

ClickPay Receipt Warehouse Manual

Background

ClickPay processes 100% of receivables for many of our clients. While ClickPay has always pro-actively produced digital receipts for Online Payments, ClickPay does not send email receipts for Paper Check, Money Order and Cash transactions. However, ClickPay retains Records of all transactions processed through the system and now makes these Records available as receipts for all ClickPay Users.

About The New Tools:

In the wake of the 2019 New York City Rent Regulations, ClickPay has developed a new set of tools to make the Records of these “offline payments” available to ClickPay users who are registered for the Unit/Account to which the payment was made. ClickPay is now offering this functionality to present digital receipts to your residents through email and through their Payment History within their User Accounts, 24/7/365. These tools must be enabled by the ClickPay team, so please notify your Customer Success Manager if you’d like to register for the service.

Is This Compliant?

These tools are both retroactive and proactive; all payments processed through ClickPay since the beginning of the Unit/Account’s history will be available once “offline payments” are shared with a specific Unit/Account. In this manner, you will have provided receipt accessibility for all transactions processed through ClickPay to your residents/tenants for both online and offline transactions.

How Does it Work?

Residents can access these receipts in a number of ways. The only rule is that they must register for ClickPay in order to get access to these receipts. ClickPay requires entry of an email address, and phone number to register. Once a resident is enabled to “view offline receipts” they will have access to all current, past, and future offline payments made to that Unit/Account, whether by them or by a co-resident.

- 1. Email Past Receipts:** An Administrator can trigger an email for any past receipt to any registered user of that Unit/Account through Financial Reports > Payment History
 - a. Past receipts can be emailed for both online and offline payments.
- 2. Invitation Wizard:** Administrators can invite users (register) to ClickPay, register them for a specific Unit/Account and share “offline receipts” with them with a single action.
- 3. Integrated Emails:** If you have “Automated Registration” feature enabled, your residents will be automatically registered for ClickPay upon you keying them into your Property Management Software.
 - a. Please note that the unit/account will need to be enabled to view offline payments as noted below in #4.
- 4. Existing Accounts:** In Property Management, you now have the ability to share Lockbox/Cash/Money Order and Bill Pay items directly with users with this simple checkbox. Registered users for that account will all see the items directly within their Payment History.
 - a. Past receipts can be emailed for both online and offline payments.
 - i. Navigate to Financial Reports > Payment History.
 - ii. Search for the transaction(s) you’d like to resend receipts for.
 - iii. Select the icon for “Send Email”

Functionality Walkthrough

A. Email Past Receipts

- Navigate to Financial Reports > Payment History.
- Search for the transaction(s) you'd like to resend receipts for.
- Select the icon for "Send Email"

PAYMENT HISTORY

Search Criteria

Enter any or all of the search criteria below to search for online payments.
All transactions are listed in EST time

Management: Best Management
LLC/Association: BESTMGMT LLC 149
Site Location: Select Site
Merchant: Select Merchant
Merchant Tag: Select Merchant Tag
Confirmation Number:
Payment Type: One Time Payment:Reci
Status: Authorized
Settlement Account: All
Date: All mm/dd/yyyy - mm/dd/yyyy

Payment Method:
Payment Processor: All
Charge/Credit: All
Deposited:

☒ Advanced

Search **Clear**

Search Results

Check column name to display data

Reason Code

Search Results Summary:

Total Payments: 1 Total Amount: \$10.00 Total Fees: \$0.00 Total Merchant Fees: \$0.00

Date	Management	Resident Name	Confirmation Number	Amount	Reason Code	Reconciliation Status	Reconciliation Date	SettleAccount Deposit Date	Send Email	Details
4/29/2019 2:29:25 PM EST	Best Management	Acosta, Neysa	A1904291429_I19HU4	\$10.00		Manually Settled	4/30/2019			

- Select a Current User.
- Resend Receipts.
- Receipts are queued and will arrive to the user within 30 minutes of transmission.

Send Email

Select a user to receive the email, please

Email	Username	Address	Account number	Sent Date
nacosta08@clickpay.com	Mytest1	149 BLUE Place, #1A, BROOKLYN, NY 11209	149-1A-CU	

< 1 of 1 >

Cancel **Send Email**



This is a test transaction!!!

Dear Number One,

Thank you for using ClickPay to make your payment!

Your payment of \$100.00 for 90 E 10th Street, #1J, NEW YORK, NY
(ClickPay ID: 6564473544) is being processed.

Payment Details

Payment date	06/27/2019
Total Amount	\$100.00 Balance Due: \$100.00
Confirmation Number	A1906270555_ZX1WB7
Payment Method	(Autopay) eCheck(ACH) account ending with 6789

For any questions regarding your balance, please contact The Shack
Tenants Corp.

Note: Please allow a full business day from the time of the transaction
(this excludes Saturday, Sunday, and Bank Holidays) for this payment to
be reflected on your bank account and up to 3 business days for this
payment to be credited by your landlord or management.

For ACH payments, ACH will be reflected on your bank statement as a
debit from ClickPay PropertyPay.

Thank you,
Customer Service

- **Receipt Sample - Details Inside:** Name, Address, Payment Date, ClickPay ID, Confirmation Number, Payment Method and LLC Name (recipient), Merchant (ClickPay), Descriptor, Contact Information

B. Invitation Wizard

- i. New Users who have not yet registered for ClickPay can be invited to join (pre-registered) by navigating to Management > Invitation Wizard and entering their email address and phone number.
- ii. Make sure to check the box “Allow User to view offline payments (Paper Checks, Money Orders and Bill Pay Payments)” to provide them access to these items.

INVITE WIZARD

BESTMGMT LLC 123
123 RED BRIDGE 1
BROOKLYN, NY 11209, 123-12301-CU

Name	SUSAN	CONNORS	✓
Email	Susanconnors157@gmail.com		✓
Confirm Email	Susanconnors157@gmail.com		✓
Phone	2012225555		✓

☒ Please send me a Payment Reminder: First Reminder and thereafter



☐ Allow user to view offline payments (Paper Checks, Money Orders and BillPay Payments)

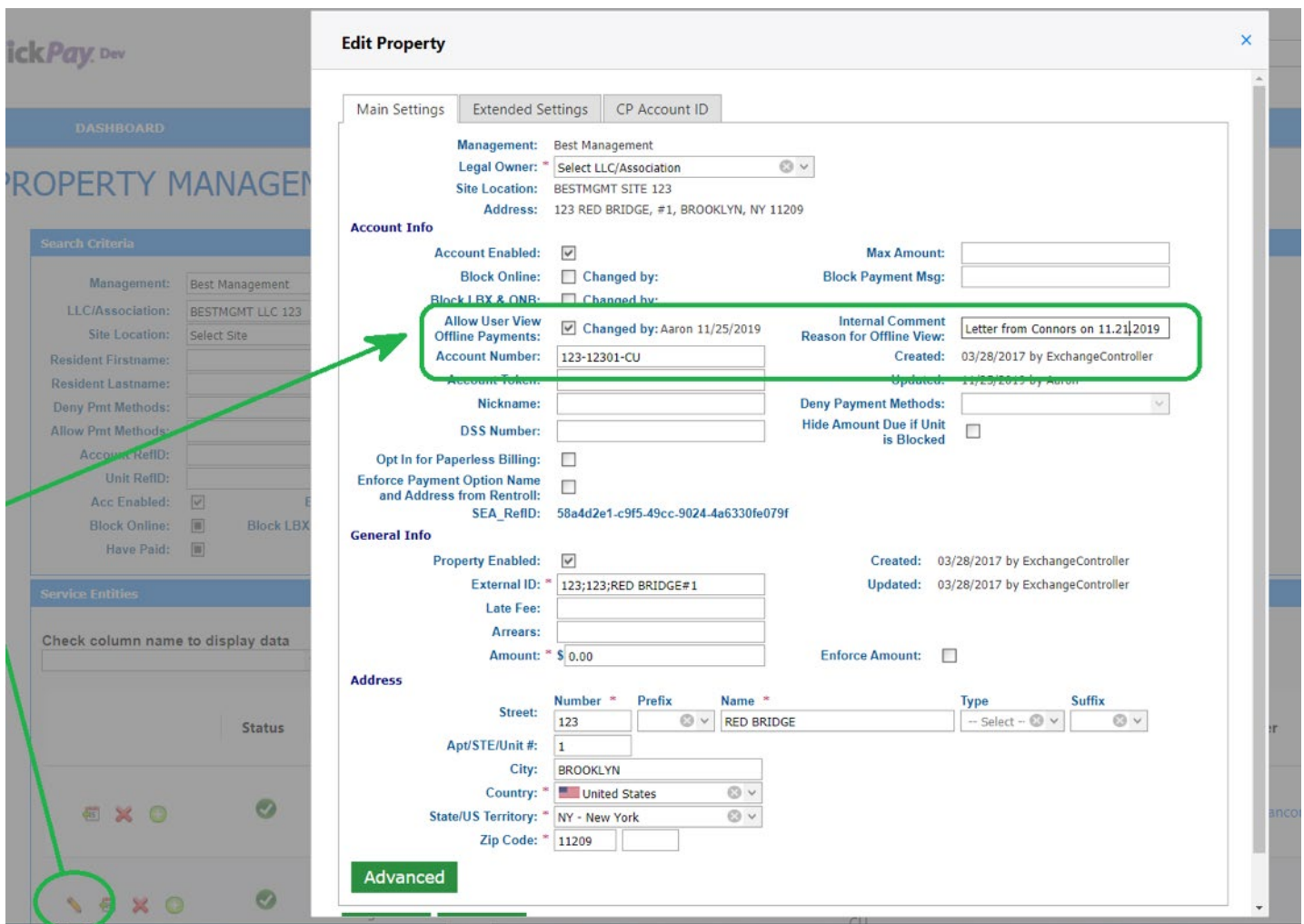
☒ INVITE ONLY ☐ SETUP AUTOPAY

Wrong unit? Search again...

CONTINUE

C. Register Existing Users and Accounts for Offline Payments

- i. If you get a request for a specific Account to view Offline Payments, you can enable this feature for the Unit/Account and all current Users registered will have visibility to these payments
- ii. Location: Management > Property Management
 1. Edit
 2. Check the Box “Allow User View Offline Payments”
 3. Optional – Enter a comment regarding the reason or timeline associated with enabling this view in “Internal Comment Reason for Offline View”



Edit Property

Main Settings | Extended Settings | CP Account ID

Management: Best Management
Legal Owner: Select LLC/Association
Site Location: BESTMGMT SITE 123
Address: 123 RED BRIDGE, #1, BROOKLYN, NY 11209

Account Info

Account Enabled: ☒
 Block Online: ☐ Changed by:
 Block L BX & ONB: ☐ Changed by:
 Allow User View Offline Payments: ☒ Changed by: Aaron 11/25/2019
 Account Number: 123-12301-CU
 Account Token:
 Nickname:
 DSS Number:
 Opt In for Paperless Billing: ☐
 Enforce Payment Option Name and Address from Rentroll: ☐
 SEA_ReID: 58a4d2e1-c9f5-49cc-9024-4a6330fe079f

Max Amount:
 Block Payment Msg:
 Internal Comment Reason for Offline View: Letter from Connors on 11.21.2019
 Created: 03/28/2017 by ExchangeController
 Updated: 11/25/2019 by Aaron
 Deny Payment Methods:
 Hide Amount Due if Unit is Blocked: ☐

General Info

Property Enabled: ☒
 External ID: 123;123;RED BRIDGE#1
 Late Fee:
 Arrears:
 Amount: \$ 0.00
 Created: 03/28/2017 by ExchangeController
 Updated: 03/28/2017 by ExchangeController
 Enforce Amount: ☐

Address

Street: Number: 123 Prefix: RED BRIDGE Type: -- Select -- Suffix:
 Apt/STE/Unit #: 1
 City: BROOKLYN
 Country: United States
 State/US Territory: NY - New York
 Zip Code: 11209

Advanced