel your authorization.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

Allowing resident to edit or delete Auto-pay

Auto-Pay Account	Start Date	End Date	Pay On	Payment Amount	
Bank Account	3/20/2014	3/31/2015	2nd	\$620.00	Edit Delete



FREQUENTLY ASKED QUESTIONS

Is Auto-pay for me?

This feature works best for residents that accrue monthly charges. Residents with threshold billings should note the Auto-pay feature will not consider the threshold amounts.

What payment methods are available?

Credit Cards and ACH.

Why enter Max Payment Amount?

This option protects you from withdrawing more than account balance amount, expected.

Will a convenience fee be charged?

Yes, when using a Credit card, the \$3.00 fee will be applied.

What happens if my account balance is zero or less?

No payment will be processed for the month.

When will my payment be applied?

Payments will be reflected on your account the following day in the early morning.
(similar to other online payments)

How do I edit or cancel Auto-pay?

Edit and delete functions are available on the Auto-pay setup screen.