

## Setting up recurring payments

### Table of Contents

[Setting up "Pay What I Owe" recurring payments](#)

[Setting up a fixed recurring payment](#)

[Setting up a variable recurring payment](#)

[Setting up a classic recurring payment](#)

## Setting up "Pay What I Owe" recurring payments

Residents can set up a "Pay What I Owe" (PWIO) recurring payment if they want to pay off their entire account balance every month with a single payment. If residents want to split their variable and fixed monthly charges with roommates, they must first delete any PWIO payments they have set up.

### To set up a "Pay What I Owe" recurring payment

1. From the **Home** page, click **Make Payments**.
2. Select the **Auto-pay Setup** tab.
3. If fixed and variable payments are allowed at the property, click **Option 1: Pay my account in full**.
4. If fixed and variable payments are not allowed, the "Pay What I Owe" payment setup fields appear automatically.
5. Complete the grid. For more information, see "Pay What I Owe" recurring payment screen reference below.
6. Click **Next**. The **Auto-pay Setup** page appears in a new window.
7. Review the payment details. If service fees apply, a page narrative appears with the amount of the service fee.
  - a. If you want to edit your payment information, click **Cancel**. Edit the grid, as needed.
  - b. If you want to finish setting up the recurring payment, accept the terms and conditions and click **Set Up Auto-Pay**. The **Confirm Auto-pay Setup** page appears, confirming the payment was successfully set up.

### "Pay What I Owe" recurring payment screen reference

---

**Payment Account**

The payment account you want to use for the recurring payment. Certain payment methods might not be available for recurring payments. For more information, see [Recurring payments settings in Site Manager](#).

---

**Start Date**

The date when the payment becomes active and eligible for processing. Select any date in the future. Please note, the start date is not the day of the month when RENTCafé processes the payment.

---

**End Date**

The date when the payment is no longer active. The end date is typically when a lease ends, or shortly afterwards.

**NOTE** If you plan to move out before the payment end date, you should manually deactivate the recurring payment before moving out.

---

<b>Pay on Day</b>	The day of the month when RENTCafé processes the payment.
<b>Max Pay Amount (if applicable)</b>	The maximum amount that you can be charged for your recurring payment each month. When determining the amount to enter, you should compensate for any reasonable fluctuations in the average monthly charges.
	<b>NOTE</b> Use the maximum amount as a safeguard against overcharging due to billing errors.

## Setting up a fixed recurring payment

Residents can set up a fixed recurring payment for all of their fixed monthly charges. If residents want to split their fixed monthly charges, residents and roommates must both complete the auto-pay setup in Resident Services. For more information, see [Splitting recurring payments](#).

### To set up a fixed recurring payment

1. From the **Home** page, click **Make Payments**.
2. Select the **Auto-pay Setup** tab.
3. If "Pay What I Owe" payments are allowed at the property, click **Option 2: Share lease costs with roommates**.
4. If "Pay What I Owe" payments are not allowed, the fixed recurring payment setup fields appear automatically.
5. Complete the grid. For more information, see Fixed recurring payment screen reference below.
6. Click **Next**. The **Confirm Auto-Pay Setup** page appears in a new window.
7. Review the payment details. If service fees apply, a page narrative appears with the amount of the service fee.
  - a. If you want to edit your payment information, click **Cancel**. Edit the grid, as needed.
  - b. If you want to finish setting up the recurring payment, accept the terms and conditions and click **Submit**. The **Auto-pay Setup Confirmation** page appears, confirming the payment was successfully set up.

### Fixed Recurring Payment Screen Reference

<b>Payment Account</b>	The payment account you want to use for the recurring payment. Certain payment methods might not be available for recurring payments. For more information, see <a href="#">Recurring payments settings in Site Manager</a> .
<b>Start Date</b>	The date when the payment becomes active and eligible for processing. Select any date in the future. Please note, the start date is not the day of the month when RENTCafé processes the payment.
<b>End Date</b>	The date when the payment is no longer active. The end date is typically when a lease ends, or shortly afterwards.  <b>NOTE</b> If you plan to move out before the payment end date, you should manually deactivate the recurring payment before moving out.
<b>Pay on Day</b>	The day of the month when RENTCafé processes the payment. Schedule the pay on day before the late fee day to avoid incurring late fees.

**Payment Amount** The amount that you are charged each month. If partial payments are allowed, you can enter any amount. If partial payments are not allowed, an amount equal to your total fixed monthly charges appears in this field.

**NOTE** If you enter a total payment amount greater than the total fixed monthly charges and prepayments are allowed, a warning message appears on the **Confirm Auto-pay Setup** page. This does not prevent you from setting up a total payment amount greater than your total fixed monthly charges.

---

## Setting up a variable recurring payment

Residents can set up a variable recurring payment for each variable charge that they want to pay on a recurring basis. If residents want to split their variable monthly charges, residents and their roommates must both complete the auto-pay setup in Resident Services. For more information, see [Splitting recurring payments](#).

### To set up a variable recurring payment

1. From the **Home** page, click **Make Payments**.
2. Select the **Auto-pay Setup** tab.
3. If "Pay What I Owe" payments are allowed at the property, click **Option 2: Share lease costs with roommates**.
4. If "Pay What I Owe" payments are not allowed, the variable recurring payment setup fields appear automatically.
5. Complete the grid. For more information, see Variable recurring payment screen reference below.



If the **Variable Recurring Payment Setup** property setting is set to **Read Only**, you can view variable recurring payments that are already set up, but you cannot make changes to the variable recurring payments. If the **Variable Recurring Payment Setup** setting is set to **Hidden**, you cannot view variable recurring payments in Resident Services.

6. Click **Next**. The **Confirm Auto-pay Setup** page appears in a new window.
7. Review the payment details. If service fees apply, a page narrative appears with the amount of the service fee.
  - a. If you want to edit your payment information, click **Cancel**. Edit the grid, as needed.
  - b. If you want to finish setting up the recurring payment, accept the terms and conditions and click **Submit**. The **Auto-pay Setup Confirmation** page appears, confirming the payment was successfully set up.

### Variable Recurring Payment Screen Reference

---

<b>Payment Account</b>	The payment account you want to use for the recurring payment. Certain payment methods might not be available for recurring payments. For more information, see <a href="#">Recurring payments settings in Site Manager</a> .
------------------------	---

---

<b>Start Date</b>	The date when the payment becomes active and eligible for processing. Select any date in the future. Please note, the start date is not the day of the month when RENTCafé processes the payment.
-------------------	---

---

**End Date** The date when the payment is no longer active. The end date is typically when a lease ends, or shortly afterwards.

**NOTE** If you plan to move out before the payment end date, you should manually deactivate the recurring payment before moving out.

---

**Pay on Day** The day of the month when RENTCafé processes the payment. You should use the same day of the month for all variable recurring payments. Schedule the pay on day before the late fee day to avoid incurring late fees.

---

**Payment Percent** The percentage of the variable monthly charges that you want to pay. If you are not splitting your variable recurring payments with roommates, enter 100%.

**NOTE** If you enter a total payment percentage greater than 100% of the variable monthly charges and prepayments are allowed, a warning message appears on the **Confirm Auto-pay Setup** page. This does not prevent you from setting up a total payment percentage greater than 100% of the variable monthly charges.

---

**Max Pay Amount (if applicable)** The maximum amount that you can be charged for your recurring payment each month. When determining what amount to enter, you should compensate for any reasonable fluctuations in the average monthly charges. The acceptable amount of fluctuation will vary by payment.

Use the maximum amount as a safeguard against overcharging due to billing errors.

---

## Setting up a classic recurring payment

Residents can set up a classic recurring payment for any lease charges that they want to pay on a recurring basis.



When Payment Manager is not set up for your property in Voyager, the **Auto-pay Setup** tab does not appear in Resident Services. Residents must set up recurring payments from the **Make Payments** tab.

If residents want to split their monthly lease charges, residents and roommates must both complete the auto-pay setup in Resident Services. For more information, see [Splitting recurring payments](#).

### To set up a classic recurring payment

1. From the **Home** page, click **Make Payments**.
2. Click the **Setup Auto-pay** button in the section corresponding to the payment account type you want to use for your recurring payments. The **Schedule Monthly Auto-pay Using (Payment Method)** screen appears.
3. On the **Payment Details** step, select a payment account in the rows corresponding to the monthly charges you want to set up auto-pay for.



You can view the amount that you currently have set up for a monthly charge in the **Amount** field below the corresponding monthly charge.

Current Monthly Auto-Pay: \$0.00

Monthly Charge Description	Amount	Select your Auto-Pay Account	Auto-Pay Amount
Rent- Residential From 2/20/2017	\$945.00		
Your current Auto-Pay amount	\$0.00	Primary Checking Chk ***** ▾	\$945.00
Cable (Residential) From 2/20/2017	\$30.00		
Your current Auto-Pay amount	\$0.00	--Select Bank Account-- ▾	\$30.00
Total Auto-Pay Selected			\$975.00

\* Setting up monthly auto-pay will override any previously scheduled monthly auto-pay.

[Setup Monthly Auto-Pay](#)

4. Click **Setup Monthly Auto-Pay**. The **Review Payment** step appears.
5. Review the payment details. If service fees apply, the amount of the service fee appears in the grid.
  - a. If you want to edit your payment information, click **Back to Payment Selection**. Edit the grid, as needed.
  - b. If you want to finish setting up the recurring payment, accept the terms and conditions and click **Setup Monthly Payment**. A confirmation narrative appears, confirming the payment was successfully set up.