## ONLINE ACCOUNT PAYMENTS

Please access 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. Use the **Account Number** that was assigned when you created your account.

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

*For Tenants on a Joint Account with a Master Account,* use the Master Account number and then add an email address and password to the master account

1. Go to www.MatchboxRealty.com and click on Login →Residents
2. Location: Property
3. Click on Sign Up
4. Enter the Tenant's **Account Number.** If you do not know this number, please contact your Property Manager or info@matchboxrealty.com.
5. Provide an email address (this will be your Username)
6. Enter birth date (For commercial or joint master accounts use 01/01/2001)
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 AN ONLINE PAYMENT (*Webpay*)

1. Log in to your Account
2. Click Make a Payment Tab to go to the payment page
3. Enter the payment amount in the box
4. Choose your payment type
   - Account on File
   - Credit / Debit Card (as of Dec 1, 2019 **convenience fee is 4% of payment amount**)
   OR Checking/Savings (**$2.50 convenience fee** PER TRANSACTION)
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
8. Click on the **1st box** if you want to save your account information for future Webpays.
   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

### INSTRUCTIONS FOR *TENANT-SCHEDULED AUTO PAY (Tenant Auto Pay)*

Auto Pay automatically drafted on day(s) of each month specified by the tenant
Checking or Savings Account (**$2.50 convenience fee** PER TRANSACTION)
Credit or Debit Card (as of Dec 1, 2019 **convenience fee is 4% of payment amount**)

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 (We recommend the 1st)
      **\*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*
      -*Balance Due* (Rent + other charges due)
      Note: Maximum Amount must be specified. ***Do not leave this as $0.00.***
      -*Specific Amount* (Example: your individual Rent only if part of a Joint Account)
       Note: Specify *Amount* in the box. This option will NOT draft a set amount greater than the balance due. Since the full balance is not paid, the account may incur a late fee.
5. Your next scheduled automatic payment will be displayed.
6. You can print or save this screen for your records. 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 MAKING A PAYMENT VIA CASH PAY

Cash Pay allows a tenant to electronically pay rent with cash at over 25,000 locations using a unique number assigned to your 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. 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.

### Matchbox also 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)

Checks are processed by Chantilly Lockbox. Please make CHECKS payable to MATCHBOX REALTY, write *Unit number, Account Number,* and *Tenant Name* on memo, and mail to:

**MATCHBOX REALTY, PO BOX 222312, CHANTILLY, VA 20153-2312**

Personal Check/Money Order/Cashier's Check are only accepted at the Matchbox office (Harrisonburg, VA) with a $10.00 administrative fee for processing payment.