

MATCHBOX ACCEPTS THE FOLLOWING FORMS OF PAYMENT

1. Personal Check/Money Order/Cashier's Check
2. Bank Bill Pay Check (Monthly check payments to Matchbox set up through your bank)
3. Online Account Payments
 - a. Online Payments (Webpay)
 - b. Tenant-scheduled Automatic Payments (Tenant Auto Pay)
4. Cash Pay

Checks and **Money Orders** must have the *tenant's name* and *unit number*.

Online Account Payments

Please create an online account and choose either Webpay or Tenant Auto Pay.

INSTRUCTIONS FOR ACCESSING AN ONLINE ACCOUNT

* *Tenant* Online Accounts and Passwords are created during the application process. Please use the **Account Number** that was provided on your Welcome Booklet (Rental Syllabus) at move-in.

* *Guarantors* need to add an email address and password to access the existing online account

* For *tenants on a Joint Account with a Master Account*, use the Master Account Number on the welcome booklet, and then add an email address and password to the master account.

1. Go to www.OffCampusHousing.com or www.HarrisonburgHousing.com and click Login/Pay Online.
2. Location: Property
3. Click on Sign Up
4. Enter the Tenant's Account Number
5. Provide an email address (this will be your Username)
6. For an Individual Account enter your birthday (mm/dd/yyyy)
For a Joint Account with a Master Account use 01/01/2001 as the birthdate
7. Click on *Sign Up*
8. You will receive a Confirmation email; Click on link in this email
9. Create a Password then click *Finalize*

INSTRUCTIONS FOR MAKING ONLINE PAYMENTS (Webpay)

1. Log in to your Account.
2. Click *Make a Payment Tab* to go to the payment page.
3. Enter payment amount in the box.
4. Choose your payment type
 - a. Account on File
 - b. Credit / Debit Card
(\$23.50 convenience fee)
 - c. Checking/Savings
(\$2.50 convenience fee)
5. Enter your account information
6. Click on *Make a Payment*.
7. On the Payment Confirmation page, click on the **2nd box** to agree to the payment conditions. See below.
8. Click on the **1st box** if you want to save your account information for future Webpays. See below.
Note: This does NOT enable automatic payments each month. See *Tenant-Scheduled Auto Pay below*
9. Click on *Pay Now*.
10. The Confirmation Page will give you an option to print a receipt.

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WEBPAY CONTINUED

Payment Method		Billing Address	
Account Type	ACH - Checking	Use address on file	
Routing Number	<input type="text"/>	First Name	<input type="text"/>
Confirm Routing Number	<input type="text"/>	Last Name	<input type="text"/>
Account Number	<input type="text"/>	Street	<input type="text"/>
Confirm Account Number	<input type="text"/>	City	<input type="text"/>
Payment Information		State	Alabama
Amount	\$650.00	Zip Code	<input type="text"/>
Convenience Fee	\$0.00	<input type="checkbox"/> Store as Saved Payment Information	
Total	\$650.00	<input checked="" type="checkbox"/> I agree that I have reviewed my account number, routing number, name and payment information. I have verified that my account can conduct ACH transactions, has adequate funds, and I agree to be responsible for any late fees, Non-Sufficient Funds Fees and a Civil Recovery Fee if my payment does not go through due to insufficient funds. Please print your receipt for confirmation of your payment.	
Memo	<input type="text"/>	Pay Now	

INSTRUCTIONS FOR *TENANT-SCHEDULED AUTO PAY*

Auto Pay automatically drafted on day(s) of each month specified by the tenant

Checking or Savings Account (COSTS \$2.50 PER TRANSACTION)

Credit or Debit Card (COSTS \$23.50 PER TRANSACTION)

1. Log in to your Account
2. On the upper right hand corner, click on drop down window and click on *Saved Payment Information*
3. Enter your payment information, click on *Save Payment Information*, and then click on *Enable Automatic Payments*
4. Automatic Payments
 - Specify the *Day of Month* for the payment draft
 - *Rent charges are posted to accounts on the 22nd of each month, prior to this date Rent cannot be drafted**
 - *Late fees are charged on the 5th of each month. On this date, late fees will be charged & may be drafted with the balance.
 - Select Payment Type*
 - a. Balance Due (Rent + other charges due)
 - b. Specific Amount (example: your individual Rent only if part of a Joint Account), then specify amount in the box. **Note:** This option will draft the set amount specified even if there is no balance due.
 - *If the full balance is not paid, the account may incur a late fee.
5. Your next scheduled automatic payment will be displayed. You can print or save this screen for your records.
6. Log out of the account.

DE-ACTIVATING AUTO PAY: Log in to your account before the scheduled day of payment and click on *Remove your Saved Payment Information*.

INSTRUCTIONS FOR CASH PAY

Cash Pay allows a tenant to electronically pay rent with cash at over **25,000 locations** using a unique number assigned to his/her tenant account, with the transaction appearing instantly in Rent Manager. Cash Pay is convenient for tenants who are out of town when rent is due, or tenants who don't want to use a check, credit card or money order. Locations vary by zip code but include Walmart & Kroger. *****Matchbox offices do NOT accept cash***** For Cash Pay locations, go to <https://paylease.com/cashpay/locations>.

- Contact us at Info@MatchboxRealty.com for your unique Account ID Number.
- Present your Account ID Number to any Cash Pay location and pay with cash for your account balance plus a **\$4 transaction fee**.
- The payment is instantly reflected on your tenant account.

Keep your receipt & Account ID.

Sample Account ID Sheet

Bill Payment

Account ID: **0000000000**



Instructions to Agents:

- Select 'PayLease Community Payments' to make a bill payment
- Enter the customer's PayLease Account ID #
- Collect their payment, instruct the resident to keep their receipt

Make Payments With Your PayLease Card.

- Find the nearest CheckFreePay agent location at: www.paylease.com/cashpay/locations
- Present your PayLease card and cash payment.
- Keep your receipt; for questions about your payment, contact your property management office.

Haga pagos con su Tarjeta de PayLease.

- Encuentre su agente de CheckFreePay mas cercano, visitando la siguiente pagina web: www.paylease.com/cashpay/locations
- Presente su Tarjeta de PayLease y realice su pago en efectivo.

Guarde su recibo. En caso de tener alguna pregunta acerca de su pago, comuníquese con la oficina de su gerente.

CheckFreePay locations include:

