

# Online Resident Portal FAQs

## Online Payment Questions:

### 1. I would like to make an online payment. How do I get started?

- To make one-time payments via the Online Resident Portal, you can start by submitting your banking information (checking or savings account) for validation. To submit your banking information for validation:
  - Navigate to the “Account” screen.
  - Click “Manage Bank Accounts”.
  - Click “Add New”.
  - Enter your banking information for either a checking or a savings account.
  - Click “Save”.

### 2. When will I know if my payment method has been validated?

- After 5 business days, you will receive an email notification that your payment method has either been approved or rejected. The most common reasons for a payment method being rejected are as follows:
  - The account number or routing number was entered incorrectly, and therefore the account could not be located.
  - The checking or savings account has been closed or frozen.
  - The checking or savings account does not allow electronic transactions.

### 3. Can I edit/add/remove a payment method at any time?

- Yes. However, newly submitted or edited banking information will always have to be validated before it can be used as a payment method. To make changes:
  - Navigate to the “Account” screen.
  - Click “Manage Bank Accounts”.
    1. Click “Add New” if you would like to add a new bank account.

or
    2. Click on the account that you would like to edit/delete and then click “Edit” / “Delete”.

### 4. How do I make a payment online?

- The following steps will need to be completed each month:
  - Navigate to the “Account” screen.
  - Check the box next to each item that you would like to pay.
  - Click the “Make One Time Payment” button.
  - Select the payment method that you would like to use.
  - Select the payment date.
  - Click “Confirm Payment”

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## **Online Payment Questions (Continued):**

### **5. When can I make an online payment?**

- Once a payment method has been validated, residents will have the ability to log on to the portal each month and make one-time (non-recurring) online payments from 12:00 AM on the 21<sup>st</sup> of the preceding month to 11:59 PM on the 3<sup>rd</sup> of the billing month.
  - For example, February rent can be paid as early as 12:00 AM on January 21<sup>st</sup> and as late as 11:59 PM on February 3<sup>rd</sup>.

### **6. Can I schedule future payments?**

- Payments can only be submitted for the current billing month. However, you can choose to schedule the current month's payment for a later date within the payment window (12:00 AM on the 21<sup>st</sup> of the preceding month to 11:59 PM on the 3<sup>rd</sup> of the billing month).
  - For example, a resident logging in on January 21<sup>st</sup> can schedule a payment for any day between January 21<sup>st</sup> and February 3<sup>rd</sup>.

### **7. Can I set up *automatic* payments?**

- All payments submitted through the portal are one-time (non-recurring) payments. This means that a resident who chooses to pay via the Online Resident Portal will need to log in during the payment window each month and schedule their payment.

### **8. I want to make a payment, but the portal payment window has closed. How can I pay my rent?**

- Any late payments will need to be paid at the leasing office. Be sure to include any accrued late fees in your payment. Partial payments will not be accepted.

### **9. Will the funds be pulled from my bank account immediately after clicking "Confirm Payment"?**

- The funds will be pulled from your bank account within 3 business days. If your payment is scheduled to be processed on or before the 3<sup>rd</sup> —but is not pulled from your bank account until *after* the 3<sup>rd</sup> — you will not be charged a late fee.
  - For example, if you schedule a payment for the 3<sup>rd</sup> of the month — but the funds are not pulled from your bank account until the 6<sup>th</sup> — you will not be charged a late fee. You will, however, be charged a Non-Sufficient Funds fee if the payment is declined (i.e., insufficient funds, account frozen, etc.).

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## Online Payment Questions (Continued):

### **10. Will I receive a payment confirmation email once my payment has been submitted?**

- Yes. You will receive two payment confirmations via email. The first email will confirm that your payment was submitted. The second email will confirm that your payment is being processed. These emails will come from [fmainfo@pedcor.net](mailto:fmainfo@pedcor.net) and will contain the last four digits of the payment method that was used.

### **11. I think I may have accidentally paid twice. What should I do?**

- This is highly unlikely. The Online Resident Portal prevents residents from making more than one online payment per charge. You may have received two payment confirmation emails, however, the first is a notification that the payment was *submitted* and the second is a notification that the payment was *processed*.

### **12. What should I do if I have more than one payment method validated on my account, and I submitted a payment using the wrong one?**

- We cannot stop the payment on your behalf. Contact your bank as soon as possible and request that the payment be stopped so that the funds are not pulled from your account.
- Keep in mind that your bank may charge you a fee to stop the payment. In the event that the payment cannot be stopped, residents may also be charged an NSF (Non-Sufficient Funds) fee if there are not enough funds in the account to cover the transaction.

### **13. Can I submit a payment for a portion of the charge?**

- A resident cannot submit a partial payment for a specific charge. Each individual charge that a resident chooses to pay must be paid in full.
  - For example, a resident can choose to pay their monthly rent via the portal while paying their garage rent at the office, however they cannot choose to pay half of their monthly rent charge via the portal and half in the office. Each individual charge must be paid in full for payment to be accepted.