



Resident Notice

PAYMENT & BILLING OPTIONS

Dear Resident,

Welcome to FirstService Residential. As the managing agent for your community, we ask that you please review the following information on how we accept your payments.

Manage & Pay Your Charges Online

As the **preferred way** of accepting payments, we request that you create an account online with our provider, **ClickPay**. Through this convenient platform, you can view your balance due and make individual or automatic recurring payments from your smartphone, tablet or other media device.

Payments can be made online by e-check (ACH) from a bank account at no cost to you or by credit or debit card for a nominal fee. Get started by visiting the web address below and following the instructions listed:

www.ClickPay.com/FirstService

- ① Click **Register** and create your online profile with **ClickPay**
- ② **Connect Your Home** using the account number found on your coupon or statement
- ③ Set up **Automatic Payments** or click **Pay Now** to make one-time payments

For help with your account or setting up payments online, please contact **ClickPay** through their online help center at **www.ClickPay.com/GetHelp**.

Mailing Address for Payments

If you choose to submit your payments by paper check, money order or through your bank's Online Bill Pay feature, please mail your payments to the address listed below.

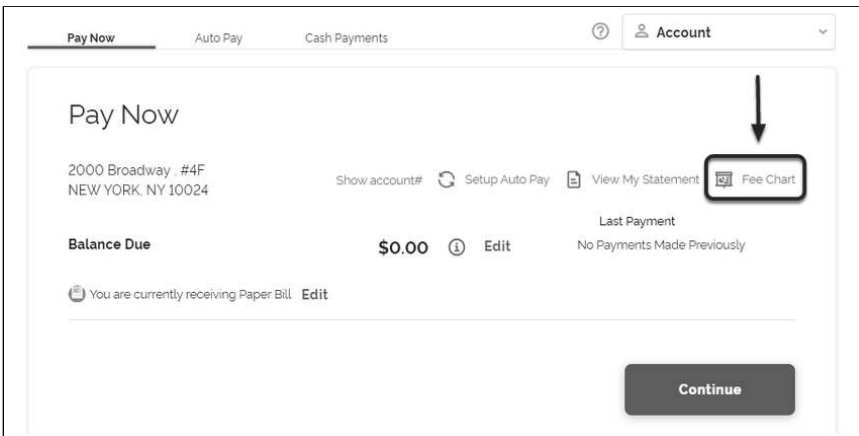
Association Name
c/o FirstService Residential
P.O. Box 30403
Tampa, FL 33630-3403

Please make all checks payable to the entity listed on your statement or coupon, include the remittance slip with your payments, and write the account number found on your statement or coupon in the notes section of your check or Online Bill Pay settings.

How Do I Add My Bank Account Information?

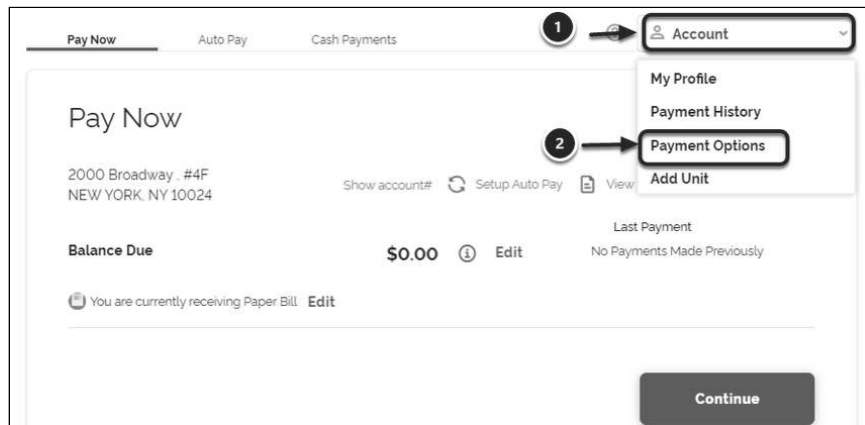
Paying by eCheck (ACH) through ClickPay is quick and easy. Please note, additional fees may be charged when submitting your payment.

Please refer to the **Fee Chart** in your profile for more information regarding eCheck (ACH) fees.

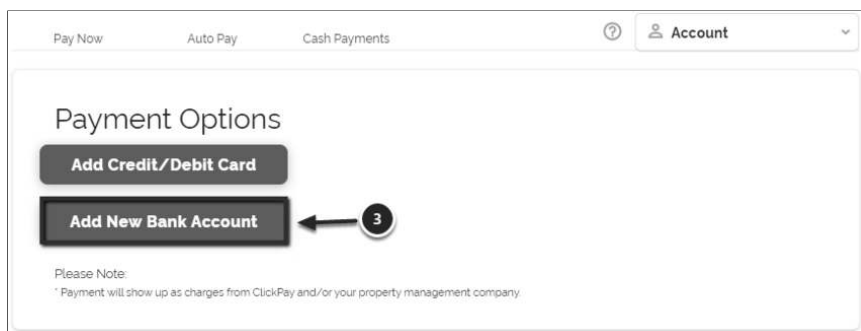


(https://media.screensteps.com/image_assets/assets/003/342/047/medium/login.png).

1. Once you're logged into your account, go to **Account**
2. Select **Payment Options**



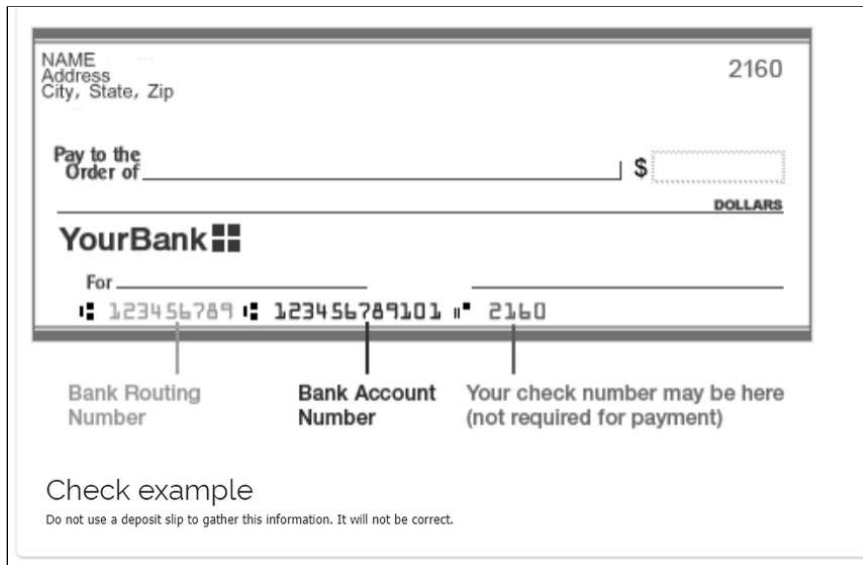
3. Click **Add New Bank Account**



(https://media.screensteps.com/image_assets/assets/003/342/039/medium/login.png).

Below, you will see where you can locate your routing and account numbers on a personal check. Please **do not** use the information from a deposit slip. If you do not have a check, you will need to reach out to your bank or visit your online banking portal for more information.

When entering your information into the ClickPay system, please **do not** include the check number. Only enter your routing and account numbers only.



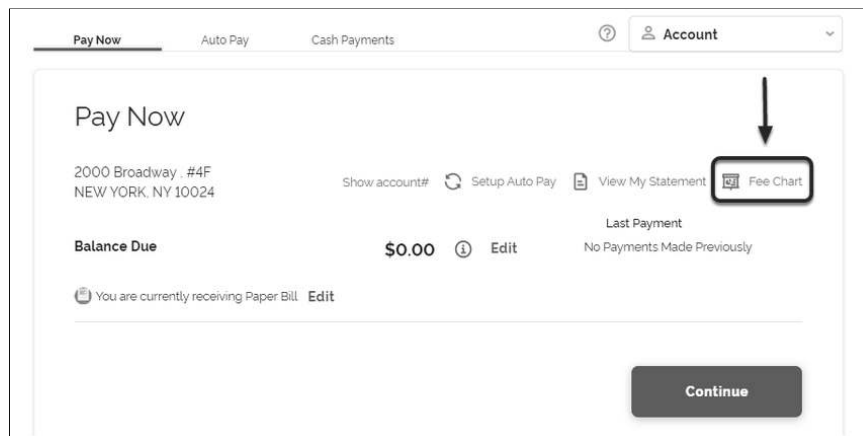
(https://media.screensteps.com/image_assets/assets/003/342/063/medium/login03.png).

Although some pre-paid debit cards may contain routing and account numbers, under no circumstance will ClickPay accept a pre-paid debit card as an ACH transaction.

How Do I Add My Credit Card or Debit Card Information?

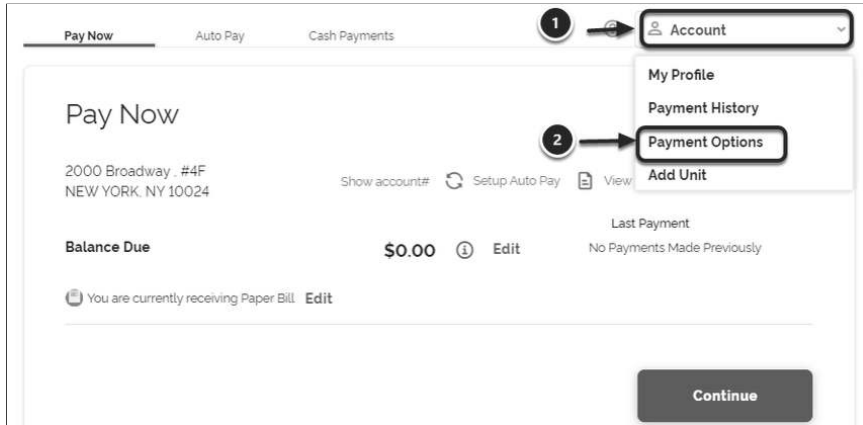
Paying by credit/debit card through ClickPay is quick and easy. Please note, additional fees may be charged when submitting your payment.

Please refer to the **Fee Chart** in your profile for more information regarding credit/debit card fees.

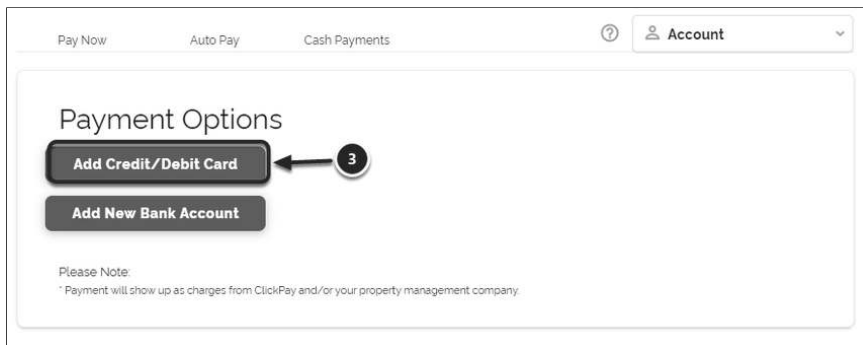


(https://media.screensteps.com/image_assets/assets/003/341/962/medium/login.png).

1. Once you're logged into your account, go to **Account**
2. Select **Payment Options**



3. Click **Add New Credit/Debit Card**



(https://media.screensteps.com/image_assets/assets/003/341/964/medium/login03.png).

Please be aware the **service fee** will be shown when making a **One Time Payment** and setting up **Auto Pay**.

Payment Details

First Payment Date: 3/31/2020

Frequency: Monthly on the Last Day of each month

Last Payment Date: Until I change or cancel this payment

Payment Method: Mastercard-2637

Each Payment will include:

Amount: Pay the full amount

Service Fee: 2.95% of the Payment Amount

* Minimum fee of \$3.00 will apply

By clicking "Confirm" you are authorizing ClickPay to debit your account on a recurring basis for the amounts specified according to the Payment Details defined above. To change or cancel your authorization at any time please visit your AutoPay screen and select "Edit" or "Cancel".

Confirm

Edit/Cancel

It may take up to a minute for a payment confirmation to be displayed on the screen and sent to your e-mail address on file.

Pay by Mastercard-2637

Payment Amount	\$60.00
Service Fees	\$3.00
Total	\$63.00

or [Click here to add/change payment options](#)

(https://media.screensteps.com/image_assets/assets/003/341/966/original/login02.png)

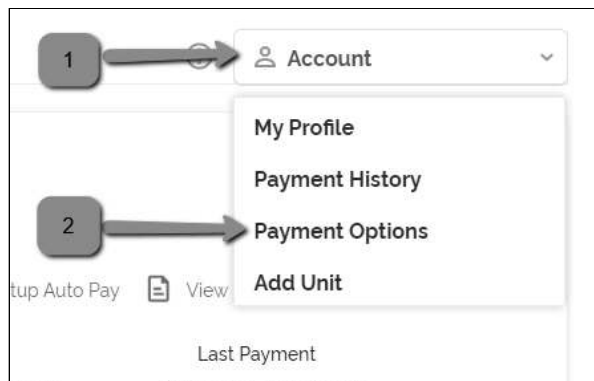
If you are also setting up an Auto Pay schedule, please [click here \(/s/article/How-Do-I-Set-Up-Automatic-Payments\)](#).

If you still need assistance, please [click here \(https://realcommunity.force.com/clickpaysupport/s/contactsupport?language=en_US\)](https://realcommunity.force.com/clickpaysupport/s/contactsupport?language=en_US) to reach out to ClickPay Resident Support and we will gladly assist you with completing your payment.

How Do I Remove a Payment Option?

You can remove payment options from your ClickPay profile at any time.

1. Go to **Account**
2. Select **Payment Options** from the drop down menu.



(https://media.screensteps.com/image_assets/assets/003/342/599/original/login.png)

3. Click **Remove** to the right of the payment option you are removing.

Pay Now Auto Pay Cash Payments ? Account

Payment Options

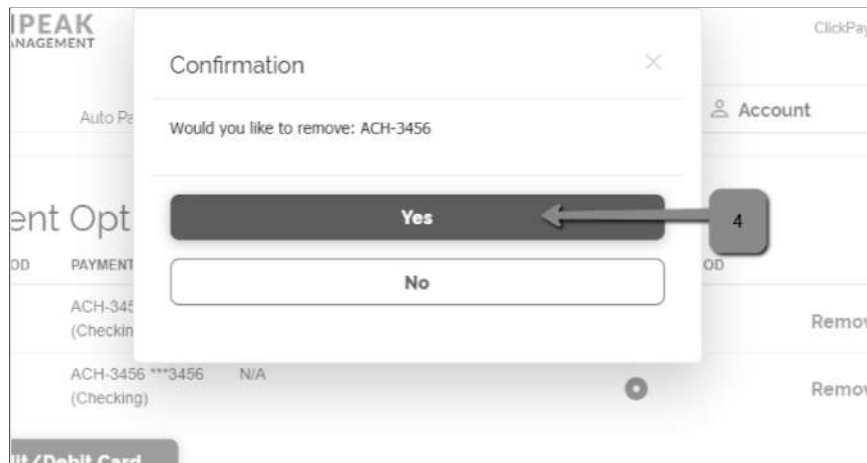
PAYMENT METHOD	PAYMENT OPTION	EXPIRATION DATE	ISSUER COUNTRY	PREFERRED METHOD	
eCheck(ACH)	ACH-3456 ***3456 (Checking)	N/A		☐	Remove
eCheck(ACH)	ACH-3456 ***3456 (Checking)	N/A		☒	Remove

[Add Credit/Debit Card](#)

[Add New Bank Account](#)

Please Note
* Payment will show up as charges from ClickPay and/or your property management company

4. Click **Yes** to confirm.



(https://media.screensteps.com/image_assets/assets/003/342/602/original/login03.png)

Once you remove a method of payment it is permanent. If you accidentally remove the incorrect payment option, you will have to re-enter the information into the system.

Please be sure to double check which method of payment you are removing. This can be done by looking at the last four digits of the account and/or expiration date.

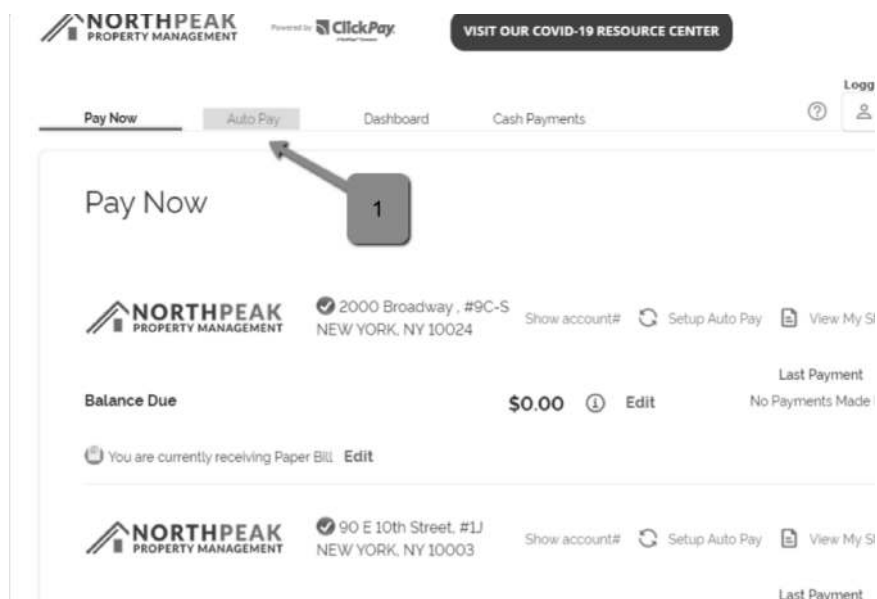
How Do I Change the Bank Account or Card on my Auto Pay?

After you have added a new payment method to your profile you may want to update your auto pay schedule to submit payments using the new payment method.

To ensure that your Auto Pay schedule is using the correct method of payment, follow these steps.

You must update the payment method used for your automatic payments at least 24-48 business hours prior to your payment submission date.

1. Go to the **Auto Pay** tab



2. Click **Edit** to the right of the schedule you need to update.

NORTHSTAR PROPERTY MANAGEMENT Powered by **ClickPay** VISIT OUR COVID-19 RESOURCE CENTER

Logged in: alyssa.gil

Pay Now **Auto Pay** Dashboard Cash Payments

Configure Payment Schedule

Show History Show Failed AutoPay

2000 Broadway, #9C-S NEW YORK, NY 10024	Frequency Starts On Next Payment Bill To Payment Details	Monthly 4/30/2020 4/30/2020 ACH-2345 Amount: Full amount	Edit
90 E 10th Street, #1J NEW YORK, NY 10003	Frequency Starts On Next Payment Bill To	Not Active Not Active Not Active Not Active	Setup Auto

(https://media.screensteps.com/image_assets/assets/003/349/779/medium/login02.png).

3. Click the **Send Payments From** drop down

4. Select the desired payment option for your Auto Pay schedule.

If you have not added the new payment option, you may choose **Add New Payment Option** in order to add it. You should be redirected to the Auto Pay form after you enter it.

Pay Now **Auto Pay** Dashboard Cash Payments

Configure Payment Schedule

2000 Broadway, #9C-S
NEW YORK, NY 10024

There have been 0 number of payments since 4/30/2020

AutoPay may be set up separately for each type of charge:

1) Pay different types of charges from different payment sources
2) Pay different types of charges on different dates or frequency

Send Payments From:
ACH-2345
HOA
ACH-2345
Add New Payment Option
4/30/2020

☒ Process on the Last day of each month

☒ Until I change or cancel

☐ Until following number of payments have been processed

5. Click **Apply to Property**

Until a selected date

Amount

☒ Pay the full amount (?)

☐ Pay the full amount up to a maximum amount of \$ 0.00

☐ Pay a fixed amount \$ 0.00

Notifications

Notify me before payment is processed

You are currently receiving Paper Bill. [Edit](#)

2

[Return to Previous Page](#) [Apply to Property](#)

A callout box with the number 5 and an arrow points to the 'Apply to Property' button.

6. Click **Confirm** if everything on the screen is correct.

Payment Details

First Payment Date: 4/30/2020
Frequency: Monthly on the Last Day of each month
Last Payment Date: Until I change or cancel this payment
Payment Method: HOA

Each Payment will include:
Amount: Pay the full amount

By clicking "Confirm" you are authorizing ClickPay to debit your account on a recurring basis for the amounts specified according to the Payment Details defined above. To change or cancel your authorization at any time please visit your AutoPay screen and select "Edit" or "Cancel".

[Confirm](#) [Edit/Cancel](#)

A callout box with the number 6 and an arrow points to the 'Confirm' button.

[Return to Previous Page](#) [Apply to Property](#)

The payment method for your Auto Pay schedule will always be displayed next to **Bill To** on your **Auto Pay** page.

Pay Now
Auto Pay
Dashboard
Cash Payments
Account

Configure Payment Schedule

Show History
Show Failed AutoPay

2000 Broadway, #9C-S NEW YORK, NY 10024	Frequency: Monthly Starts On: 4/30/2020 Next Payment: 4/30/2020 Bill To: HOA Payment Details: Amount: Full amount	Edit
90 E 10th Street, #1J NEW YORK, NY 10003	Frequency: Not Active Starts On: Not Active Next Payment: Not Active Bill To: Not Active	Setup AutoPay

(https://media.screensteps.com/image_assets/assets/003/349/803/medium/login03.png)

Why Did ClickPay Use a Different Payment Option?

One Time Payment

When you have more than one method of payment on file, you want to make sure your preferred method of payment is clearly indicated.

The payment option marked as the *"Preferred Method"* will **ALWAYS** be the first payment option available when making your payments.

To select a different payment option, you will need to click the drop down arrow to pull up a different method of payment.

Payment Options

PAYMENT METHOD	PAYMENT OPTION	EXPIRATION DATE	ISSUER COUNTRY	PREFERRED METHOD	
eCheck(ACH)	HOA ***2345 (Checking)	N/A		☒	Remove Change ACH Type
EFT	EFT-2345 **2345	N/A		☐	Remove
Mastercard Debit	HOA2 *****8671	12/2022	USA	☐	Remove

Add Credit/Debit Card
Add New Bank Account

(https://media.screensteps.com/image_assets/assets/003/342/705/medium/login.png)

Complete Payment

	Property Name	Payment	Amount
	90 E 10th Street, #1J NEW YORK, NY 10003	Balance Due	\$500.00

Payment Amount: \$500.00

It may take up to a minute for a payment confirmation to be displayed on the screen and sent to your e-mail address on file.

Pay by

HOA

Total \$500.00

	Property Name	Payment
IPEAK MANAGEMENT	90 E 10th Street, #1J NEW YORK, NY 10003	Balance Due
Payment Amount		

minute for a payment confirmation to be displayed on the screen and sent to



(https://media.screensteps.com/image_assets/assets/003/342/719/original/login03.png).

Auto Payment

Adding a payment option to your profile will **not** automatically update the Auto Pay schedule you have in place. This can be updated by selecting "*Preferred Method*" or by clicking on the "Auto Pay" page to make changes. If you need assistance in updating your Auto Pay payment option, [click here](#).

If there is only one method of payment on your profile and a payment was submitted using a different payment method, please call ClickPay Resident Support at 1-800-533-7901

Can I Make a Payment with An International Bank Account or Card?

ClickPay can only accept transactions from US-based banking institutions. You will **not** be able to make an e-check payment through ClickPay if your bank account is outside the United States.

If you wish to use an international **credit card** you may do so but the card **must** allow international transactions.

When making a payment with an international card, you **must** enter the address of the property you are making the payment for.

International Credit Cards are subject to an additional 1% on top of the fee located in the "*Fee Chart*" on your profile.

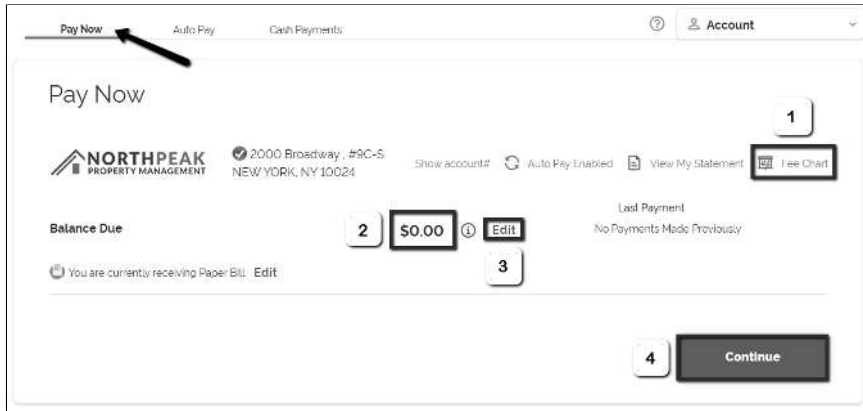
Can I Make a Payment with a Pre-Paid Debit Card?

In most cases and depending on the type of card, you can use a pre-paid debit card to make a payment through ClickPay. However, pre-paid debit cards with routing and account numbers cannot be used for ACH transactions and those payments will be rejected.

How Can I Make a Payment?

When you login to your profile you will automatically be taken to the **Pay Now** page. This is where you will make a one time payment.

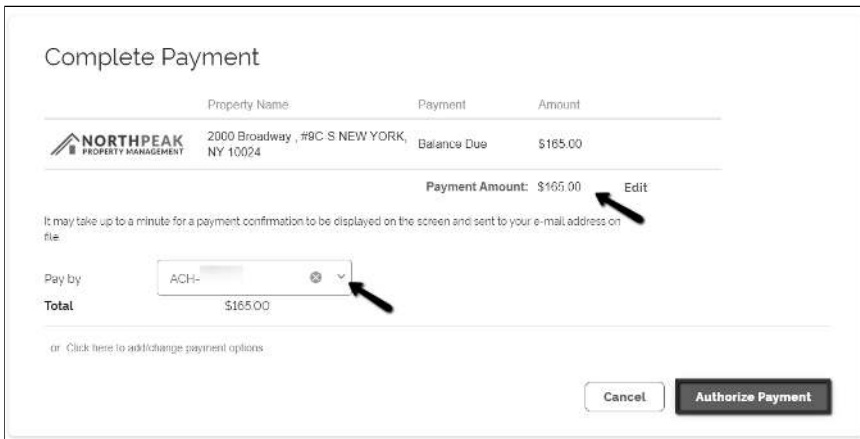
1. Check the **Fee Chart**
2. Check the balance provided by your property management company.
3. (optional): If you are making a payment for an amount that's not given, you may edit the balance.
4. Click **Continue**



The screenshot shows the 'Pay Now' page for Northpeak Property Management. At the top, there are tabs for 'Pay Now', 'Auto Pay', and 'Cash Payments'. An arrow points to the 'Pay Now' tab. Below the tabs, the page displays the property name 'NORTHPEAK PROPERTY MANAGEMENT' and address '2000 Broadway, #9C-5 NEW YORK, NY 10024'. There are links for 'Show account#', 'Auto Pay Enabled', 'View My Statement', and 'Fee Chart' (callout 1). The 'Balance Due' is shown as '\$0.00' with an 'Edit' button (callout 2). Below this, it says 'Last Payment: No Payments Made Previously'. At the bottom, there is a 'Continue' button (callout 4) and a note 'You are currently receiving Paper Bill: Edit' (callout 3).

(https://media.screensteps.com/image_assets/assets/003/357/458/original/login.png)

This will bring you to the **Complete Payment** page to authorize and confirm the payment you want to make. Don't forget to check that both the amount and method of payment are correct before clicking **Authorize Payment**



The screenshot shows the 'Complete Payment' page. It displays the property name 'NORTHPEAK PROPERTY MANAGEMENT' and address '2000 Broadway, #9C-5 NEW YORK, NY 10024'. A table shows the 'Balance Due' as '\$165.00'. Below this, the 'Payment Amount' is '\$165.00' with an 'Edit' button (callout 1). A note states: 'It may take up to a minute for a payment confirmation to be displayed on the screen and sent to your e-mail address on file.' The 'Pay by' dropdown is set to 'ACH-' (callout 2). The 'Total' is '\$165.00'. At the bottom, there are 'Cancel' and 'Authorize Payment' buttons (callout 4). A link 'Click here to add/change payment options' is also present.

(https://media.screensteps.com/image_assets/assets/003/357/634/original/login.png)

You can either pay your full balance (if presented) or a fixed amount. If your full balance is presented and you wish to make an alternate amount, you may edit your payment amount before submitting.

After submitting your payment, you will receive an email with a confirmation number for reference.

ClickPay contains a fail-safe system that requires users to enter their initials in order to authorize a second payment. This warning message will only appear once a payment has already been made or if there is an automatic payment scheduled.

By entering the initials, this confirms the understanding and authorization of an additional payment.

Confirmation

Please enter yours initials to confirm your understanding

Note: You have recently made a payment for 2627 S Bayshore Drive, #504, Coconut Grove, FL of \$6,910.67. Please check payment history or email before making another payment.

1) You have already made a payment for the following unit:

2627 S Bayshore Drive, #504 Coconut Grove, FL 33133

4/23/2020 - A2004231526_HL2IC3 : \$6,910.67

Initial Here *

Proceed

Cancel

(https://media.screensteps.com/image_assets/assets/003/342/432/original/login.png)

How Do I Submit Payments for Multiple Units?

If you're a resident with multiple units on your account or have separate payments to different charges to your management company please see the steps below to submit payments.

1. Click **Edit** next to the balance of the address you **do not** want to make a payment towards.
2. Select **Do not Pay**
3. Click **Apply** to make the balance temporarily display zero

Pay Now

2000 Broadway . #5D NEW YORK, NY 10024

NORTHPEAK PROPERTY MANAGEMENT

Show account#

Setup Auto Pay

View My Statement

Fee Chart

Balance Due

\$6,300.00

1

Edit

Last Payment

No Payments Made Previously

You are currently receiving Paper Bill

Edit

2000 Broadway . #4F NEW YORK, NY 10024

NORTHPEAK PROPERTY MANAGEMENT

Show account#

Setup Auto Pay

View My Statement

Fee Chart

Balance Due

\$2,000.00

1

Edit

Edit Charge

2000.00

Do Not Pay

2

3

Apply

Continue

(https://media.screensteps.com/image_assets/assets/003/257/838/original/8bb27f87-dccc-438b-800f-b424eaffd813.png)

Continue with your payment as normal.

How Do I Submit a Payment for an Alternative or Different Amount?

Most property management companies will allow you to change the amount to submit your payment. If you would like to submit a payment for a different amount than shown on your "Pay Now" screen, follow the steps below. However, depending upon your property manager, you may not be able to alter this amount.

1. Click **Edit** next to the balance you wish to edit
2. Select **Alternative Amount** and enter the amount you want to pay
3. Once it is correctly entered, click **Apply**

The screenshot shows the 'Pay Now' interface. At the top, there are tabs for 'Pay Now' and 'Auto Pay', and an 'Account' dropdown. The main content area displays the address '110 E 61st Street, #3B, New York, NY 10021 (R1123b)'. Below this, the 'Balance As Of April' is shown as '\$954.62' with an 'Edit' button next to it. A modal titled 'Edit Charge' is open, showing three radio button options: 'Original Amount' (selected), 'Alternative Amount \$ 0.00', and 'Do Not Pay'. An 'Apply' button is at the bottom of the modal. A 'Continue' button is located below the modal. Numbered callouts (1, 2, 3) indicate the steps: 1 points to the 'Edit' button, 2 points to the 'Alternative Amount' input field, and 3 points to the 'Apply' button.

(https://media.screensteps.com/image_assets/assets/003/257/854/original/6590d600-f07b-4bb7-8d71-6d284c0886cd.png)

Have more questions? Click here to [submit a request \(https://realcommunity.force.com/clickpaysupport/s/?language=en_US\)](https://realcommunity.force.com/clickpaysupport/s/?language=en_US).