



KW PROPERTY MANAGEMENT & CONSULTING

# Online Payment Instructions

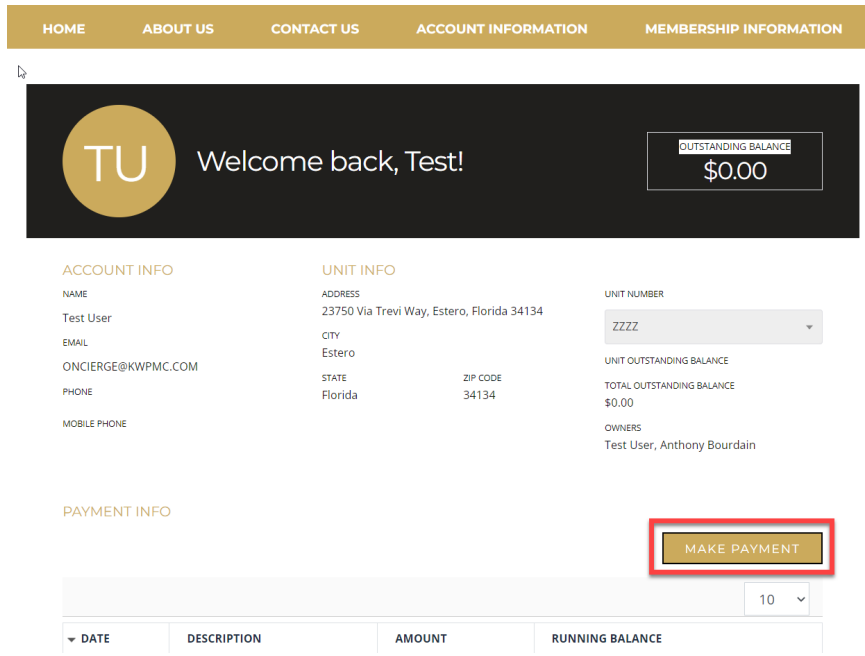
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# Your Account Page

Once you complete the registration for the new website, you will have access to the ClickPay Payment Portal by clicking on the Gold "Make Payment" button located on your "Account Information" page.



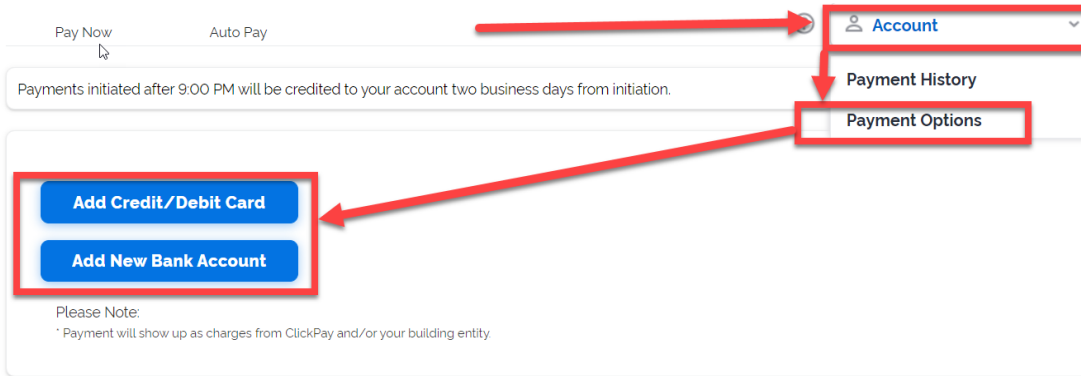
The ClickPay Online Payment Portal allows you to pay your quarterly dues. You may make online payments one of two ways, either as a one-time payment or as a recurring payment, via E-check, Visa, Master Card, American Express, or Discover Card. Please note that all credit card payments are subject to a convenience fee charged by the merchant; you will see this fee before submitting your payment. No convenience fees will be charged for payment made via E-check (electronic check).

If you already have an existing ClickPay account, the system will automatically recognize your email on file and all that will be required is for you to verify your account by entering your existing ClickPay password.

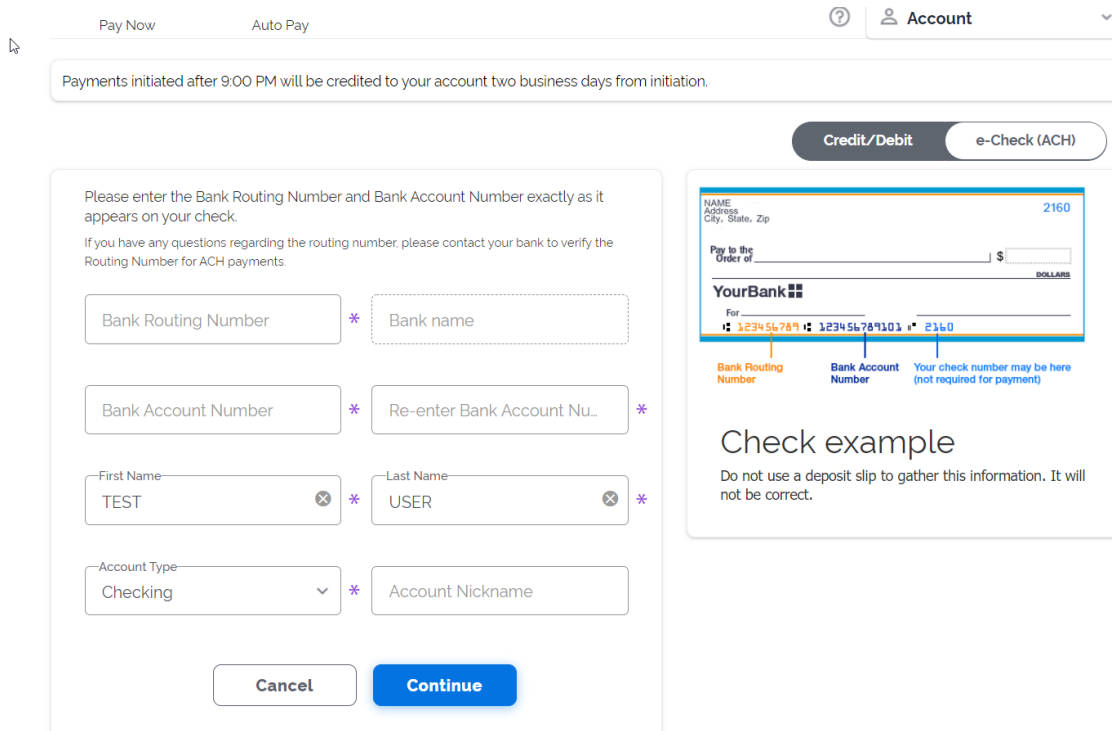
If you haven't used ClickPay to make online payments before, setting up your account is easy and should only take a few minutes. To get started, simply click on "Register Here," to create your profile.

# Adding Payment Options

Once you've registered, the next step is to add your preferred payment option before you start making payments. To add a payment method, visit the **Payment Options** tab.



To connect a checking or savings account to your ClickPay account, simply click **Add New Bank Account**. To connect a debit or credit card to your account, select the **Add Credit Card/Debit Card** option.



To add a bank account, you will need to refer to the routing and account numbers listed on the check for the checking or savings account you wish to use. An example of how to locate these numbers on a check is shown on the payment option page.

## Adding Payment Options

Once you complete this form, click **Continue**. You will be required to confirm this information once more before continuing. You may **Edit** this information or click **Continue** to add this new payment option to your account.

# Making One-Time Payments

One-time payments can be made at any time by visiting the Pay Now tab. Each unit or property in your account will be listed.

The screenshot displays the 'Pay Now' interface with two units listed. Each unit has a payment form highlighted with a red border. The units are:

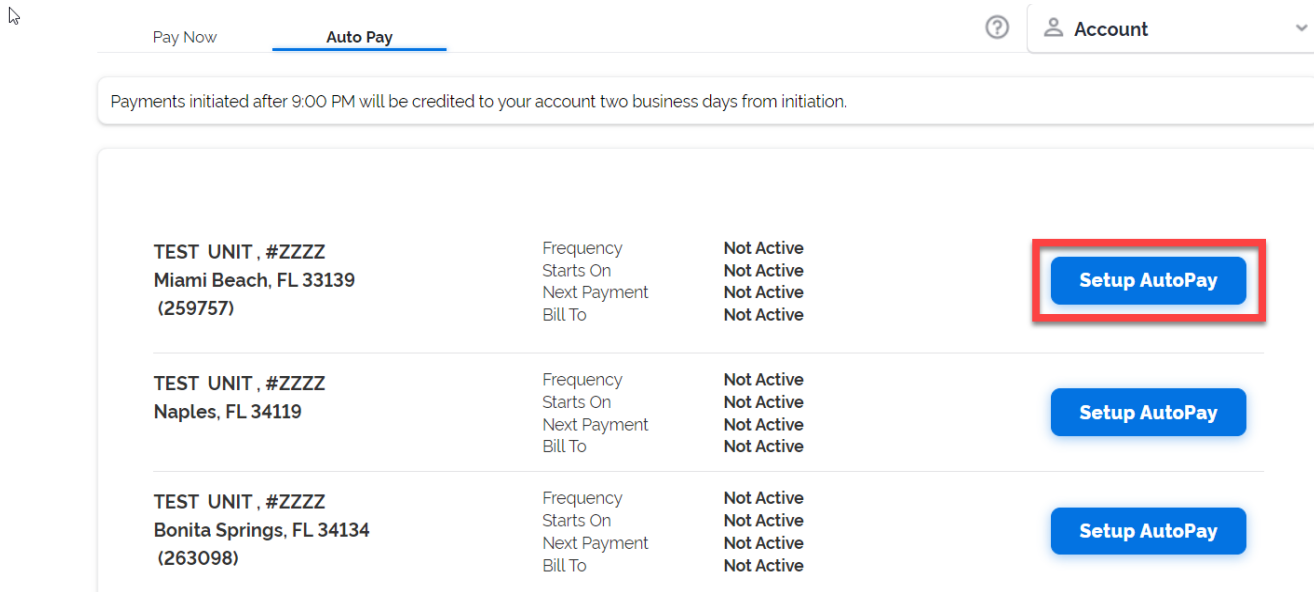
- Unit 1:** TEST UNIT , #ZZZZ, Naples, FL 34112 (259740). Current Balance As Of 09/07/2022. The payment form shows 'Enter Payment Amount' with '\$ 0.00' and an 'Apply' button.
- Unit 2:** TEST UNIT , #ZZZZ, Miami Beach, FL 33141 (263083). Current Balance As Of 09/07/2022. The payment form shows 'Enter Payment Amount' with '\$ 0.00' and an 'Apply' button.

Additional details for each unit include 'Setup Auto Pay' and 'Fee Chart' links, 'Last Payment' status (No payments made previously), and a note: 'You are currently receiving Paper Bill Edit'.

If a balance is not presented, enter your payment amount and select **Continue**. You will have the opportunity to review and confirm the property information and payment amount listed. You can edit this information by clicking **Revise**. Once confirmed, select the payment option you wish to use and click **Authorize Payment**. You will have the chance to confirm this payment before submitting. When ready, click **Yes**. A payment confirmation email will be sent to the email address on file.

# Recurring Payments

If you wish to set up automatic recurring payments from your account, first select the **Auto Pay** tab. Your property or unit will be listed. Click the **Setup Auto Pay** link for the property or unit for which you'd like to make automatic payments.



The screenshot shows a web interface for setting up recurring payments. At the top, there are two tabs: "Pay Now" and "Auto Pay", with "Auto Pay" selected. To the right of the tabs is a user profile icon and the text "Account". Below the tabs is a notification box stating: "Payments initiated after 9:00 PM will be credited to your account two business days from initiation." The main content area displays a table of three test units, each with a "Setup AutoPay" button. The first button is highlighted with a red border.

Property/Unit	Frequency	Status	Action
TEST UNIT , #ZZZZ Miami Beach, FL 33139 (259757)	Frequency Starts On Next Payment Bill To	Not Active Not Active Not Active Not Active	<a href="#">Setup AutoPay</a>
TEST UNIT , #ZZZZ Naples, FL 34119	Frequency Starts On Next Payment Bill To	Not Active Not Active Not Active Not Active	<a href="#">Setup AutoPay</a>
TEST UNIT , #ZZZZ Bonita Springs, FL 34134 (263098)	Frequency Starts On Next Payment Bill To	Not Active Not Active Not Active Not Active	<a href="#">Setup AutoPay</a>

Residents can authorize their monthly payment to be withdrawn from their account on the designated date each month. Select the bank account you wish to withdraw from, the month and date of the first payment to be made and the length you wish to keep automatic payments going. You can even choose to have a reminder sent to you any number of days prior to the withdrawal.

# Recurring Payments

Pay Now Auto Pay ? Account ▼

Payments initiated after 9:00 PM will be credited to your account two business days from initiation.

TEST UNIT , #ZZZZ  
Miami Beach, FL 33139  
(259757) [Fee Chart](#)

Send Payments From 1

Frequency  
Monthly 2

First Payment Date 3

Until I change or cancel 4

Until following number of payments have been processed

Until a selected date

Amount

Pay the full amount 5

Pay the full amount up to a maximum amount of

Pay a fixed amount

Notifications

Notify me before payment is processed 6

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

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When ready, click **Apply to This Property**. You will be given the opportunity to confirm these details. Once reviewed and confirmed, select **Apply**. Your account is now set up to make automatic recurring payments!

## Managing Paperless Billing

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If you would like to sign up to receive your statements electronically, you can opt-in to paperless statements through your ClickPay account.

To opt-in to paperless statements, simply log in to the payment portal. On the **Pay Now** page, under each unit/property you manage, your e-billing status will be presented. To subscribe to paperless billing for a unit/property, simply select the **Subscribe** button as shown in the image below.



If you are already subscribed to paperless billing and wish to opt-out, log in to the payment portal and on the **Pay Now** page, click the Paperless Billing link as shown in the image below to unsubscribe.

