

## How do tenants make online payments on RentCafe? (Debit Card)

This article is intended for property managers; its purpose is to help you answer questions you might receive from tenants. To do this, we show the process from the tenant's perspective. You can print out this article and hand it to them; or you can print it as a PDF and email it to them.

This article describes making payments with a debit card, for information about setting up a bank account for ACH payments, click [here](#).

For information about tenant fees for online payments, go to the **Company Settings** page and click on the **Terms and Conditions** link. For information about accessing the **Company Settings** page, click [here](#).

### Setting Up Online Payments: Adding a Debit Card

Log into RentCafe. (For more information, see [How do tenants log into RentCafe?](#))

RentCafe opens on the **Payments** tab.

The screenshot shows the RentCafe interface. At the top, there's a navigation bar with 'Payments' and 'Maintenance' tabs. Below that, it says 'My Accounts' with icons for a wallet, a pencil, a person, and a share icon. The user is logged in as 'alice cooper - 1200 Maricopa Highway'. The main heading is 'Payments', with sub-tabs for 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. The 'Make Payments' sub-tab is active. It displays a 'Current Balance: \$606.45 As of: 9/7/2018'. Below this is a table of charges:

Charge	Amount	Charged on
Rent	\$106.45	9/7/2018
Deposit	\$500.00	9/7/2018

Below the table is a section for 'September Monthly Charges':

Charge	Amount
Rent	\$1,100.00
Total Amount	\$1,100.00

On the right side, there's a message: 'Missing a payment can be expensive.' with a 'Set up auto-pay >' button. Below that is a large dark blue button that says 'ADD A DEBIT CARD' with the text 'or use other form of payment' underneath. A line points from the text 'Payment Options' to this button.

Payment options are on the right. You can set up a debit card, ACH, or a credit card. In this example, we'll show how to set up payments with a debit card.

Click **Add a Debit Card**. RentCafe opens another window for Yardi Card Services. ©2020 Yardi Systems, Inc. All Rights Reserved.

## CARD SERVICES



## Company Details

Business Name (Required)

Business Address (Required)

Business Phone (Optional)

## Select Option

Debit Card

## Card Information



Card Number \*

Name on the Card \*

Exp MM \*

Exp YY \*

CVV/CVD Code \*



## Billing Information

Other

Country \*

Address Line 1

Address Line 2

City

State

Postal Code

Your card information will be stored on our secure, PCI compliant server and used in case a refund is requested or to pay another charge from this merchant.

 I have read & agree to the [terms & conditions](#)

Cancel

Save

Complete the form and click **Save**.

The window closes and you are redirected back to RentCafe. Instead of **Add a Debit Card**, the button now reads **Pay Now**.

Missing a payment can be expensive.

[Set up auto-pay >](#)

**PAY NOW**

### Setting up Auto-Pay

Click the **Set up auto-pay** button. The **Auto-pay Setup** tab appears.

# Payments

Make Payments **Auto-pay Setup** Recent Activity Payment Accounts

A service fee will be charged at the time of payment for Debit Card, Bank Account and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

**i** Your average monthly charges are [\\$1,500.00/month](#).

Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount	
Visa XXXX-0071	3/30/2018	3/30/2019	1st	\$1,525.00	<b>NEXT</b>

Complete the tab and click **Next**. A message appears.

## Auto-pay Setup

- Your first payment is scheduled for **4/1/2018**
- Payments scheduled on or after 1st of the month might incur a Late Fee Charge.

Payment Account	Start Date	End Date	Pay on Day	Max Payment Amount
Visa XXXX-0071	3/30/2018	3/30/2019	1st	\$1,525.00

A service fee of \$0.95 per transaction will be charged at the time of payment. The property management company does not receive any portion of this fee. Service fee is non-refundable.

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

I have read and accept the [Terms and Conditions](#)

CANCEL

**SET UP AUTO-PAY**

Click the check box for the **Terms and Conditions**.

Click **Set up Auto-Pay**. A confirmation message appears.

## Auto-payment Configured Successfully

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Thank you for setting up an automatic monthly payment. A confirmation email has been sent to featherfrances@gmail.com.

Your first payment will be on 4/1/2018. Please note that any outstanding balances prior to this date must be paid using the one-time payment option.

Your debit card statement will reflect this payment as "Property Payment Rent".