

Propertyware<sup>®</sup>

# Managing COVID-19 Tenant Rent Relief

## Best Practices Guide

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The intent of this playbook and guide is to provide the rental property community with resources and guidelines for managing the COVID-19 pandemic. The document is for informational purposes only and should not be construed as legal advice. It is not intended to provide a standard for mandatory care in the industry.

Follow your company's policies and procedures as you consider implementing the features in this guide. The strategies offered are suggestions and are customizable based on settings at the property. Your company ultimately controls the roles and rights of users that can perform leasing actions at the property.

Please remember that the Federal, state and local governments are the most up to date resource related to legal information regarding COVID-19.

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Dear Valued Customer,

As the COVID-19 situation evolves, RealPage is committed to proactively addressing the needs and requirements of our customers and their tenants. We're reaching out to Property Management Companies across the country to help them prepare for the impact of this pandemic in their communities.

With millions of renters now experiencing several factors that have a potential impact on their financial status, perhaps the most critical issue in this trying time is the effective management of late and non-payment of rent or utilities. In the following pages, we've prepared a set of resources to help you with tenants who may have trouble meeting payment obligations during this COVID-19 pandemic period.

In addition to the information provided in this document, we encourage you to visit the [Propertyware COVID-19 Resource Center](#). The site is filled with tips and best practices to protect your tenants, prospects, and teams, and it offers ways to conduct business effectively amid tightening mandates regarding face-to-face interaction.

Some of the best defenses in times of crisis are to have access to reliable, accurate information and to communicate frequently with your clients and tenants. We hope this playbook serves as a useful tool as you endeavor to execute on your crisis response plans.

And remember, we're here to support you, too, so please feel free to contact us with any additional questions you might have. These are unprecedented times, but by partnering together, we'll emerge from this crisis stronger, better prepared, and more united than ever.

Your Partners,

The RealPage Family

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## CHAPTER 1

# Tenant Rent Relief

We understand that the COVID-19 pandemic brings financial uncertainties for your tenants and can significantly impact your business. Tenants may contact you to request assistance due to a variety of circumstances that affect their financial status during this pandemic period. This guide describes workflows and best practices that you can use to manage tenant relief requests in Leasing & Rents. Topics include:

- Gathering relief request information from tenants using custom fields
- Making and recording decisions using custom fields
- Managing and tracking decisions using the *Leases* report
- Payment Plans and Options
- Manually Calculating and Waiving late fees

**Follow your company's policies and procedures as you consider implementing the features in this guide. The strategies offered are suggestions and are customizable based on settings at the property. Your company ultimately controls the roles and rights of users that can perform leasing actions at the property.**

## Entering Rent Relief Requests Using Custom Fields

Propertyware offers custom fields that can be utilized specifically for COVID-19 relief requests. These custom fields can be used for not only COVID-19 relief requests but they can also be used to track payment plans and delinquency issues for all tenants. When a tenant requests rent relief due to COVID-19, that request can be entered in the custom fields prompting for further follow up.

- **Payment Plan Request Date**
- **Reason For Request**
- **Requested Payment Plan Terms**

4. Delinquency/Payment Plan	
Payment Plan Request Date	<input type="text"/>
Reason For Request	Please Choose ▾
Requested Payment Plan Terms	<input type="text"/>
Payment Plan Approved	Please Choose ▾
Payment Plan Approved Date	<input type="text"/>
Payment Plan Terms	<input type="text"/>
Payment Plan Completion Date	<input type="text"/>
Payment Plan Sign Date	<input type="text"/>

For more information, see [Completing Custom Fields](#) in Help.

If you want to have the tenant submit documentation to support their request for rent relief during the pandemic period, then you can optionally upload these documents to the Docs tab on the Lease Summary page.

Tenant Opts into Asset Protection Plan

Custom Fields

COVID-19

COVID-19 Relief PICK ONE

COVID-19 Relief Request Date

COVID-19 Relief Notes

COVID-19 Relief Approved Pick one

COVID-19 Relief Approved Date

Conversations (0) | Tasks (0) | Recurring Txns | Late Fee | Addendum | Maint. | Inspections (0) | Renter's Insurance (0) | **Notes&Docs(0)** | Audit

Notes

No Attached Notes

Documents

No Attached Documents

Attach Documents

BROWSE | UPLOAD

ATTACH NOTE

Filename	Upload Progress	Publish to Tenant Portal	Publish to Owner Portal	Delete

CLOSE WINDOW

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# Managing Tenant Relief Requests

You can also utilize custom fields to manage the approval workflow for tenant relief requests. There are specific fields on the lease to track this information. Additionally, you can customize the *Lease* reports to manage and track relief request status.

## Recording Decisions at the Lease Levels

After determining if you will be providing some type of relief to a tenant, you can record the decision using custom fields. At the Lease level, use the following fields for example:

- **Payment Plan Approved**
- **Payment Plan Approved Date**
- **Payment Plan Terms**

**4. Delinquency/Payment Plan**

Payment Plan Request Date

Reason For Request Please Choose ▾

Requested Payment Plan Terms

Payment Plan Approved Please Choose ▾

Payment Plan Approved Date

Payment Plan Terms

Payment Plan Completion Date

Payment Plan Sign Date

## Lease Report

After you have recorded rent relief requests for tenants in Propertyware, you can generate the *Leases* report to review and make decisions. We recommend that you filter the report by **Lease Status** to include **Active Leases** only and sort the columns by **Lease Name** and then by the **Payment Plan Approved**. Below is a sample report with the included custom fields.

Lease Name	Building Address	Start Date	Monthly Rent	Balance	Total Unpaid	Payment Plan Request Date	Reason For Request	Payment Plan Approved	Payment Plan Approved Date	Payment Plan Terms	Payment Plan Completion Date
Goodwhen, H.	5679 Dixie	10/16/2019	\$1,500.00	\$1,650.00	\$1,650.00	04/29/2020	COVID-19	Please Choose			
Page, A.	187 W Main St	01/17/2020	\$1,500.00	\$1,650.00	\$1,650.00	05/01/2020	COVID-19	Yes	05/05/2020	5/15 \$300 6/1 \$300 7/1 \$300 8/1 \$300	08/01/2020
Sanchez, J.	213 Dallas Lane	08/08/2018	\$1,500.00	\$1,650.00	\$1,650.00	05/01/2020	COVID-19	Yes	05/11/2020	6/1 \$1500 for May Rent	05/11/2020

For more information, see [Lease Details](#) in Help.

## Set Up For Payment Plans

If your company has decided to allow tenants that are financially impacted by the COVID-19 pandemic to pay rent using a payment plan, we recommend the following best practice to allow for efficient and accurate reporting. Prior to addressing any changes in auto charges, we suggest that you first set up a new rent income account. This allows you to differentiate standard rent charges from payment plan rent charges. In addition, this new rent income account will need to be set up on the building(s) so management fees can be charged accordingly.

### To setup a New Rent Account for COVID19 Payment Plans:

1. Go to **Settings**
  - a. From the New View: Go to Settings (Gear icon)
  - b. From the Classic View: Click Setup
2. Click the Expand Button [+] beside **Customize**.
3. Click **Chart of Accounts**.
4. Click **New Account**.
5. Set the Account Type to *Income*.
6. Enter a *Description* (RENT-COVID19)
7. Under *Account Number*, click **Auto Generate**.
8. Set *Rent Account* to **YES**
9. Set other settings if needed\*:

The screenshot shows the 'New Account' form with the following settings:

- Account Type: Income
- Parent: None
- Account Number: 4012 (Auto Generate)
- Description: RENT-COVID19
- Taxable: No
- Account Code: RENT-COVID19
- Auto-Apply Prepayment: No
- Section 8/Affordable: No
- Discount Account: Yes
- Tax Account: No
- Escrow Account: No
- Rent Account: Yes
- Exclude From Payment In Full: No
- Exclude Late Fee: Yes
- CAM Recovery Account: No
- Exclude From 1099: No

10. Click **Save**.

\* If you do not wish to charge the tenant a late fee on the COVID-19 Payment plan charges, you may exclude the COVID-19 Charge from late fees:

An admin may follow these steps in excluding late fees on an account:

1. Click **Setup**.
2. Click the **Expand Button** [+] beside the Customize.
3. Click **Chart of Accounts**.
4. Click **Edit** next to the Account.
5. Change **Exclude Late Fee** to **Yes**.
6. Click **Save**.

\* If you would like to use the Covid19 rent charge as a discount account to apply to existing charges, you may set it as a Discount account.

**To setup a New Commission Account on a Building:**

1. From the Building Summary Page:
  - a. Click Edit
  - b. Scroll down to the Management Settings section
  - c. Click Add Commission Account and enter the following fields:
    - i. Percentage: Enter the amount that is collected as a commission from the tenant's initial payment.
    - ii. Commission Account: Select the new rent income account created for payment plan rent
    - iii. Managers' Commission: Enter the amount that is taken from the collected commission to be paid to a property manager.
    - iv. Manager: This is the name of the property manager that receives the Manager's Commission amount.
    - v. Pass Through: Check this field to mark the account as a pass-through account, if applicable.
    - vi. Click Save.

Percentage	Commission Account	Managers' Commission	Manager	Pass Through	Action
n/a	Commission on Flat Fees	0.00%	None	n/a	Edit
10.00%	4000 - Rent	10.00%	Aaron Williams	No	Edit Del
100.00%	4202 - Convenience Fee	10.00%	Aaron Williams	Yes	Edit Del
100.00%	4340 - Late Fee	0.00%	None	Yes	Edit Del
100.00%	4345 - Late Fee (Manual)	0.00%	None	Yes	Edit Del
100.00%	4460 - Fee For Returned Payment	0.00%	None	No	Edit Del
100.00%	4720 - Maintenance Fee	0.00%	None	No	Edit Del
100.00%	4008 - APP Insurance	0.00%	None	No	Edit Del
100.00%	4021 - Admin Fees	50.00%	None	Yes	Edit Del
10%	4025 - RENT-PMT PLN	0.00%	None	<input type="checkbox"/>	Del

For information on how to add this commission account to all buildings, see [Commission Account Setup](#) in Help.

## Utilizing Payment Plans

We suggest that you stop/edit the current auto charge and create a new auto charge for the agreed upon amount. You would also create a future dated auto charge at the original rent amount upon an agreed upon date.

If a tenant asks for relief on rent and you have completed the proper setup, add a new auto-charge to the lease using the COVID-19/Payment Plan Rent code.

1. Go to the Leases Module
  - From the New View: Go to **Leases**
  - From the Classic View: Click **Leases** Module
2. Click the lease name.
3. Under *Page View*, click **Summary**.
4. Click **Edit**.
5. Under *Auto Charges*, click **New Auto Charge**.
6. Set Account.
7. Enter Ref# (if necessary).
8. Set Start Date.
9. Set End Date (If appropriate based on the Lease contract).
10. Set Amount.
11. Choose Frequency of the auto charge.
12. Set the Due Day when the auto charge will post.
13. Add Description (if necessary).
14. Click **Save**.
15. Click **Save** again.

The screenshot shows the 'Auto Charge' form with the following details:

- Account:** 4012 - RENT-COVID19 (with an 'ADD ACCOUNT' button)
- Ref#:** (empty field)
- Start Date:** 05/01/2020 (with a calendar icon and note: '(Use Move In date if prorating)')
- End Date:** 06/30/2020 (with a calendar icon and note: '(Leave blank to continue until lease termination)')
- Amount:** \$332.50
- Frequency:** Monthly
- Due Day:** 1
- Description:** COVID-19 Relief Payment Plan arrangement for 2 months for two payments of \$332.50 totaling \$665

Buttons at the bottom of the form include 'SAVE' and 'CANCEL'. To the right, a table shows the description and action options:

Description	Action
COVID-19 Relief Payment Plan arrangement for 2 months for two payments of \$332.50 totaling \$665	Edit Del
	NEW AUTO CHARGE
	NEW AUTO JOURNAL ENTRY

Be sure to set the duration, frequency, and amount to result in the recovery of the credit. In the example above, the \$332.50 COVID-19 monthly installment bills from May and June, and the total installment is \$665. The installment schedule must take into account potential proration as a result of lease end.

Income Account	Ref#	Amount	Frequency	Start Date	End Date	Due Day	Description	Action
4012 - RENT-COVID19		\$332.50	Monthly	05/01/2020	06/30/2020	1	COVID-19 Relief Payment Plan arrangement for 2 months for two payments of \$332.50 totaling \$665	Edit Del
4000 - Rent		\$800.00	Monthly	11/16/2019	04/30/2020	1		Edit Del
4000 - Rent		\$800.00	Monthly	07/01/2020		1		Edit Del

## Reporting

The Money In – Payments Applied report provides the details for these charges, payments, and discounts applied.

You may generate the Leases report using these steps:

1. Go to the **Reports Module**
  - a. From the New View: Go to **Reports**
  - b. From the Classic View: Click **Reports Module**
2. Click the **Expand button** [+] beside Lease Reports folder.
3. Click on the **Leases report**.
4. Click **View Report**.
5. To filter the report:
  - a. Click **Filters**.
  - b. Under Calculate Balances As Of, select a **Date**.
  - c. Under Report Time Frame section, across Falls within, select the **Time Frame** needed.
  - d. Under Property Filters section, on Filter by, select the radio button you need.
  - e. Under Custom Filters, click Add.
    - i. Select the **Field**.
    - ii. Select the **Operator**.
    - iii. Select the **Value(s)**.
    - iv. Click **Apply**.

6. To filter the report based on the lease status:
  - a. Click **Filters**.
  - b. Under Custom Filters, click on Add and set the following:
    - i. **Field** = Status
    - ii. **Operator** = equals
    - iii. **Value(s)** = Active/Terminated/Evicted
    - iv. Click **Apply**.
7. To add/remove columns:
  - a. Under Columns, click the **Expand Button** [+] beside the folder needed.
  - b. Checkoff/uncheck the box beside the column you want to add/remove.
  - c. Click anywhere in the screen to refresh.

## Waiving Late Fees

Based on the current situation, you may be considering waiving late fees for tenants. Propertyware has customizable functionality that allows you to be flexible with late fees.

The **Auto Calculate Late Fees Nightly** function in Propertyware allows the system to automatically calculate and post Late Fee Charges to Tenant Ledgers daily. However, you can turn this off in the Global Settings of their Accounts if they opt for the System not to post Late Fee Charges automatically, or to not charge Late Fees at all.

To turn off automatic late fees, manually charge late fees and turn automatic late fees back on, follow the steps below:

### Turning Off Automatic Late Fee Calculation

To disable this feature, please follow the instructions below:

1. Click **Setup**.
2. Expand **Administration Setup**.
3. Click **Accounting Preferences**.
4. Click the **Edit** Button in the *Accounting Preferences Page*.
5. Set the *Auto Calculate Late Fees Nightly* to **NO**.

The screenshot displays the 'Accounting Preferences' configuration page. On the left-hand side, there is a navigation sidebar with several categories: Personal Setup, Administration Setup, Billing, Security Settings, Activity Logs, Customize, Add Ons, and Templates. Under 'Administration Setup', 'Accounting Preferences' is selected and highlighted with a red box. The main area of the page is titled 'Accounting Preferences' and contains several rows of settings, each with a label and a dropdown menu or checkbox. The 'Auto Calculate Late Fees Nightly' setting is located near the bottom of the list and is set to 'No', with this setting also highlighted by a red box. Other visible settings include 'Cash or Accrual Accounting Basis' (Cash), 'Post Auto Charges' (4 Days Before Due), 'Deposit Direct to Bank Account' (Enabled), 'Deposit Number Unique Per' (Bank Account), 'Enforce Default Bank Account' (Yes), 'Require Ref# on Tenant Payments' (No), 'Require Entry of Payer Name on Tenant Payments' (No), 'Returned Payment Recharge Date' (Date of Original Charge), 'Delete Returned Payment Adjustment' (Yes), 'Apply Payment Order' (None), and 'Prepayment Apply Charges as of Date' (As of Payment Date). At the top right of the main content area, there are 'SAVE' and 'CANCEL' buttons.

6. Click **Save**.

**NOTE:** This is a Global Setting, so turning this off will turn off Late Fee Calculation for ALL Leases. However, if you wish to calculate Late Fees for some or specific Leases, you may run the Manual Late Fee Calculator on the Tenant Ledger. Please see next steps for more details.

## Manually Calculate Late Fees

If you wish to calculate and post Late Fee Charges to some of your Leases after turning off the automatic Late Fee Calculation in the Global Settings, you may run the Manual Late Fee Calculator on the Lease Ledger instead. This will allow you to charge your Tenant/s for past due balances, based on the Late Fee Rule on the Lease Summary of each individual Lease and the Unpaid Charges on the corresponding Tenant Ledger Pages to calculate appropriate Late Fee Amount. Please follow the instructions below:

1. Click **Leases** Module.
2. Select the *Lease Name*.
3. Click **Ledger** Page View
4. Click **Late Fee** Button.

The screenshot shows the Lease Ledger for 'Lease: Doe, J. CAM | 000 Restaurant | Unit 1'. The status is 'ACTIVE'. A navigation bar contains buttons for 'NEW PAYMENT', 'NEW CHARGE', 'ADJUSTMENTS', 'NEW JE', 'LATE FEE' (highlighted with a red box), 'MOVE OUT', and 'PRINT LEDGER'. Below the buttons, summary statistics are displayed: Balance as of 04/08/2020 is \$1,500.00, Prepayments are \$0.00, and Total Unpaid is \$1,500.00. A table below shows a single transaction: 'Unpaid Charge' on 04/01/2020 for '4000 - Rent' with a charge of \$1,500.00.

5. The Late Fee Calculator is shown, just like the image below:

The screenshot shows the 'Late Fee Calculator' interface. It includes a 'View By' dropdown set to '000RESTAURAN' and buttons for 'NEW VIEW' and 'EDIT'. A table displays the following data:

Tenant	Portfolio/Building/Unit	Month	Past Due Charges (Eligible for Late Fee)	Est. Late Fee	Actual Late Fee	Comments
Doe, J.	CAM / 000RESTAURAN / UNIT 1	04/2020	\$1,500.00	\$100.00	\$0.00	
<b>Total:</b>			\$1,500.00	\$100.00	\$0.00	

At the bottom, there are controls for 'Show leases: 50' and 'Set as Default 1 - 1 of 1', an 'Include Terminated Leases' checkbox, and buttons for 'SAVE LATE FEES' and 'APPLY ALL ESTIMATES'.

**IMPORTANT NOTES:**

- The Past Due Charge Amount will be shown under the Past Due Charges Column. This column will only show Charges that are eligible for Late Fees.
  - The Est. Late Fee Column will show the calculated Late Fee Amount based on the Lease's Late Fee Rule.
6. After reviewing that the Estimated Late Fee Amount is correct, click the Arrow pointing to the Left (**Apply All Estimate Button**), beside the Est. Late Fee Amount.

Past Due Charges (Eligible for Late Fee)	Est. Late Fee	Actual Late Fee	Comments
\$1,500.00	\$100.00 	\$100.00	<input type="text"/>
\$1,500.00	\$100.00 	\$100.00	

**NOTE:** Clicking the Apply All Estimate Button populates the Actual Late Fee Field.

7. Click **Save**.

## Using Document Management and DocuSign®

Your property can store emergency documents related to natural disasters, fires, floods, or COVID-19 in a mid-term packet as optional forms. This practice allows you to maintain copies of vital information in a separate location in case you need to access them in an emergency.

Whenever you use this packet for a tenant, property managers can choose the items to include in the packet for signature. At a minimum, for tenants that request a payment plan, the packet should include documents that indicate the change in their agreement and the terms involved. You can use DocuSign to collect required signatures without requiring the tenant to enter the leasing office.

If your company does not have forms that you can use in packets today for waiving late fees or creating payment plans, additional options are available.

- RealPage has released sample Payment Plan and Notice of Temporary Waiver of Late Fee forms that you can use to create customized forms for your company. These forms are available for [download here](#).

For more information, see [Working with Packets](#) in Help.

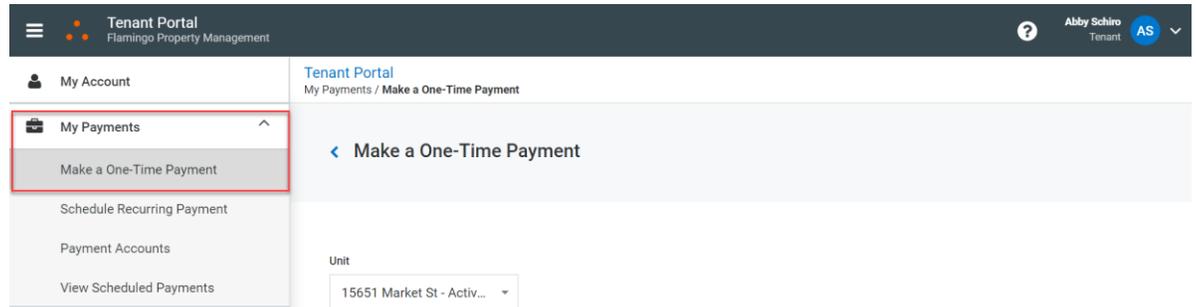
## Utilizing RentMoney Feature for Cash Payments

If you have tenants who typically come in the office to pay in cash but you have closed your office for safety measures tenants can still make these payments via RentMoney. The **RentMoney** payment method in Propertyware allows Tenants to pay Cash for Rent. Tenants just need to generate a Voucher from their Portal and go to our partner Stores to make their payments. Tenant's physical cash will then be converted to an ACH Transaction and will be deposited to the PMC's Bank Account within 3-5 Banking Days from the time they payment is made.

### Generating RentMoney Voucher

To generate the **RentMoney Voucher**, Tenant must login to the Tenant Portal first. You may follow the instructions below:

1. Login to the **Tenant Portal**.
2. Click **My Payments** and select **One Time Payments**.



3. Select **Cash** Payment Method.
4. Enter the **Payment Amount**.
5. Click Submit.

## Tenant Rent Relief

**Tenant Portal**  
My Payments / Make a One-Time Payment

Unit  
15651 Market St - Active - Mo...

Payment Method \*  
Cash

Balance  
\$0.00

Payment Amount \*  
\$ 500.00

Find a Payment Center

Are you making a partial payment? Please be advised that the system will only allow one payment to be made within a 7-day period depending on your bank. If you are paying less than the full balance today and your rent is due within 7 days, you will likely not be able to submit a subsequent payment to satisfy the balance in time, and could be assessed a late fee.

An additional **\$3.75** bill payment fee will be added to all cash payments.

Cancel Submit

6. Click **Get Voucher** to generate the voucher.

**Confirm Submission** ×

\$500 + \$3.75 Bill Payment Fee  
**TOTAL \$503.75**

The act of generating this voucher will not process a payment. The payment will be entered on your ledger when it is processed at a payment center.

**Please click "Pay" only once!**

Cancel Get Voucher

### IMPORTANT NOTES:

- There will be a \$3.75 Service Fee that the Tenant has to pay and will be collected at time of Payment. This Service Fee will go to RealPage, and not to the PMC.
- The Total Amount of Payment (*inclusive of the Service Fee of **\$3.75***) will be displayed under the Confirm Submission screen.
- We have more than 25,000 participating U.S. vendors that accept RentMoney Payments, and Tenants can click the "**Find a Payment Center**" Button (shown in the image above) to look for the nearest payment locations based on their Zip Code or Search Radius.

**SEARCH BY ZIP CODE**

Locate your closest neighborhood payment center

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CheckFreePay has thousands of agent locations across the United States that accept walk-in bill payments for thousands of billers. Payments are made in cash, and many process the next business day!

Billers and processing times vary by location. Ask your local agent for more details.

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Please enter your ZIP Code to find the closest payment locations:

Please select a search radius to find additional agents close to your ZIP Code:

**TXNYX**

Enter the code shown:

**Submit**

7. Tenant will then go to the Payment Center and present this Voucher to the Cashier and make a Cash Payment.

**RENTMONEY**  
Pay Your Rent with Cash in 3 Steps

1. Hand this paper to the cashier.  
Entregue esta hoja de papel al cajero.
2. Tell them you want to pay your RentMoney bill.  
Dígales que quiere pagar su factura de RentMoney de alquiler.
3. Pay your rent + \$3.75 bill payment fee.  
Pague su alquiler + pago de factura \$3.75

Account Information Entered by Associate	Billor Name Account Number Tenant's Name	RentMoney 10047 uma mah Sr.	Payment Bill Payment Fee Total Payment	\$979.25 \$3.75 \$982.00
--	--	-----------------------------------	--	--------------------------------

Amount of payment is as of 01/03/2018 and subject to change based on your agreement. You should check your amount due on your portal if not paying on 01/03/2018. You should check your amount due. If you have any questions on this voucher, please contact your management company.

**Walmart Customer Service Associate**

This is a payment for rent. It should be processed through the **CheckFreePay** option and not as a RentMoney Credit payment.

1. Go to the Financial Services tab to conduct a bill payment
2. Select "Bill Payment" button
3. Follow the prompts to enter information
4. Select "Search Biller" button and enter "RentMoney"
5. Choose "RentMoney" as biller
6. Enter account and payment information
7. Account Number: 10047  
Tenant's Name: uma mah Sr.  
Collect the \$3.75 bill payment fee
8. Return this paper with the customer's receipt

**Non-Walmart Associate**

This is a payment for rent. It should be processed through the **CheckFreePay** option.

1. From the main payment page, press F2
2. Type your User ID, press enter
3. Type "Rent" in the biller box. RentMoney will display.
4. Enter the customer account number twice  
Account Number: 10047
5. Enter the amount customer wants to pay.
6. Click Look Up
7. If Accept Other Than Amount Due = False, customer must pay amount listed. Tell the customer you cannot accept a partial payment.
8. If Accept Other Than Amount Due = True, the customer may pay any amount
9. Click OK
10. Click Accept
11. Collect the \$3.75 bill payment fee
12. Click Pay
13. Click Save
14. Return this paper with the customer's receipt

## Making One-Time Payment On Tenant's Behalf

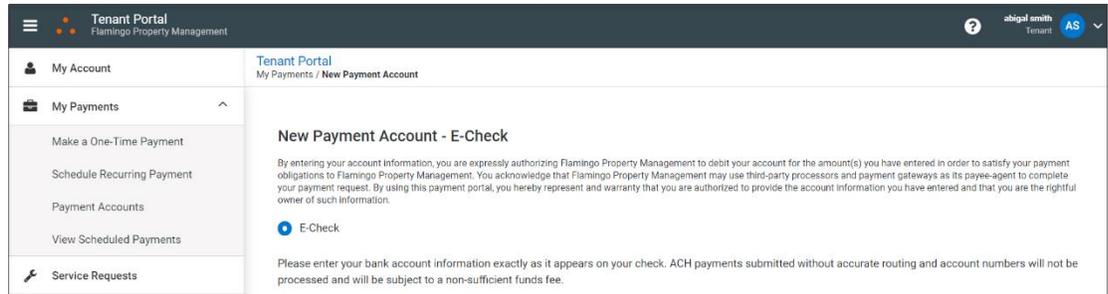
When a Tenant makes a payment using Credit Card or eCheck via the Tenant Portal, it will be processed via ResidentDirect Payments Processing Platform, which will then charge them for the ResidentDirect Credit Card Service Fee or eCheck Service Fee. The credit card service fee varies from PMC to PMC and is calculated based on the Average Rent collected by the PMC per month. However, the Property Management Company can submit a One-Time Payment on the Tenant's behalf via the Tenant Ledger, the payment will then be processed via ClientDirect Payments Processing Platform, which means that Service Fees are charged to the Property Management Company. Additionally, it is best practice for the Tenant to enter their Payment Account Information

via their Portal before the PMC can submit the payment on their end. However, the PMC can also enter the banking information within Propertyware. In this case, it is best practice to require the tenant to submit their banking information in writing.

## How To Submit Payment Information Via The Tenant Portal

The Tenant can follow the instructions below on how to add their Payment Information via the Tenant Portal:

1. Login to the **Tenant Portal**.
2. Click **My Payment Accounts** then select **Payment Accounts**.



3. Select the Payment Method then enter the account information.

A screenshot of the 'New Payment Account - E-Check' form. The form is divided into two main sections: 'Account Information' and 'Billing Information'. The 'Account Information' section includes fields for Bank Name, Account Number (with a help icon), Re-enter Account Number, Routing Number, Account Nickname, and Account Type (set to 'Checking'). The 'Billing Information' section includes fields for First Name, Last Name, Billing Address, Address 2, City, State (dropdown), Zip/Postal Code, Birth Date (with a calendar icon), and Billing Email. At the bottom right, there are 'Cancel' and 'Save' buttons.

4. Click **Save**.

## How To Submit A One-Time Payment Via The Tenant Ledger

1. Click **Leases** Module.
2. Select the *Lease Name*.
3. Click **Ledger** Page View.
4. Click the **New Payment** Button.

## Tenant Rent Relief

Lease: Doe, J. CAM | 000 Restaurant | Unit 1 ACTIVE

← BACK TO LEASES HOME

[NEW PAYMENT](#) [NEW CHARGE](#) [ADJUSTMENTS](#) [NEW JE](#) [LATE FEE](#) [MOVE OUT](#) [PRINT LEDGER](#)

Balance as of 04/08/2020	Prepayments	Total Unpaid	Deposit Held
<b>\$1,500.00</b>	<b>\$0.00</b>	<b>\$1,500.00</b>	<b>\$0.00</b>

Transaction	Date	Ref #	Description	Contact/Account Nickname	Deposit Date	Charges	Payments	Balance
Unpaid Charge	04/01/2020		4000 - Rent			\$1,500.00		\$1,500.00

5. Select **ePay** for the *Payment Type*, and select the Credit Card Payment Details of the Tenant. To select this option, payment information must have been previously entered in the Tenant Portal or added to the Tenant Contact in the ePay/Banking tab.

Record Payment Received ? Help

\* Required Fields

* Payment Type	ePay ▼ Jane Doe - Visa ▼	Ref #	
* Date	04/08/2020	* Deposit To	1000 - Trust Bank Account ▼
Comments		Receipt #	To be assigned

6. Under *Unpaid Charges Section*, select the Charge you want to Pay.

Unpaid Charges						
Date	Account	Ref #	Orig. Amount	Amount Due	Current Payment	Paid?
04/01/2020	4000 - Rent		\$1,500.00	\$1,500.00	<input type="text" value="\$1,500.00"/>	<input checked="" type="checkbox"/>
						<a href="#">All None</a>
Discounts and Adjustments						
No discounts or Adjustments						
Payment Summary						
Amount Received	<input type="text" value="\$1,500.00"/>					
Applied To Charges	\$1,500.00					
Discount	\$0.00					
Prepayment	\$0.00					

**NOTE:** The Total Amount Received will be calculated automatically based on the Total Amount of Charges selected. However, Amount Received Field can be manually edited, and the total excess amount will show up as Prepayments.

7. Click **Save**.