



Quick Reference Guide

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- * One-off payments in your office
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- * Rent Payment Processing
- * One-off payments on your website
- * Queries & Assistance

OCTOBER 2015 VERSION
Latest version always online

Tenant Set Up

1. Tenants can be set up by:

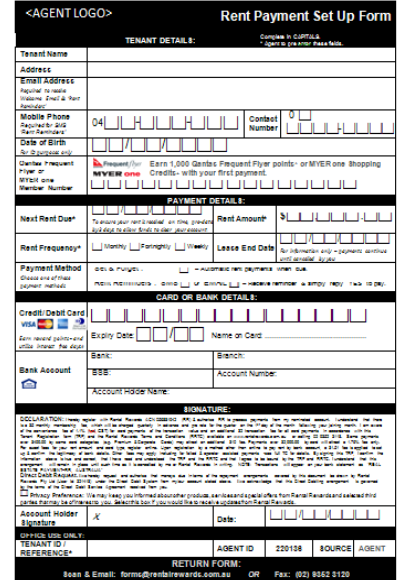
- Agents online – just login to the website
- Tenants online – signed form may be required if paying by bank a/c
- Paper Form – scan & email completed form to Rental Rewards

2. Immediately upon set up:

- Tenant receives Welcome Email
- If registration by a paper form: \$1.51 payment processed to Tenant's account to verify account details & cover processing costs.

3. Set up complete:

- Tenant & Agent can login to update details, view payments & more
- Tenants & Agents login using their email address.



Rental Payment Set Up Form

Complete in CAPITALS
Print in black ink

TENANT DETAILS:

Tenant Name: _____
 Address: _____
 Mobile Phone: _____ Contact Number: _____
 Date of Birth: _____
 Driver License: _____
 MYER Rewards: _____
 MYER One: _____

PAYMENT DETAILS:

Next Rent Due: _____ Rent Amount: \$ _____
 Rent Frequency: _____ Lease End Date: _____
 Payment Method: _____

CARD OR BANK DETAILS:

Credit/Debit Card: _____
 Bank: _____ Branch: _____
 Account Number: _____
 Account Holder Name: _____

SIGNATURE:

Signature: _____ Date: _____

OFFICE USE ONLY:

Tenant ID: _____ Agent ID: 220158 SOURCE: AGENT

Scan & Email: forms@rentalrewards.com.au OR Fax: (02) 9352 5150

Rental Payment Set Up Form

Tenants can pay rent by:



SET UP TIPS:

- To ensure correct & quick set up:
 - Request tenants to bring credit card or banking details to the lease signing.
 - Pre-fill these fields before giving the Rent Payment Set Up Form to tenants:
 - * Amount * Frequency * Next Payment Date * Tenant ID/ Reference
- Ensure tenants provide an email address & mobile number:
 - A unique email address is a mandatory field for new tenants
 - This ensure quick set up, confirmation and reducing "am I set up?" queries.
 - Valid contacts ensure tenants find out quickly about failed payments.
- In 'Next Rent Date', ensure tenants allow enough time for payment clearing:
 - Visa/MC payments clear within 1 banking day, e.g. Monday payments forwarded to agent on Tuesday.
 - AMEX & Diners within 2 banking days. Bank A/c payments can take up to 3 banking days to clear.
 - > Ensure tenant enters a 'Next Rent' date at least 3 days before rent is due.
 - Faster bank account clearing times are available however funds are 'uncleared' for 3 banking days.
- When tenant is set up by Agent:
 - The tenant must complete and sign a Set Up Form
 - The form is not required to be sent to Rental Rewards but the Agent is required to securely store the form
- To request Rental Rewards to set up Tenants:
 - Scan & email Set Up forms to: forms@rentalrewards.com.au
 - Receives an immediate Auto-Reply to confirm email receipt.
 - Allow 3 business days for form processing.

Rent Payment Processing

1. Tenants pay ongoing rent by:

- 'Set & Forget' automatic payments
 - every time payment due until changed or stopped
- SMS or email 'Rent Reminders'
 - Tenant sent reminder, replies 'YES' to pay & receives confirmation



2. Once made, payment appears on:

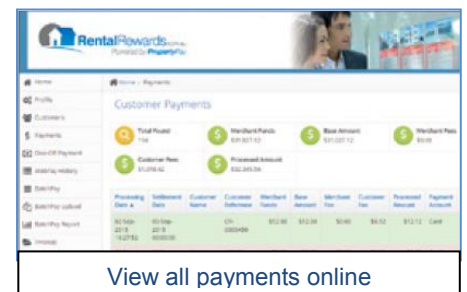
- Agent & Tenant online payment reports
- Payment settlement (clearing) times are also displayed.



3. Once payment cleared:

- Once cleared, payments are sent to the agent's nominated account the next banking day
- 'Payment Reconciliation Files' are emailed & available online:
 - File Versions: PDF (view friendly), PAY (software upload), CSV (Excel)

'Set & Forget' automatic payments OR SMS/ Email 'Rent Reminders'



If Payment Fails:

1. Alerts:
 - Tenant & Agent advised immediately by SMS and/or email
 - Alerts include Auto-Retry information.
2. Auto-Retry:
 - Payment retried in 1 day (bank a/c payments) or 2 days (card payments)
 - Alternatively, Tenant can login to 'reprocess now', edit banking details or cancel the auto-retry.
 - If auto-retry fails, additional alerts are sent to the Tenant & Agent
 - No further auto-retries are processed
 - No additional failed payment fees are applied.
 - The tenant or agent can login and reprocess payments

Auto  Retry

ONGOING RENT PAYMENT TIPS:

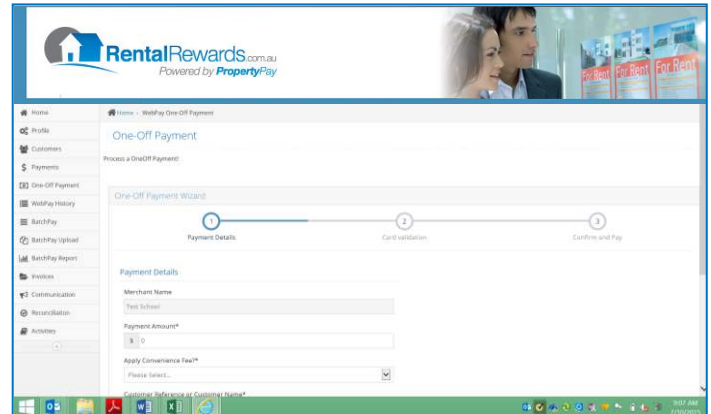
- A. Did the tenant pay? When?, how much?, did it fail?**
 - Login and click on Payments or Customers
- B. Payment cut off times (Sydney time):**
 - Bank A/c payments: 4:30pm. Card payments: 5pm
 - Payments processed after these times commence clearing on the following banking day.
- C. Bank account payment clearing:**
 - Bank A/c payments can take up to 3 banking days to clear from the Tenant's bank account.
 - This is dependent upon the Tenant's bank & does not include weekends & Public Holidays.
 - Faster bank account clearing times are available; funds are 'uncleared' for 3 banking days and if they fail, funds will bounce-back.
- D. If a tenant payment fails:**
 - See above for alerts and auto-retry information.
 - A failed payment fee applies for all failed bank a/c payments and is charged to the tenant 4 days later.
- E. Need to update any tenant details:**
 - Agent or tenant can update rent payment details online or by submitting an Update Details Form
 - Remember to include in your Rent Increase letter template if you update tenant rent amounts.
- F. Save time by automatically uploading payments to Console, REST, RP Data, etc.:**
 - Login to the 'Reconciliation' page for upload guides for software systems.

Agent WebPay – Accept one-off payments in your office

You can accept:

- All one-off Property Management payments:
 - First month's rent / rent arrears / catch-up payments.
 - Water charges.
 - Final rent payment / extra fees / charges & more.
- All one-off Sales / Landlord / Strata / other payments:
 - Vendor advertising / Marketing expenses.
 - Strata / Body Corporate charges.
 - Auction fees / extra fees & more.

You can have multiple WebPay profiles linked to your different bank A/c's – e.g. General, Sales, Strata, etc.



Agent WebPay

Benefits:

- ✓ Accept all one-off payments immediately and securely online.
- ✓ Reduce arrears – including rent and vendor advertising.
- ✓ Secure Vendor Advertising payments in advance, not in arrears.
- ✓ Instant online payment confirmation.
- ✓ Print and /or email payment confirmation pages to your client.
- ✓ View / reprint details for payments processed previously.

How to process a payment:

1. Login to website:
 - Select your desired Agent profile in top right corner (e.g. 'Rentals')
2. Select:
 - 'WebPay': if your client is not a set up tenant
 - 'Customers': if your client is a set up tenant
3. Follow the easy steps
 - Receive immediate payment confirmation.
 - Print and/ or email WebPay payment confirmation to your client.

Accept all 'One-Off Payments' by:



AGENT WEBPAY TIPS:

- A. Always use a WebPay authority form:**
 - Ensure the cardholder signs this form before you process a payment.
 - The form is available on the WebPay page.
- B. Client's credit card statement:**
 - Payments appear on statements as "REALESTATE PAYMENT –RR".
- C. If a payment fails:**
 - You will receive a detailed failure message online.
 - Ask your client to provide another card or resolve the failure reason.

Public WebPay – one-off payments via your invoice or website

With 'Public WebPay':

- Clients can make payments to you via your website
 - Any one-off payment you have invoiced them for.
- Suits all one-off Sales / Landlord / Strata / other payments:
 - Vendor advertising / marketing expenses.
 - Strata / Body Corporate charges.
 - Auction fees / extra fees & more.

You can have unlimited WebPay profiles linked to your different bank accounts – General, Sales, Strata, etc.

Benefits of Public WebPay:

- ✓ No hassle – your clients process the payment themselves
- ✓ Reduce arrears – you get paid quicker
- ✓ Easy reconciliation – clear email & online reports
- ✓ Save time – reduce processing, chasing & bank trips
- ✓ No cost to you – your clients pay the convenience fee
- ✓ Save \$ – reduce payment methods that cost you every time
- ✓ Increased loyalty – encourages clients to visit your website
- ✓ Improved client service – easy, points & printable confirmation
- ✓ Easy to use – clients pay your invoices the same way as others
- ✓ Quick set up – you just need to add one link on your website and/or invoice

You can accept Public WebPay payments by:




1. Send Invoice to Customer

- Your invoice directs customer to your website to pay by card.

2. Customer visits your website

- Customer selects a link on your website to make a payment.



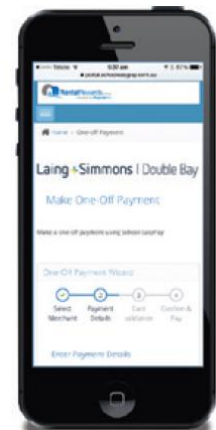
Opens up your 'Public WebPay' page for customer to process payment

3. Receive Report & Funds

- Customer receives immediate & printable online confirmation
- Funds & report sent to Agent

CUSTOMER WEBPAY:

- A. No cost to the Agent:**
- Collect credit and debit card payments on your website.
- B. Easy set-up:**
- Install this text on your invoice "To pay by credit/debit card, visit our website" & a 'Pay Invoice' link on your website.
- Contact: agentsupport@rentalrewards.com.au for assistance.
- C. Start benefiting straight away:**
- Save time, save money and reduce arrears.





Rental Rewards is an official partner of Qantas Frequent Flyer and MYER one:

- Your clients can earn Qantas Frequent Flyer (QFF) points or MYER one Shopping Credits when they make payments.
- You can provide extra client benefits by promoting your clients' ability to "Earn points here" – at no cost to you.

How can your clients benefit?

Tenants:

▪ Paying rent by credit card:

- ✓ Earn 1,000 bonus QFF points or MYER one Shopping Credits with their first payment
- ✓ Earn 1,000 bonus QFF points after every 12 months of payments
- ✓ Earn every time they pay rent when they use a:
 - QFF or MYER branded credit card OR
 - Credit card that enables transferring card points into QFF points or MYER gift cards.

▪ Paying rent by bank account:

- ✓ Earn 250 bonus QFF points with their first payment
- ✓ Earn 250 bonus QFF points after every 12 months of payments



To earn bonus points, tenants must include their QFF or MYER one number on their Rent Payment Set Up form.

Vendors, Landlords, Owners & other clients:

▪ All one-off 'WebPay' payments:

- ✓ Earn with every one-off payment when they:
 - QFF or MYER branded credit card OR
 - Credit card that enables transferring card points into QFF points or MYER gift cards.
- ✓ Use WebPay for any payments including:
 - Vendor Advertising, Marketing / Landlord Expenses, Strata, Rent (first month, commercial, holiday)

TIPS:

- A. There are nearly 10 million Qantas Frequent Flyer and MYER one members so use their partnerships as an extra benefit you provide to your clients.
- B. Display Qantas Frequent Flyer or MYER one "earn points here" material in your office.
- C. There is no cost to the Agent for any of the above QFF or MYER one points that clients earn.
- D. Bonus points are awarded to the tenant's QFF or MYER one account within 8 weeks of their applicable payment and are available to new Rental Rewards tenants only.

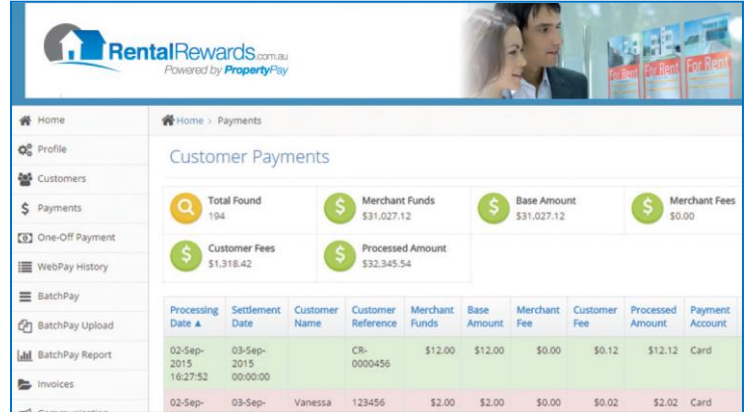
Queries & Assistance

1. Use the online reports & displays:

- Login and select 'Customers' or 'Payments'
- Search for tenants or payments by name, Tenant ID, date, amount and more.

2. Can't find the answer:

- Email: agentsupport@rentalrewards.com.au or login and click on 'Contact Us'.
- Receive an immediate Auto-Reply.
- Expect a response within 4 business hours.
- Call: (02) 9556 7556



Processing Date	Settlement Date	Customer Name	Customer Reference	Merchant Funds	Base Amount	Merchant Fee	Customer Fee	Processed Amount	Payment Account
02-Sep-2015 16:27:52	03-Sep-2015 00:00:00	CR-0000456		\$12.00	\$12.00	\$0.00	\$0.12	\$12.12	Card
02-Sep-	03-Sep-	Vanessa	123456	\$2.00	\$2.00	\$0.00	\$0.02	\$2.02	Card

Tenant Payments Report




QUERY TIPS:

- 90% of queries we receive can be answered online:
 - Login and select 'Customers' or 'Payments'.
 - Access all Tenant and payment details
 - Agents or Tenants to update their details.
- Agent & Tenant FAQ's available online:
 - Simply login to see answers to the most common queries we receive.
- Tenant can't login:
 - Tenants login using their email address. Tenants can also login for the first time using their previous 8 or 16 digit Rental Rewards number.
 - Tenants who have previously provided an email address can receive a Forgotten Password email.
 - Alternatively, Tenants can email info@rentalrewards.com.au to request login details.
- Update Tenant Details: (rent increase, new bank details, etc.):
 - Login and make the change or advise Tenant to simply login update their details
 - Alternatively, submit a printed 'Update Details Forms'.
 - **NEVER** set the tenant up again or use a 'Rent Payment set up form' – avoid duplicate risk.
 - Remember to include in your Rent Increase letter template if you update tenant rent amounts.
- Need more brochures, POS, sales materials or FREE training for the office?:
 - Simply email: agentsupport@rentalrewards.com.au
- To organise free training to maximise the number of tenants using Rental Rewards, contact your BDM:

- QLD, NT & WA:	Kay Hetherington	0438 801 002
- NSW (North & West Sydney):	Scott Castles	0438 640 185
- NSW (South & East Sydney) & ACT:	Mary Anderson	0403 293 208
- VIC, SA & TAS:	John Barbopolous	0438 106 556
- Support Team:
 - Email: agentsupport@rentalrewards.com.au Call: (02) 9556 7556
 - Available M-F 9am-5pm AEST

	Rental	Sales	General	Strata	Other: _____
Office Agent ID's:	_____	_____	_____	_____	_____
Password:	_____	_____	_____	_____	_____

Extra Agent ID's linked to your other office bank accounts are available at no cost.

 : www.rentalrewards.com.au
 : agentsupport@rentalrewards.com.au
 : (02) 9556 7556



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- | | | |
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