

# Enterprise Payment Solutions

## Rent Collector Portal



## Rent Collector Portal Handbook

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# I. Rent Collector Portal: Overview

The Rent Collector Portal gives you the ability to make payments or donations to any of your creditor's or association's accounts. These payments/donations can be in the form of a one-time (Pay Now), single, and/or recurring transaction to be debited from either your checking account or charged to your credit card.

One-time payments/donations can be created one of two ways:

- A Pay Now transaction without signing in.
- As an existing user with a login user name and password.

To set up a recurring payment, you will need to sign in and register your personal user information, such as name, address phone number, etc.

Setting up a user registration will also allow you to identify the accounts you want to debit or charge for your payments, create single or recurring payments, and view payments coming due or those that have already been debited. Once set up, you will receive an email confirmation with a temporary password you need the first time upon logging in to create a payment.

## II. System Requirements

The following browsers and platforms work with the CPP application.

- Microsoft® Internet Explorer® 7 and 8 with Microsoft Windows® and Vista®
- Microsoft Internet Explorer 11 with Microsoft Windows and Vista
- Safari® with Macintosh® OSX®
- Firefox® with Microsoft Windows 7 and Vista
- Chrome™ with Microsoft Windows 7 and Vista

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**NOTE:** The Rent Collector application allows for a number of customizable fields and labels according to the settings specified. Your menu options may differ slightly from those pictured throughout this document.

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## III. Payments

### A. Making a One-Time (Pay Now) Donation/Payment with a Check

A Pay Now or one-time payment allows you to make a payment without setting up and maintaining customer and account information. You may want to use this feature to pay a bill in

its entirety at one time or make a one-time donation. This option is also advantageous if you have a yearly payment obligation which may change from year-to-year and a recurring payment is not ideal, or if you wish to refrain from storing your personal information in the system.

1. Navigate to the provided URL address. The business to you which you are making a payment may also have a website with a link to the address.
2. Select the **Pay Now** option. This may read differently for each business website.

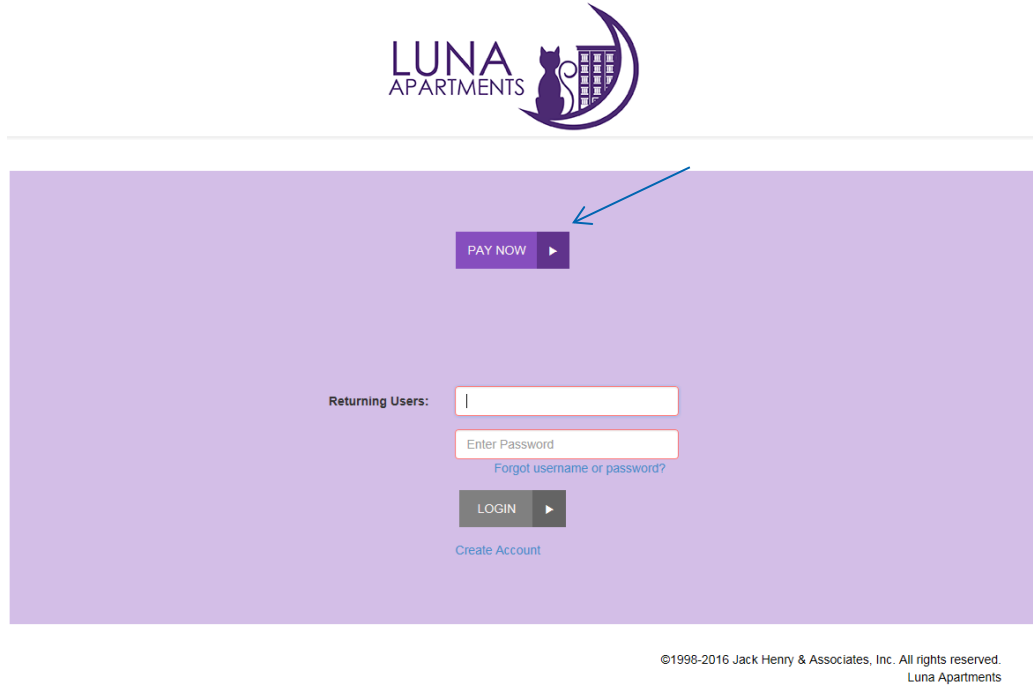


FIGURE 1 - EXAMPLE PAY NOW OPTION FROM A BUSINESS WEBSITE

3. Fill in the following required fields to complete a debit to a checking account.
  - **Location** – The account and/or purpose for which the payment/donation is to be sent. Select the correct account from the drop-down list. For example, the **Location** may be “Monthly Rent Payment” or something related to your reason for payment.
  - **Amount** – The amount field is a value with two decimal places (XX.XX).
  - **Payment Type** – Select **Check** from the drop-down list.
  - **Card/Account Type** – Select either **Checking** or **Savings** from the drop-down list to identify the account from which funds are to be withdrawn.
  - **Is Business Account** – Select this check box if the **Checking** or **Savings** account to be debited is a business account. Do not select the check box if the account is an individual or personal account.
  - **Name On Account** – The name on the account to be debited. A value of all zeros is not valid.
  - **Routing Number** – The ABA (Transit) number of the financial institution from which the funds are being debited. See the figure below where a routing/transit number can be located on a check.



FIGURE 2 - EXAMPLE CHECK WITH INDICATED ROUTING NUMBER

- **Account Number** – The account number from which the funds are to be debited. See the figure below where an account number can be located on a check.

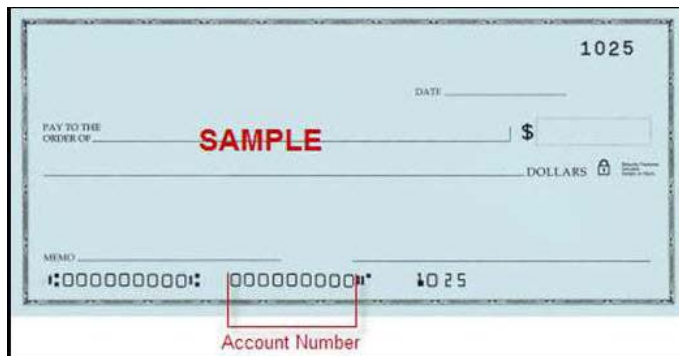


FIGURE 3 - EXAMPLE CHECK WITH INDICATED ACCOUNT NUMBER

- **Address** – Enter the street address associated with this account.
  - **City** – Enter the city associated with this account.
  - **State/Region** – Select the two-character abbreviation of your state or region for this account.
  - **Postal Code** – Enter the zip code of the residence.
  - **Email** – Enter an email address associated with this account to which a payment confirmation can be sent.
4. Fill in any optional fields that may be displayed if desired.
- **Check Number** – The serial number of the check located either on the top right corner of the check or next to the routing and account information.



FIGURE 4 - CHECK NUMBER

- **Description** – This field is alphanumeric and can hold up to 50 characters. It is used as a memo field to identify what the transaction is for or any transaction-related information.
- **Transaction ID** – An optional, alphanumeric field that can hold up to 50 characters and must be unique for each transaction. If left blank, the application will automatically assign a value. It is strongly recommended you leave this field blank unless it is required by your creditor/organization/business.
- **Transaction Optional Fields** – Up to 3 optional fields may display to capture additional information about the transaction. These fields may be required according to your creditor/organization/business.
- **Suite/Apt #** – Enter an apartment number associated with this account, if applicable.
- **Country** – Enter if other than U.S.

FIGURE 5 – Pay Now Page

5. Click **Continue** at the bottom of the page.
6. The **Payment Confirmation** page gives you the opportunity to verify the data and

authorize the debit from your account. You may also go back to make any necessary changes by selecting the **Back** option.

7. Read the **Check Authorization Agreement** and, if acceptable, select the check box next to **I accept this agreement**.
8. Select **Agree and Submit**.

Confirmation

Amount: \$750.00

Building: Forest View

From Account: Checking

Authorization Agreement:

I, Sally Hughes, authorize LUNA APARTMENTS to electronically debit my account for the amount indicated above.

I agree to have sufficient funds in my account for the transaction above, and understand that my financial institution may assess fees if there are insufficient funds in my account. I acknowledge that it will not be the responsibility of LUNA APARTMENTS to pay any transaction fees that may be assessed by my financial institution.

In the case of a returned transaction, I authorize the resubmission of the entry and, as applicable, an additional debit of the above account up to the state maximum return fee amount.

My entry of the information above and the acceptance of this agreement shall be my signature to execute this transaction.

The acceptance of this agreement may be revoked, prior to the processing of this transaction, by contacting us at 800-894-6900.

CANCEL AGREE AND SUBMIT ▶

FIGURE 6 - PAYMENT CONFIRMATION PAGE WITH SUBMIT OPTION

9. A **Transaction Receipt** will appear that can be printed for your records. This receipt will include a transaction response field (indicated below) that alerts you about the status of the transaction and the authorization agreement. The following is a list of responses and their meanings.
  - **Success** – The transaction was approved to be processed.
  - **Error Internal** – Contact customer support.

## Transaction Receipt

Amount: \$800.00

Building: Forest View

Account #: Checking

Transaction Date: 12/29/2016

**Authorization Agreement:**

I, **Sally Hughes**, authorize **LUNA APARTMENTS** to electronically debit my account for the amount indicated above.

I agree to have sufficient funds in my account for the transaction above, and understand that my financial institution may assess fees if there are insufficient funds in my account. I acknowledge that it will not be the responsibility of **LUNA APARTMENTS** to pay any transaction fees that may be assessed by my financial institution.

In the case of a returned transaction, I authorize the resubmission of the entry and, as applicable, an additional debit of the above account up to the state maximum return fee amount.

My entry of the information above and the acceptance of this agreement shall be my signature to execute this transaction.

The acceptance of this agreement may be revoked, prior to the processing of this transaction, by contacting us at **800-894-6900**.

CLOSE SAVE RECEIPT PRINT RECEIPT

FIGURE 7 - TRANSACTION RECEIPT WITH PRINT OPTION

10. Click **Print Receipt** to get a paper copy of the transaction.
11. Click **Back to Merchant Page** to exit the application.

## B. Making a One-Time (pay Now) Payment/Donation with a Credit Card

1. Navigate to the provided URL address. The business to you which you are making a payment may also have a website with a link to the address.
2. Select the **Pay Now** option. This may read differently for each business website.
3. From the **Pay Now** page, if at any time you wish to exit, select the **Exit** option in the top left corner.
4. Fill in the following required fields to complete a card payment.
  - **Location** – The account/purpose for which the payment/donation is to be sent. Select the correct account/purpose from the drop-down list. For example, the **Location** may be “Monthly Rent Payment” or something related to your reason for payment.
  - **Amount** – The amount field is a value with two decimal places (XX.XX).
  - **Payment Type** – Select **Credit Card** from the drop-down list.
  - **Card/Account Type** – If displayed, select from the options listed to identify your credit card. Possible options may include the following:
    - Visa®
    - MasterCard®
    - Discover®
    - Diners Card®



- American Express®
  - **Is Business Account** – Designates whether the credit card payment is on behalf of an individual/business account.
  - **Name On Account** – The name on the credit card account to be charged. A value of all zeros is not valid.
  - **Card Number** – The account number that appears on the credit card.
  - **Expires On: Month and Year** – Select the month and year the credit card will expire.
  - **Address** – Enter the street address associated with this credit card account.
  - **City** – Enter the city associated with this credit card account.
  - **State/Region** – Enter the two-character abbreviation of the state or region of this account.
  - **Postal Code** – Enter the zip code of the residence associated with this credit card account.
  - **Email** – Enter an email address associated with this credit card account.
5. Fill in any optional fields that may be displayed if you wish, or continue to the next step.
- **Description** – This field is alphanumeric and can hold up to 50 characters. It can be used as a memo field, to identify the reason for the transaction or any transaction-related information.
  - **Transaction ID** – An optional, alphanumeric field that must be unique for each transaction. If left blank, the application will automatically assign a value. It is strongly recommended you leave this field blank unless it is required by your creditor/organization/business.
  - **Transaction Optional Fields** – Up to 3 optional fields may display to capture additional information about the transaction. These fields may be required according to your creditor/organization/business.
  - **CVV Code** – Enter the customer validation code that appears on the card.



FIGURE 8 - CVV CODE

- **Suite/Apt #** – Enter an apartment number associated with this account, if applicable.
  - **Country** – Enter if other than U.S.
6. Click **Submit Payment**.
  7. The **Payment Confirmation** page gives you the opportunity to verify the data and authorize the charge to your account.



FIGURE 9 - PAYMENT CONFIRMATION PAGE

8. Read the **Credit Card Charge Authorization Agreement** and, if acceptable, select the check box next to **I accept this agreement**.
9. Select **Submit**.
10. A **Transaction Receipt** will display (see sample below) that can be printed for your records. This receipt will include a transaction response field that alerts the user as to the disposition of the transaction. The following is a list of responses and their meaning.
  - **Success** – The transaction was approved to be processed.
  - **Error Internal** – Contact customer support.
11. Click **Print Receipt** to get a paper copy of the transaction, or click **Back to Merchant Page** to exit the application.

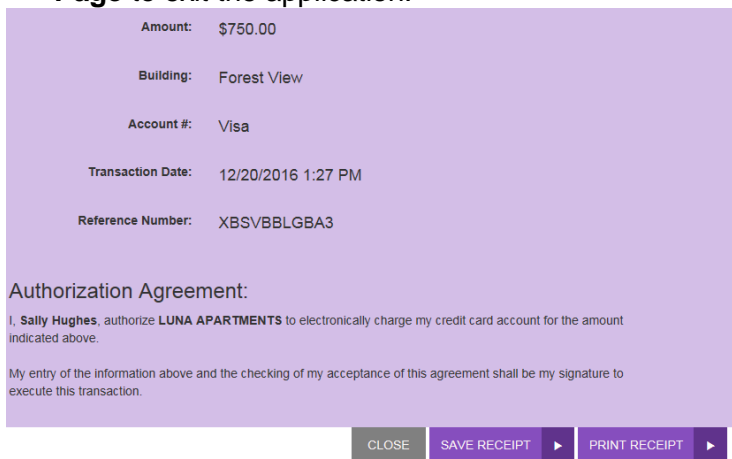


FIGURE 10 – TRANSACTION RECEIPT WITH PRINT OPTION

## IV. User Registration

You may opt to register your information in the system to create single and/or recurring payments, designate several accounts from which to debit, create reports on previous and/or scheduled payments, and maintain your user account information.

### A. Registering as an Individual or Business

1. Navigate to the provided URL address. The business to which you are making a payment may also have a website with a link to the address.
2. Select **Create Account** to register your information. This option may read differently on the website itself.

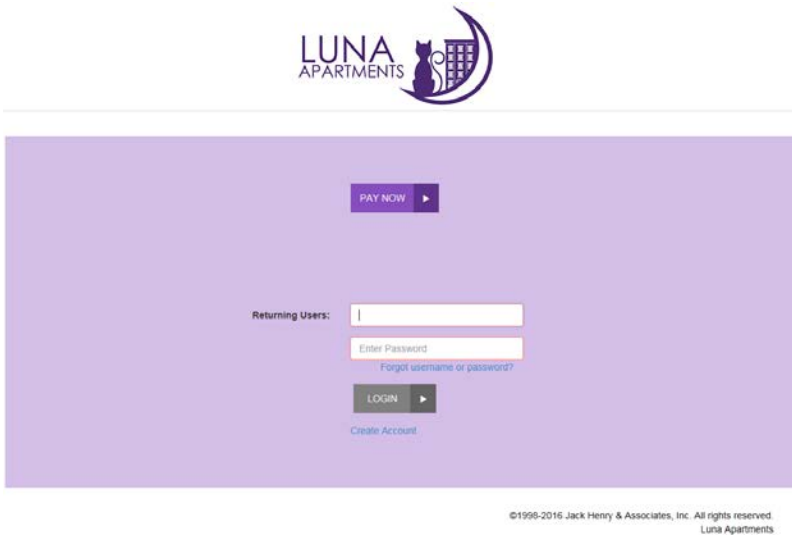


FIGURE 11 - REGISTRATION LINK

3. The **User Registration** page appears. If at any time you wish to exit this page, select the **Exit** option in the top left corner.

## User Registration

Is Business Account:

Username: shughes \*

First Name: Sally

Last Name: Hughes

Secret Question: What's your nickname?

Secret Answer: \*\*\*\*

Confirm Secret Answer: \*\*\*\*

Address: 4454 W 95th St

Suite/Apt #: 2A

City, State, Zip: Chicago Ridge IL 60475

Country: US

Phone:

Drivers License:

DL State: -- Select --

Social Security:

Email Address: shughes11@gmail.com

Confirm Email Address: shughes11@gmail.com x

CANCEL REGISTER

FIGURE 12 - USER REGISTRATION FOR AN INDIVIDUAL

4. Fill in all of the required fields, (designated by a red mark in the top left corner of the fields provided) to complete registration. Some fields may vary as requirements, depending on the organization.
  - **Is Business Account** – Designate this field if you are a **business**.
  - **Customer Number** – An optional, numeric field that must be unique for each user registration. This field may be provided to you by your creditor/organization.
  - **User Name** – Create a login name for access to the application. This field is not case-sensitive. A value of all zeros is not valid.
  - **First Name** – Type your first name. A value of all zeros is not valid.
  - **Last Name** – Type your last name. A value of all zeros is not valid.
  - **Business Name** – If this is a business, type in the name of the business.
  - **Secret Question** – Create a phrase, word, or question that can be used for identification purposes if a new temporary password needs to be requested. This is not a case-sensitive field and does not need to be in the form of a question.
  - **Secret Answer** – Provide the answer to the secret question above.
  - **Confirm Secret Answer** – Re-type the secret answer.
  - **Address** – Enter your street address.
  - **Suite/Apt#** – Enter the suite or apartment number, if applicable.
  - **State/Region** – Enter the two-character abbreviation of the state or region associated with the address.

- **Postal Code** – Enter the zip code associated with the address.
  - **Country** – Enter if other than the U.S.
  - **Phone** – Enter a telephone number in XXX-XXX-XXXX format.
  - **Driver’s License** – Enter your driver’s license number.
  - **DL State** – Enter the abbreviation of the state in which the driver’s license was issued.
  - **Social Security** – Enter your Social Security number.
  - **Email** – Enter an email address where transaction confirmations can be sent.
  - **Confirm Email** – Re-type the email address entered above.
  - **Customer Optional Fields** – Up to three additional fields may be included according to the settings applied. If required, enter in the data accordingly.
5. Select **Register**.
  6. A **User Registration** confirmation window will appear, and an email will be sent to the indicated address. Select **Go to Login Page**.

User Registration Confirmation

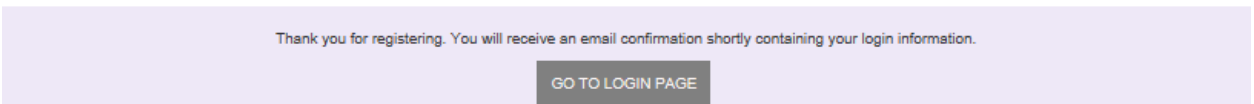


FIGURE 13 - USER REGISTRATION CONFIRMATION

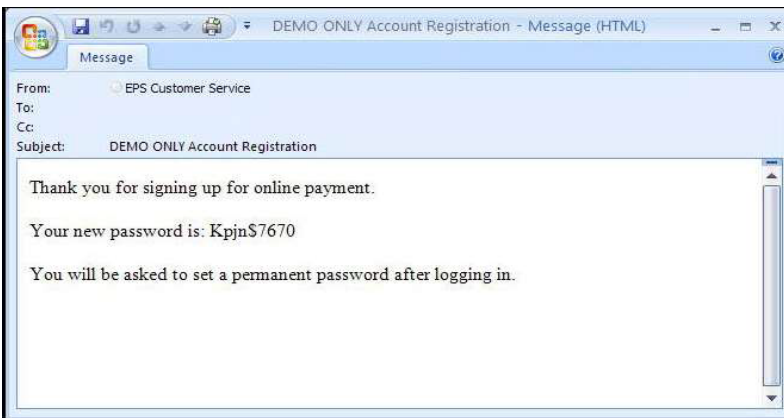


FIGURE 14 - REGISTRATION CONFIRMATION EMAIL

## B. Logging in the First Time

1. Once at the provided URL, complete the **Returning User** fields with your **User Name** and **Password** fields. Select **Login**.

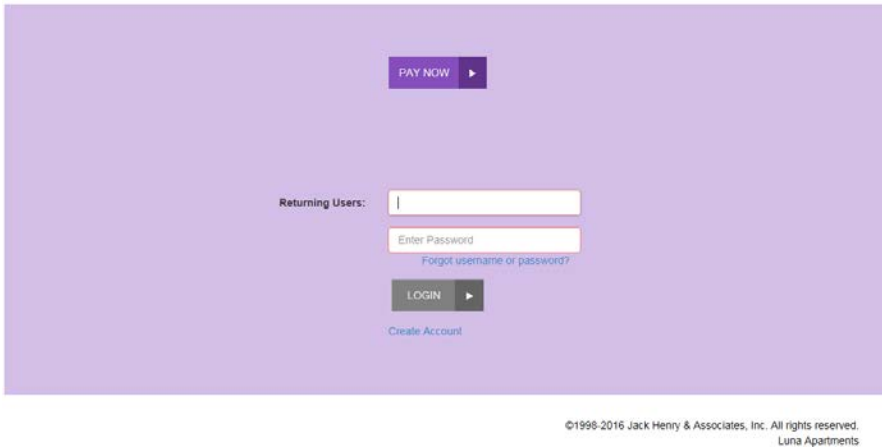


FIGURE 15 - SIGNING IN

- The system will prompt you to change your password. Enter the same sequence of characters in the **New Password** and **Confirm Password** fields. Use the following guidelines when creating a new password:
  - At least 1 uppercase letter.
  - At least 1 lowercase letter.
  - At least 1 number.
  - 8-15 characters in length.

#### Password Expired

FIGURE 16 - UPDATING A PASSWORD

- Select **Update Password**.

## C. Adding a Checking Account Payment Type

Upon logging in, select **Edit payment Options** and then **Add Payment Options** at the bottom of the page to create accounts (checking or credit card) that you may want to debit for a payment/donation.

- Fill in the following fields.
  - Payment Type** – Select **Bank** from the drop-down list.
  - Account Type** – Select either **Checking** or **Savings** from the drop-down list to identify the account type from which funds are to be withdrawn.

- **Name On Account** – Your name on the account to be debited. A value of all zeros is not valid.
- **Routing Number** – The ABA (transit) number of the financial institution from which the funds are being debited.

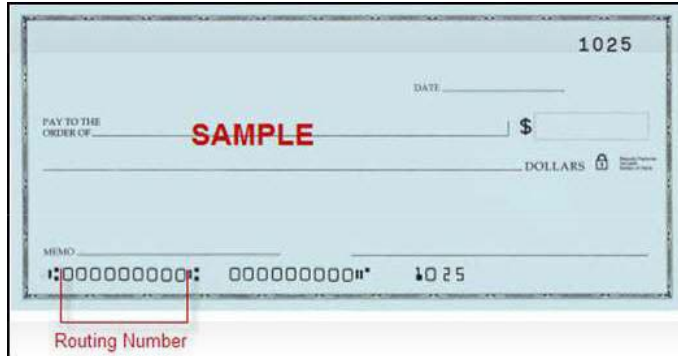


FIGURE 17 - EXAMPLE ROUTING NUMBER ON A CHECK

- **Account Number** – The account number from which the funds are to be debited.

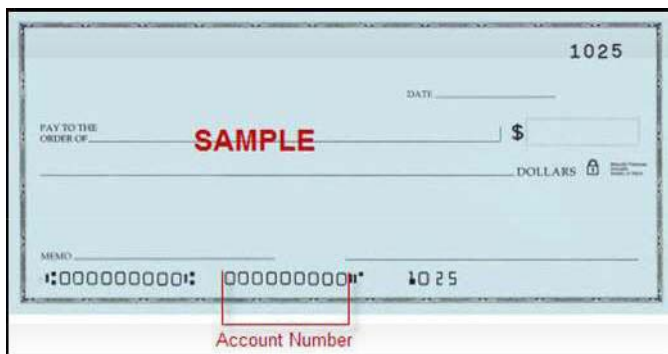


FIGURE 18 - EXAMPLE ACCOUNT NUMBER ON A CHECK

- **Account Nickname** – Assign a name to this specific account for identity purposes.
  - **Address** – Enter the street address associated with this account. Your current registered address will be displayed here, but may be changed if necessary.
  - **Suite/Apt#** – Enter an apartment or suite number if applicable.
  - **City** – Enter the city associated with this account. Your current registered city will be displayed here, but may be changed if necessary.
  - **State/Region** – Enter the two-character abbreviation of the state or region for this account. Your current registered state/region will be displayed here, but may be changed if necessary.
  - **Postal Code** – Enter the zip code of the residence. Your current registered postal code will be displayed here, but may be changed if necessary.
  - **Country** – Enter if other than the U.S.
2. Click **Add Payment**.
  3. An **Add Account** confirmation window will display.

Payment option added successfully.

FIGURE 19 - ADD ACCOUNT CONFIRMATION WINDOW

## D. Adding a Credit Card Payment Type

1. Fill in the following required fields as follows:
  - **Payment Type** – Select **Credit Card** from the drop-down list.
  - **Account Type** – If displayed, select from the options listed in the drop-down list to identify the credit card to charge.
  - **Name on Account** – The name on the credit card account to be charged. A value of all zeros is not valid.
  - **Card Number** – The account number that appears on the credit card.
  - **Expires On: Month and Year** – Select the month and year the credit card will expire from their respective drop-down options.
  - **Address** – Enter the street address associated with this credit card account. Your current registered address will be displayed here, but may be changed if necessary.
  - **Suite/Apt#** – Enter an apartment number associated with this credit card. Your current registered suite/apt. # will be displayed here, but may be changed if necessary.
  - **City** – Enter the city associated with this credit card account. Your current registered city will be displayed here, but may be changed if necessary.
  - **State/Region** – Enter the two-character abbreviation of the state or region for this account. Your current registered state/region will be displayed here, but may be changed if necessary.
  - **Postal Code** – Enter the zip code of the residence associated with this credit card account. Your current registered postal code will be displayed here, but may be changed if necessary.
  - **Country** – Enter the country if other than the U.S.
2. Click **Add Payment**.
3. An **Add Account** confirmation window will display.

## V. Updating Your Profile

You can update any of your user information in your profile, including your password. Use the following steps to make changes or update the information for your profile.

1. Navigate to the URL address provided to you.
2. Complete the **User Name** and **Password** fields. Click **Login**.



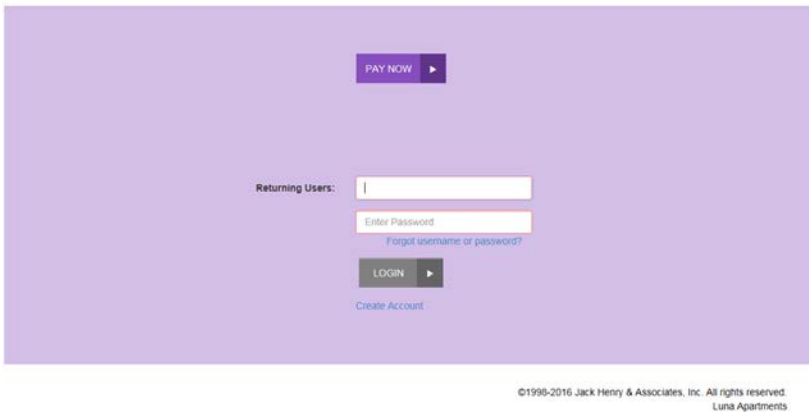


FIGURE 20 - SIGN IN

- From the top navigational bar, select the **Edit Profile** option.

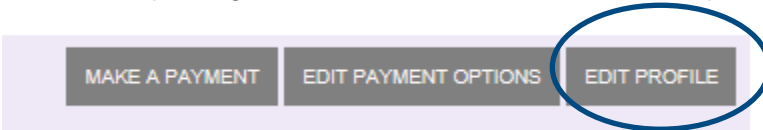


FIGURE 21 - MY PROFILE OPTION

- The **User Profile** page appears. This page contains three sections of information you may update:
  - User profile information** – Personal contact information for the profile.
  - Password information** – Password information for the profile.
  - Secret question/answer information** – Secret question and answer setup for security purposes in the event you have keyed in login information incorrectly at least five times.
- To update user profile information, use the following table with descriptions of the fields available for your profile.

| Field                         | Definition   |
|-------------------------------|--|
| <b>Customer Type</b>          | This field designates whether you are a business or individual.  |
| <b>First Name</b>             | Enter your first name. This is a required field. A value of all zeros is not valid.                                  |
| <b>Last Name/Company Name</b> | Enter your last name or, if a business, the company name. This field is required. A value of all zeros is not valid. |
| <b>Address</b>                | Enter your street address. This field is required.   |
| <b>Suite/Apt. #</b>           | Enter a suite, unit, or apartment number, if applicable.   |

|                     |   |
|---------------------|---|
| <b>City</b>         | Enter the city associated with this address. This field is required.  |
| <b>State/Region</b> | Enter the 2-character abbreviation of the state or region associated with this address. This field is required. |
| <b>Postal Code</b>  | Enter the zip code associated with this address. This field is required.  |

| <b>Field</b>                          | <b>Definition</b>  |
|---------------------------------------|--|
| <b>Country</b>                        | Enter the country if not the United States.  |
| <b>Phone</b>                          | Enter your telephone number in XXX-XXX-XXXX format.  |
| <b>Driver's License</b>               | Enter your driver's license number.  |
| <b>DL State</b>                       | Enter the 2-character abbreviation of the state in which the driver's license was issued.  |
| <b>Social Security/Federal Tax ID</b> | Enter your Social Security number or, if a business, your Federal Tax ID number.   |
| <b>Email</b>                          | Enter an email address where transaction confirmations and other information can be sent, if applicable. This field is required.   |
| <b>Confirm Email</b>                  | Re-type the email address entered above. This field is required and must match the previous email address.                         |
| <b>Customer Optional Fields</b>       | Up to 3 optional fields may appear to capture information about your profile. If required, enter data into the fields accordingly. |

## Personal Information

Individual  Business

Email Address:

First Name:

Last Name:

Address:

City, State, Zip:

Country:

Phone:

DL Number:

DL State:

Social Security:

FIGURE 22 - SAMPLE USER PROFILE INFORMATION PAGE

6. Click **Update Personal Info** at the bottom of the user information section to save changes.
7. To change your password, under the **Password** section, complete the **Old Password**, **New Password**, and **Confirm New Password** fields.

### Password

Old Password:

New Password:

Confirm Password:

ⓘ Password must be at least eight characters long and contains upper and lower case characters as well as digits and must not contain your user name.

FIGURE 22

- UPDATE PASSWORD SECTION

8. Click **Update Password** at the bottom of the **Password** section.
9. To change your secret question and/or answer, under the **Update Challenge and Response** section, complete the **Secret Question**, **New Secret Answer**, and **Confirm New Secret Answer** fields. These fields are not case-sensitive.

## Security Question

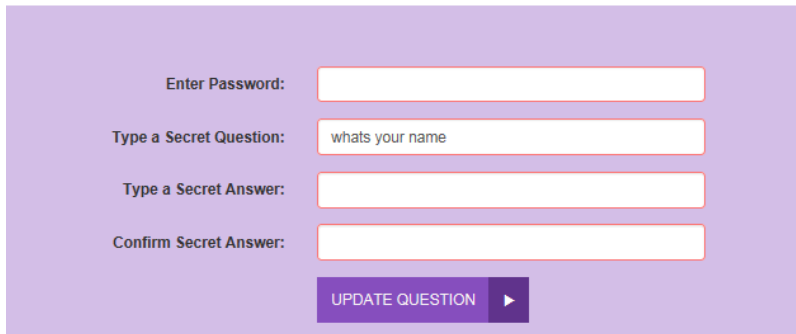


FIGURE 23 - SECRET QUESTION AND ANSWER SECTION

10. Select **Update Challenge Response** at the bottom of the section to save the information.

## VI. Requesting Login Information

If you have forgotten your user name or password and you are not locked out of the system, use the following steps to have the information sent to you via email. If you have been locked out, see the next section for more information about contacting your customer support group.

1. Navigate to the Rent Collector Portal URL address provided to you.
2. On the login page select the **Forgot Username or Password** link.

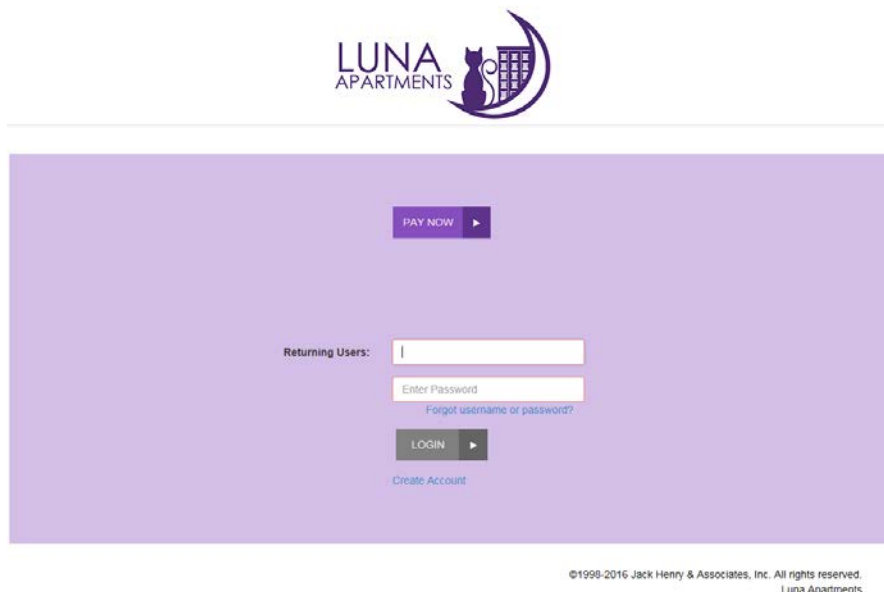


FIGURE 24 - CLICK HERE OPTION FOR REQUESTING LOGIN INFORMATION

3. The **User Name/Password Retrieval** page appears.

## Username / Password Retrieval

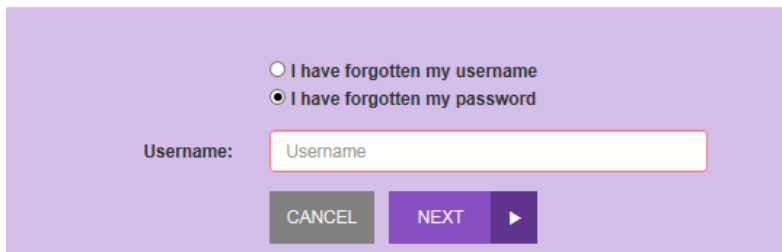


FIGURE 25 – USER NAME/PASSWORD RETRIEVAL PAGE

4. To retrieve your user name, enter the email address associated with your profile in the **I have forgotten my User Name** field.
5. Select **Send User Name**. You will receive an email in the next few minutes with your user name included.
6. To receive a new temporary password, enter your user name in the **I have forgotten my Password** field, and select **Next**.
7. The **Password Request** page appears. Type your response in the **Answer** field, and click **Request Password**.
8. A window appears confirming that a new temporary password has been sent to the email address associated with your profile. Select **Close**.

## A. Regaining Access If You Are Locked Out

If you enter your user name and password incorrectly five times, the system will lock your account for security purposes. Once locked, you will not be able to retrieve a forgotten user name or password with any of the help features available, and the system will display either an **Invalid Login** or **Account Locked** prompt.

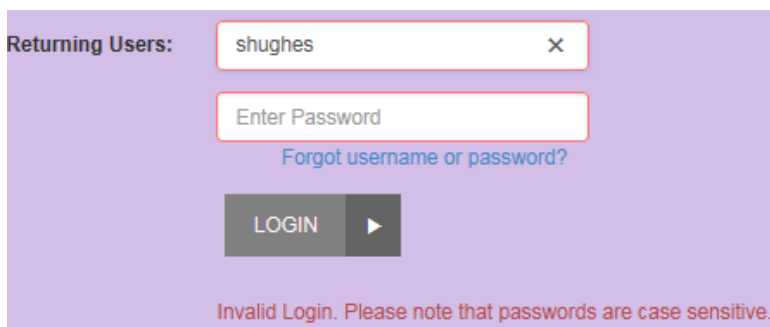


FIGURE 26 – INVALID LOGIN PROMPT

To have your profile unlocked, contact your customer support group. Once your profile is unlocked, a new **User Name** and **Password** can be sent to you via email.

## VII. Creating a Single Payment

Payments and donations can be created individually or set up to re-occur at periodic intervals. They can be charged to a credit card or taken from a checking or savings account.

## A. Making a Payment/Donation with a Check or Credit Card

1. Navigate to the Rent Collector Portal URL address provided to you.
2. Complete the **User Name** and **Password** fields.
3. Select **Login**.

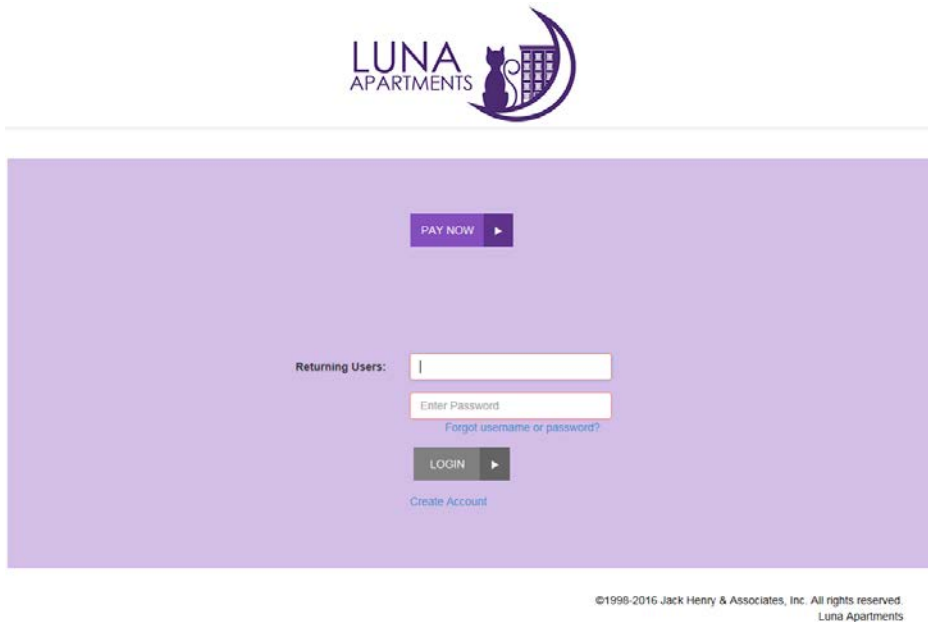


FIGURE 27 – Rent Collector SIGN-IN PAGE

4. Select **Make a Payment** from the navigational bar on the left. The **Make Payment** page will appear.

### Make Payment

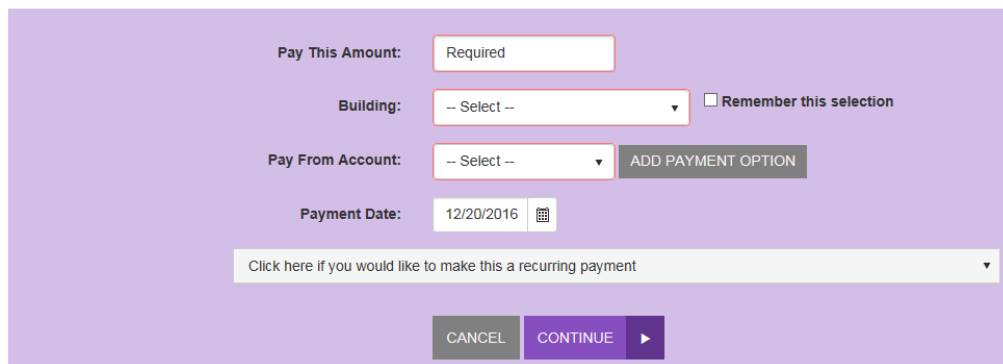


FIGURE 28 - SINGLE PAYMENT PAGE

5. Fill in the following required fields.
  - a. **Pay This Amount** – Enter the amount to be debited. The amount field is a value with two decimal places (XX.XX).

- b. **To Account** – Select the account/purpose to which the payment will apply.
  - c. **Pay From Account** – Select from the drop-down list the account to be debited for your payment or donation.
6. Fill in any optional fields as desired.
- a. **Check Number** – Enter a check number associated with this payment.
  - b. **CVV Code (for credit cards)** – Enter the CVV verification code found on the back of the card. For American Express cards, this is located on the front of the credit card.
  - c. **Description** – This alphanumeric field can hold up to 50 characters and is used as a memo field to identify what the transaction is for, or any other related information.
  - d. **Transaction Number** – An alphanumeric field that must be unique for each transaction. If left blank, the system will automatically assign a value for this field. It is strongly recommended that you leave this field blank unless it is required by your creditor or organization.
  - e. **Transaction Optional Fields** – Up to 3 optional fields may display to capture additional information about the transaction. If required, fill in the appropriate field(s).
7. Select **Continue**.
8. The **Payment Confirmation** page will display with the opportunity to verify the data and authorize the debit/charge, or to go back for any necessary changes. The figure below illustrates a payment confirmation for a payment made using a check.

Confirmation

Amount: \$750.00

Building: Forest View

From Account: Checking

Authorization Agreement:

I, Sally Hughes, authorize LUNA APARTMENTS to electronically debit my account for the amount indicated above.

I agree to have sufficient funds in my account for the transaction above, and understand that my financial institution may assess fees if there are insufficient funds in my account. I acknowledge that it will not be the responsibility of LUNA APARTMENTS to pay any transaction fees that may be assessed by my financial institution.

In the case of a returned transaction, I authorize the resubmission of the entry and, as applicable, an additional debit of the above account up to the state maximum return fee amount.

My entry of the information above and the acceptance of this agreement shall be my signature to execute this transaction.

The acceptance of this agreement may be revoked, prior to the processing of this transaction, by contacting us at 800-894-6900.

CANCEL AGREE AND SUBMIT

FIGURE 29 - SINGLE PAYMENT CONFIRMATION PAGE

9. Read the **Check Authorization Agreement** or **Credit Card Charge Authorization Agreement**. If acceptable, select the check box next to **I accept this agreement**.
10. Click **Submit**.
11. A **Transaction Receipt** window appears. Select **Print Receipt** to print a copy for your records.

### Transaction Receipt

Response: Successfully created recurring payment.

Amount: \$750.00

Building: Forest View

Account #: Checking

Transaction Date: 12/20/2016 1:09 PM

**Authorization Agreement:**

I, **Sally Hughes**, authorize **LUNA APARTMENTS** to electronically debit my account for the amount indicated above on a recurring basis. The first payment of \$750.00 will be electronically debited from my account on 12/31/2016, or the next business day. After the first payment, there will be additional debits of \$750.00 on a recurring payment schedule as indicated below.

Frequency: Once a Month  
Payment Day: 12/31/2016  
Number of Payments: 1

I understand that it is my responsibility to manage my recurring payment which includes but is not limited to modifying or cancelling any future dated payment.

I agree to have sufficient funds in my account for the transaction above, and understand that my financial institution may assess fees if there are insufficient funds in my account. I acknowledge that it will not be the responsibility of **LUNA APARTMENTS** to pay any transaction fees that may be assessed by my financial institution.

FIGURE 30 - TRANSACTION RECEIPT

## B. Creating a Recurring Payment

1. To run a credit card for a payment/donation, navigate to the Rent Collector Portal URL address provided to you.
2. Complete the **User Name** and **Password** fields.
3. Click **Sign in**.
4. Select **Make a Payment** from the navigation bar to the left.
5. The **Make a Payment** page appears.

Pay This Amount: \$750.00

Building: Forest View  Remember this selection

Pay From Account: Checking

Payment Date: 12/20/2016

Click here if you would like to make this a recurring payment

Frequency: Once a Month

Payment Day: Last Day

Start Date: 12/31/2016

# Of Payments: 1

Next Payment Date: 12/31/2016

Infinite Payment:

Include a Single Payment Now:  ⓘ

FIGURE 31 - RECURRING/FUTURE DATED PAYMENT PAGE

6. Fill in the following required fields.



- a. **Pay This Amount** – Enter the amount to be debited. The amount field is a value with two decimal places (XX.XX).
- b. **To Account** – Select the account/purpose to which the payment will apply.
- c. **Pay From Account** – Select from the drop-down list the account to be debited for your payment or donation.
- d. **Frequency** – Select how often a payment or donation is to be debited.

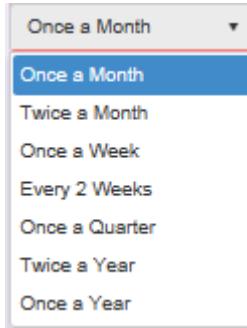


FIGURE 32 - FREQUENCY FOR RECURRING PAYMENTS

- e. **Payment Day** – Select the day(s) to send the payment/donation. The list depends on the frequency selected.
  - f. **Start Date** – Enter the date to start withdrawing the payment/donation from your account if different from the default date.
  - g. **# of Payments** – Select the total number of payments/donations to debit. You may also indicate the value of **Indefinite**.
  - h. **Include a Single Payment now**– Selecting this option will process a single payment now along with the recurring payment.
7. Fill in any optional fields that may be displayed if you wish.
- a. **Description** – This alphanumeric field can hold up to 50 characters and is used as a memo field to for transaction information or any related material.
  - b. **Enabled** – This field designates the recurring payment is active when the check box is marked and deactivated when left blank. For a recurring payment, this field should automatically be marked.
  - c. **Transaction Number** – This alphanumeric field must be unique for each transaction. If left blank, they system will automatically assign a value for this field. It is strongly recommended that this field is left blank unless required by your creditor/organization.
  - d. **Transaction Optional Fields** – Up to three fields may display according to your creditor/organization’s settings to capture additional information about the transaction. If required, fill in the appropriate fields.
8. Click **Continue** at the bottom of the page.
9. The **Recurring/Future Dated Payment Confirmation** page displays with the opportunity to verify the data and authorize the payment(s), or to go back for any necessary changes.

## Confirmation

Amount: \$750.00

Building: Forest View

From Account: Checking

Next Recurring Payment: \$750.00 - Once a Month on the Last Day

Include a Single Payment Now: No

Authorization Agreement:

I, Sally Hughes, authorize LUNA APARTMENTS to electronically debit my account for the amount indicated above on a recurring basis. The first payment of \$750.00 will be electronically debited from my account on 12/31/2016, or the next business day. After the first payment, there will be additional debits of \$750.00 on a recurring payment schedule as indicated below.

Frequency: Once a Month

Payment Day: 12/31/2016

Number of Payments: 1

I understand that it is my responsibility to manage my recurring payment which includes but is not limited to modifying or cancelling any future dated payment

CANCEL AGREE AND SUBMIT

FIGURE 33 - RECURRING PAYMENT CONFIRMATION PAGE

10. Click **Submit** at the bottom of the page. A window will appear confirming the payment(s) to be made.

## Transaction Receipt

Response: Successfully created recurring payment.

Amount: \$750.00

Building: Forest View

Account #: Checking

Transaction Date: 12/20/2016 1:09 PM

Authorization Agreement:

I, Sally Hughes, authorize LUNA APARTMENTS to electronically debit my account for the amount indicated above on a recurring basis. The first payment of \$750.00 will be electronically debited from my account on 12/31/2016, or the next business day. After the first payment, there will be additional debits of \$750.00 on a recurring payment schedule as indicated below.

Frequency: Once a Month

Payment Day: 12/31/2016

Number of Payments: 1

I understand that it is my responsibility to manage my recurring payment which includes but is not limited to modifying or cancelling any future dated payment

I agree to have sufficient funds in my account for the transaction above, and understand that my financial institution may assess fees if there are insufficient funds in my account. I acknowledge that it will not be the responsibility of LUNA APARTMENTS to pay any transaction fees that may be assessed by my financial institution.

FIGURE 34 - RECURRING PAYMENT CONFIRMATION WINDOW

## VIII. Managing Your Accounts

### A. Adding an Account

To add an account, see the section, *Adding a Checking Account Payment Type* or *Adding a Credit Card Payment Type*.

### B. Listing Accounts

You have the ability to view all accounts set up and make changes to any of the account information, or delete an account from the list.

1. Navigate to the Rent Collector Portal URL address provided to you.
2. Complete your **User Name** and **Password** fields.
3. Click **Login**.
4. From the navigational links on the top, select **Edit Payment Options**.

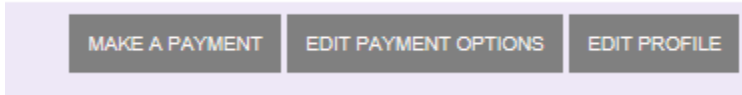


FIGURE 35 - LIST ACCOUNTS LINK

5. The **Payment Options** will appear at the bottom of the page. To view and/or make changes to an account, select the account name.

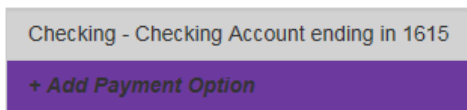


FIGURE 36 - LIST ACCOUNTS PAGE WITH EDIT OPTION

6. The **Edit Account** page appears. Make any changes necessary, and select **Save**.

 A screenshot of the "Edit Account" page. The title is "Checking - Checking Account ending in 1615". The page has a light purple background. On the left side, there are several form fields: "Payment Type" (Bank), "Account Type" (Checking), "Name On Account" (Sally Hughes), "Routing Number" (271972899), "Account Number" (XXXXXX1615), and "Account Nick Name" (Checking). On the right side, there is a "Same as profile" checkbox, an "Address" field (4445 W 95th st), a "City" field (Chicago Ridge), a "State" dropdown (IL), a "Zip" field (60475), and a "Country" field (US). At the bottom right, there are two buttons: "DELETE" and "UPDATE".

FIGURE 37 - EDIT ACCOUNT PAGE

## C. Deleting an Account

1. Log in to the system, and select **Edit Payment Options** from the top navigational bar.
2. From the **Payment Option** section, select the account name and click **Delete** next to the account you want to erase.

Checking - Checking Account ending in 1615

Same as profile

Payment Type: Bank

Account Type: Checking

Name On Account: Sally Hughes

Routing Number: 271972899

Account Number: XXXXXX1615

Account Nick Name: Checking

Address: 4445 W 95th st

2A

City: Chicago Ridge

State: IL

Zip: 60475

Country: US

DELETE UPDATE

FIGURE 38 - LIST ACCOUNTS PAGE WITH DELETE OPTION

3. The system will prompt you to confirm deleting an account. Select **Yes** to continue.
4. The system will confirm the deletion of the account. Select **Close**.

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## IX. Reports

You have the ability to monitor and maintain your currently scheduled and historical payments by viewing two types of reports: *Scheduled Payments* and payments that have already been made, *Historical Payments*. Drawing a *Scheduled Payments* report will allow you to disable, edit, and/or delete a recurring payment item.

### A. Creating a Scheduled Payments Report

The **View Scheduled Payments** link produces a report which displays all active scheduled recurring payments set up. It identifies how often a payment is to be taken, the amount of each payment, what account will be debited for the payment, and how many payments are to be taken (if not indefinite). You will also be able to disable, edit, or delete a recurring payment from this report listing.

1. Navigate to the Rent Collector Portal URL address provided to you.
2. Complete your **User Name** and **Password** fields. Click **Sign in**.
3. From the bottom of the page, select **Full Transaction History**.

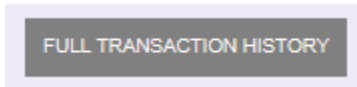


FIGURE 39 - VIEW SCHEDULED PAYMENTS LINK

4. The **Payment History** page appears.

Transaction History

From Date: 12/20/2016  
To Date: 12/21/2016

RUN REPORT      Excel      EXPORT

| Transaction Date    | Amount   | Payment Type | Status   | Name On Account | Building | Description | Transaction Number                     | Reference Number |
|---------------------|----------|--------------|----------|-----------------|----------|-------------|--|------------------|
| Year: 2016          |          |              |          |                 |          |             |  |                  |
| 12/20/2016 01:11 PM | \$150.00 | Checking     | Approved | Sally Hughes    | Garden   |             | {79c0ab5a-be24-45c9-a6fe-9f5a91f3ec51} | 6GPVBBLGBA3      |

FIGURE 40 - VIEW SCHEDULED PAYMENTS PAGE

5. To make changes to a recurring payment, go back to the Welcome page and double-click on the recurring payment.

| Next Payment Date | Amount   | Building    | Enabled |
|-------------------|----------|-------------|---------|
| In 11 Days        | \$750.00 | Forest View | Enabled |

Amount: \$750.00      Building: Forest View      Select Account: Checking

Frequency: Once a Month      Payment Day: Last Day      Start Date: 12/31/2016

# Of Payments: 1      # Payments Made: 0      Next Recurrence: 12/31/2016

Infinite Payment       Enabled       Delete Payment

CANCEL      SUBMIT

FIGURE 51 - EDIT OPTION FOR A SCHEDULED PAYMENT

6. The **Edit Recurring** page appears. Make any changes necessary, and select **Submit**.
7. From the **Edit Recurring** page, select the **Delete Payment** box to permanently remove the recurring payment, and select **Submit**. If you wish to disable rather than delete a payment, proceed to step 8.

|  |  |   |
|--|--|---|
| Amount: <input type="text" value="\$800.00"/>        | Building: <input type="text" value="Forest View"/> | Select Account: <input type="text" value="Checking"/>                       |
| Frequency: <input type="text" value="Once a Month"/> | Payment Day: <input type="text" value="29"/>       | Start Date: <input type="text" value="12/29/2016"/>                         |
| # Of Payments: <input type="text" value="1"/>        | # Payments Made: <input type="text" value="0"/>    | Next Recurrence: <input type="text" value="12/29/2016"/>                    |
| <input type="checkbox"/> Infinite Payment            | <input type="checkbox"/> Enabled                   | <input checked="" type="checkbox"/> Delete Payment                          |
|  |  | <input type="button" value="CANCEL"/> <input type="button" value="SUBMIT"/> |

FIGURE 52 - DELETE RECURRING PAYMENT OPTION

- To disable a recurring payment, uncheck the **Enabled** box to the right of the payment, and select **Submit**.

|  |  |   |
|--|--|---|
| Amount: <input type="text" value="\$800.00"/>        | Building: <input type="text" value="Forest View"/> | Select Account: <input type="text" value="Checking"/>                       |
| Frequency: <input type="text" value="Once a Month"/> | Payment Day: <input type="text" value="29"/>       | Start Date: <input type="text" value="12/29/2016"/>                         |
| # Of Payments: <input type="text" value="1"/>        | # Payments Made: <input type="text" value="0"/>    | Next Recurrence: <input type="text" value="12/29/2016"/>                    |
| <input type="checkbox"/> Infinite Payment            | <input type="checkbox"/> Enabled                   | <input type="checkbox"/> Delete Payment                                     |
|  |  | <input type="button" value="CANCEL"/> <input type="button" value="SUBMIT"/> |

FIGURE 53 - DISABLE OPTION FOR RECURRING PAYMENT