## The Problem



Utilities, housing expenses, and other monthly charges are independently presented and collected, creating multiple processes.

Property Managers assess a variety of charges to tenants and residents. Across rent or HOA dues, utility costs, and miscellaneous charges like parking, memberships, and assessments, billing can become complex and manually intensive. Oftentimes, tenants or residents receive multiple bills, inciting confusion, calls, and complaints. Managing charges from various expense sources is an undue weight on Property Management staff.

Additionally, in an age when tenants and residents are increasingly handling their personal business online, they expect functionality to view a consolidated monthly statement online. Without the ability to view statement history or current invoices online, Property Managers frustrate tenants and draw calls that waste staff time.

## The Solution

ClickPay eases the AR team's burden by managing billing through collecting payment in one solution. ClickPay's e-billing and print bill solutions is the cost effective way to print and mail paper statements and provide electronic statements. Lineitemized bills and statement history repository results in fewer questions and late payments. Further the ability to suppress print bills for those who opt into electronic bill delivery saves thousands of dollars annually.

Custom-branded print and e-bills allow for dynamic messaging and unique communication opportunities directly on the statement. A web-based portal allows staff to easily review and provide proof approval. ClickPay's print and e-bill solution is fully automated and seamlessly supports end-to-end bill presentment through payment processing.

## **How It Works**

The same data that populates balance due on the Property Management company's custom-branded portal is used to render bills and present line-item charges in print and electronically. Tenants and residents who opt for electronic bills receive a custom-branded PDF bill via email and payment reminder notifications. Property Managers realize efficiencies and tenant satisfaction rises.

## Why ClickPay?

ClickPay can manage all of your monthly e-billing & paper bill printing, increasing electronic adoption, decreasing costs, & driving efficiencies for your organization.

