Propertyware® and your property management company are making it easier than ever to pay rent. Our payment options offered through RealPage® Payments Services, LLC (RPPS) give you the ability to pay rent and other fees securely using one of any of the following payment options depending on your property:

- Bank ACH
- Credit or Debit Card
- Cash Pay

**Pay Online**
It’s easy to pay online. Simply log in to your Tenant Portal and perform the following:

1. Click on *My Payments* and select *Payment Accounts*.
2. Add or update your account information with all required fields.
3. Next time you need to make a payment, accept the new Terms & Conditions.
4. Pay rent for that month, or you can choose recurring payments and your rent payment will be automatically paid every month, so you don’t have to worry about late fees!

It’s easy to cancel a payment, but remember that it must be canceled prior to 3pm CST on the same day the payment was initiated. Customer support can be contacted for questions and inquiries between 8am – 5pm CST at 1-844-530-5785 or RealPagePaymentsServices@RealPage.com.

**And You Can Pay With Cash - Click HERE For More Info!**
Propertyware Cash Payments allows you to make cash payments at Walmart and other retailers near you. Simply log in to your tenant portal and perform the following:

- Select RentMoney cash payments.
- Generate a mobile or print the payment voucher.
- Search for locations.
- Present payment voucher and cash at the retailer.
- Get and keep your retail receipt.

For issues or questions with cash payments please contact your Property Management Company directly and be sure to reference your payment voucher ID and retail payment receipt.
How it Works
Simply log in to your tenant portal.

1. Select RentMoney cash payments.
2. Generate a mobile or print the payment voucher.
3. Search for locations.
4. Present payment voucher and cash at the retailer.
5. Get and keep your retail receipt.

Vouchers Made Easy
Your payment voucher has a unique account number that identifies your transaction and your landlord’s Propertyware Cash Payments account, so there’s no confusion. And the same voucher can be used, over and over. Plus, Propertyware Cash Payments vouchers are easy to get. You either print out a voucher and bring it with you or get one on your mobile device and show it at the payment location. All of the info you need to pay is right on the voucher.

Payment Locations You Trust
With Propertyware Cash Payments, there are plenty of locations to choose from. So you can find a safe, secure location near you, at local retailers whose late hours make it easier to pay your rent on time. Then there’s an added layer of protection with locations like Walmart, who already have security in place to reduce theft. And once you pay, your money goes straight to your landlord.

With low fees, mobile vouchers, secure payments and tons of locations, Propertyware Cash Payments makes paying your rent, well, easy. That gives you more time to spend on the things that really matter.
TENANT FAQs

1. How much does it cost to process a Propertyware® Cash Payments?
   Tenants pay a $3.75 bill payment fee regardless of lease payment amount.
   The bill payment fee is fixed and collected by the retailer at time of transaction.

2. Who can make a Propertyware Cash Payments?
   Any tenants on the lease, or anyone acting on their behalf, can make a payment with the proper electronic or printed PropertyWare Cash Payments voucher.

3. What does a tenant need to make a Propertyware Cash Payment?
   With Propertyware Cash Payments, payments can be completed in 3 easy steps starting with the Propertyware Tenant Portal:
   1. Navigate to the Propertyware My Payments tab to generate their Propertyware Cash Payments voucher
   2. Search for retail payment locations by zip code.
   3. Print the Propertyware Cash Payments voucher in advance or display it on your mobile device at the retail location and pay in US dollars. Some retail locations may also require you to fill out a payment form (this requirement varies by location).

   NOTE: You should generate the Propertyware Cash Payments voucher just prior to making a cash payment for accurate payment amount, but you can save the voucher for future use. ALWAYS retain and VERIFY your cash payment receipt to expedite resolution if any payment processing issues occur.

4. Which retailers accept PropertyWare Cash Payments voucher payments?
   Propertyware Cash Payments is available at nearly 25,000 retail locations through our partnership with CheckFreePay. CLICK HERE to search for payment centers by zip code (select RentMoney as the Biller).

5. How long does a Propertyware Cash Payments transaction take to post into Propertyware?
   Propertyware Cash Payments are recorded in the tenant ledger immediately.

6. What if I have a problem with my Propertyware Cash Payments Payment?
   1. Record exactly what occurred when you tried to pay.
   2. Always verify your retail payment receipt matches the account number and amount on your payment voucher before leaving the retailer.
   3. If you still have problems, please contact your property management company to assist you.
Tenant

RentMoney is the new payment platform offering more payment options for your convenience. With RentMoney, you can now take your cash payments and convert them into a secure ACH electronic transaction, fully integrated with your Property Management Company’s information—all you’ll need to do is to generate your tenant voucher.

Generating your Voucher

The first step in generating your voucher is to log into your Tenant Portal. From the home screen, click on the My Payments tab at the top of the page and scroll to find the option for Make a One-Time Payment.
Next, you’ll see all of the payment options offered to you, now including the cash payment option- RentMoney. To select this option, click on the bubble to the left and then click Continue.
The Cash Payment screen will now list the current balance to be paid on your ledger. To pay the full balance, simply click on the bubble to the left of the Balance line item to select. If your Property Management Company accepts partial payments, you can enter in the amount to pay below instead. You will see different verbiage on this screen if Partial Payments are not allowed, and in that case, only the full balance is allowed to be paid.

Now, you will click Cash Payment Voucher to print out your specific payment voucher. You can either print or save an electronic copy to your mobile device.
Sample Payment Voucher:

The cash payment voucher will include the Biller Name (RentMoney), your Account Number, your Name, Payment Amount, Bill Payment Fee (3.75) and Total Payment Amount.

The account code generated on your voucher is a unique number that will never be changed or duplicated for another tenant- and is what ties your cash payment to your tenant ledger.

Just below the tenant information, the voucher also includes detailed instructions on processing the payment for store personnel.
Retail Location

You can locate a designated payment location by clicking on **Search Payment Centers** on the payment screen and then enter in a zip code. There are over 25,000 participating U.S. Retail locations partnering with CheckFeePay to allow for cash payments!
Cash Payment Validation

Once at the payment location, simply hand your payment voucher to the employee and tell them you want to pay your RentMoney bill. The employee will then process your transaction for your payment, along with a $3.75 bill payment fee collected at the time of payment. If the employee has any problems processing the RentMoney transaction, please ensure to contact the store manager for assistance.

Once complete, Your Property Management Company will immediately see the transaction reflected on your ledger! You will receive a payment receipt from the in store employee and through your email!

FAQs

1. What do you need to make your RentMoney payment?
You will need your voucher and U.S. Currency. Additionally, it is important to know the current balance on your ledger from your tenant portal because the in store personnel will not have access to that information.

2. What happens if the account number typed in and processed by the in store personnel is incorrect?
If you notice from the receipts that your account number typed in by the employee does not match the number you provided, immediately contact your Property Management Company with your name, account code, and copy of your receipt.

3. How can I find a retail location that partners with CheckFeePay?
Simply go to the payment screen on your tenant portal and click Search Payment Centers.
END