



Questions About AutoPay

How do I set up Automatic Payments?

Once your profile is created and your unit has been added to your profile along with your bank account or credit card, you can setup auto payments. Once logged into your account, select "Auto Pay" as shown below.

The screenshot shows the ClickPay user interface. At the top left is the ClickPay logo. To the right, there is a 'Continue' button and a user profile section with the text 'Welcome, test ing!' and '(testing123@clickpay.com, testing123@clickpay.com)'. Below this, there are two buttons: 'Pay Now' and 'Auto Pay', with the 'Auto Pay' button highlighted by a red rectangular box. Further right are links for 'Help' and 'My Account'. Below the navigation bar, the main heading is 'Pay NOW!'. Underneath, there is a summary card for the property '2000 Broadway, #15C NEW YORK, NY 10024'. It shows a 'Balance Due' of '\$2,755.38' with an 'Edit' link. There are also links for 'Setup Auto Pay', 'View My Statement & Itemized Charges', and 'Fee Chart'. At the bottom of the card, there is a 'PAPERLESS BILLING' notice and a 'Continue' button.

Step 2:

Enter the information as show below to setup auto payments and click "Apply to this property". To see what the payment fees are, please click on "See Fee Chart"

The screenshot shows the 'Configure Payment Schedule' form. At the top, there are 'Pay Now' and 'Auto Pay' buttons, with 'Auto Pay' selected. The form is for the property '2000 Broadway, #15C NEW YORK, NY 10024'. It includes a 'Send Payments From:' dropdown set to 'ACH-3456', a 'Start Month:' dropdown set to 'May', and a 'Frequency:' dropdown set to 'Monthly' on the '1' of each month. There are three radio button options for payment duration: 'until I change or cancel this payment.' (selected), 'until a total of 1 payments have been processed.', and 'until, but not after'. The 'Amount:' section has two radio button options: 'Pay the full amount' (selected) and 'Pay a fixed amount of \$ 2,755.38'. There is a 'Notifications:' checkbox for 'Notify me 2 days before the payment is processed.' and an 'E-Billing:' section with options for 'Receive statements digitally' and 'Receive paper statements'. A 'Fee Chart' link is highlighted with a red box in the top right corner. At the bottom right is an 'Apply to this Property' button.

Send Payments From: Please select the ACH or credit card account you want the payments processed from

Start Month: Please select the month you want auto payments to start

Frequency: Please select the Frequency (monthly, quarterly, etc) and the date you want payments processed

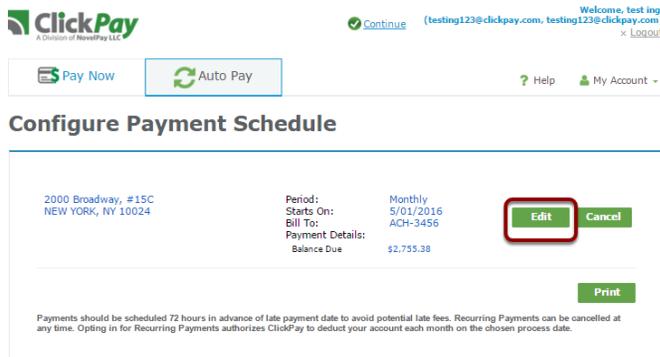
Depending upon your landlord, you may be able to pay your full amount (balance) or a fixed amount (see below for an example of what this looks like in your settings)

This screenshot is identical to the previous one, showing the 'Configure Payment Schedule' form. In this version, the 'Pay the full amount' radio button in the 'Amount:' section is highlighted with a red rectangular box.

Can I Edit or Cancel my auto payments?

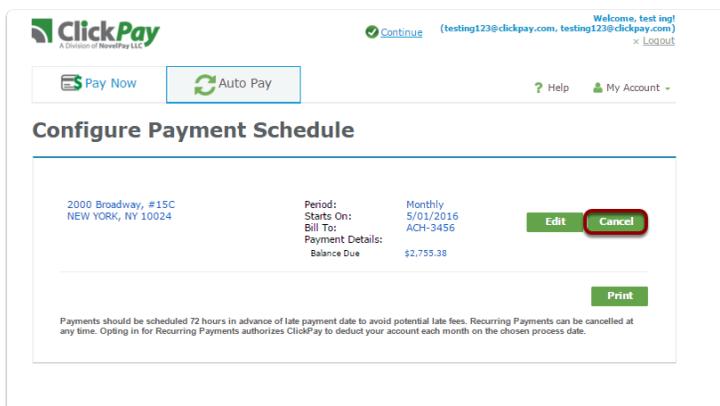
How to Edit Auto Payments

You can edit or cancel your auto payments by logging into your account, by selecting **Auto Payments** and then clicking the **"Edit"** link. See the below screenshot.



How to cancel or stop Auto Payments

To cancel or stop your auto payments, please click "cancel" Auto Payments in the Auto Pay section of your account. See the below image.



What is the difference between "Pay Fixed Amount" and "Pay Full Amount"?

Pay Full Amount

If your payment amount due changes each month and your management company offers the ability to view your balance, you may select the **"Pay Full Amount"** option, which will set your auto payment to pay each month's balance. With this option, you will be given the option to enter a maximum limit, which means you should enter the highest amount possible that you want taken out each payment. However, it is not necessary to set a maximum payment limit.

Pay Fixed Amount

If your payment amount due stays the same each month, or your management company does not offer the **"Pay Full Amount"** option you can choose the **"Pay Fixed Amount"** option, and your auto payments will pull the same amount each month from your account.

Is there a fee for each auto payment every month?

Depending upon your payment method and your property manager's fee structure, fees may apply to each auto payment transaction. You can determine if fees apply to your auto payments by clicking on the "Fee chart" in the auto payment section

