

Cancel a Payment

A Cancel Payment option is available if a customer wishes to cancel a payment the same day it was submitted from either the Payment Confirmation Screen or the Properties home page.


Note: Once the payment status has changed to Processed, cancel is no longer an option.

1. From Payment Confirmation Screen – Click on **Cancel Payment**.

Payment Confirmation

Thank you


Your payment for \$71.00 is scheduled to be processed on 04/24/2024.
You may print this confirmation for your records.



Confirmation #60980302

Print


Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

 [Cancel Payment](#)

OR

From the Properties page – Locate the payment in Payment history and click on **Cancel**.

1030 Coast Rail Way

Bittercreek HOA 
Managed by 146 ABC Management Demo Account

1030 Coast Rail Way >

When creating a scheduled payment, ensure the payment date selected is early enough to avoid a late fee. Any payments received after the late payment date will be assessed a late fee.

Scheduled Payments

You have no scheduled payments.

Payment History

[View All](#)

Date	Amount	Category	Status
04/23/24	\$71.00	Amenity	<input type="button" value="Approved Cancel"/>

- Click on **Yes** to Cancel. A confirmation screen will appear, and an email is sent.

Cancel Payment

Are you sure you want to cancel this payment for \$71.00?

Yes

No

Payment Cancelled

Your payment for \$71.00 was successfully cancelled.
A confirmation email has been sent to email address
[redacted]@gmail.com.

Confirmation #60980302

Print


Continue

- Payment is now listed as ACH-Void (from a Checking account) or Reversed (with a Card) in Payment History.

1030 Coast Rail Way ^

Bittercreek HOA

Managed by 146 ABC Management Demo Account



1030 Coast Rail Way >

When creating a scheduled payment, ensure the payment date selected is early enough to avoid a late fee. Any payments received after the late payment date will be assessed a late fee.

Scheduled Payments

You have no scheduled payments.

Make a Payment

Add a Schedule

Payment History

Date	Amount	Category	Status
04/23/24	\$71.00	Amenity	Reversed


[View All](#)

View, Edit, or Delete a Scheduled Payment

From Properties, click on the Schedule Name to access Schedule Details. Edit options include:

- Adjust Schedule Name or select a new payment method.
- View Schedule Details to view/edit future payments.
- Delete a Schedule.

2010 Coast Rail Way ^

Bittercreek HOA 

Managed by 146 ABC Management Demo Account

2010 Coast Rail Way >
Make a Payment

Scheduled Payments
Add a Schedule

When creating a scheduled payment, ensure the payment date selected is early enough to avoid a late fee. Any payments received after the late payment date will be assessed a late fee.

Click on Schedule Name link below to edit an existing schedule

Schedule Name	Next Payment	Type	Amount
24.1 Test Schedule	04/24/24	Fixed Amount	\$106.00

Payment History
[View All](#)

Date	Amount	Category	Status
04/24/24	\$26.95	Amenity	Approved Cancel

Add Property

Edit Payment Schedule
[Delete Schedule](#)

Schedule Name *

Payment Method * v

Payment Day of Month 24 [Edit](#)

Enter Payment Amount

Amount * x
(Enter amount to be paid in box)

Convenience fee \$1.00

Amount to be paid \$111.00

I agree to pay the total amount including any fees as shown above.

* Indicates required field.

[Back](#)
Save

View Schedule Details

Fixed Payment Schedule – Change Payment Amount or One Payment Date

This feature is used to change one specific payment date or to change the payment amount for a fixed payment schedule. When changing a payment for the current month, edit the payment date at least two or more business days prior to the scheduled payment.

1. Locate and select the Schedule Name to edit.
2. Click on **View Schedule Details** hyperlink.
3. Select a payment date to view details.

2023.5 Test (monthly)		Back
Scheduled Payments		
Payment Date ?	Amount	Status
05/10/24	\$201.95	Scheduled Cancel
06/10/24	\$201.95	Scheduled Cancel
07/10/24	\$201.95	Scheduled Cancel

4. Adjust the payment Date and/or Amount.
5. Check boxes –
 - Check this box to change the payment amount for all future payments in this schedule, beginning with this payment.

OR

 - Leave this box unchecked to change the payment amount for this one payment only.
 - Check box indicating I agree to pay the total amount including any fees as shown above.
6. Click on **Continue**. User is returned to the Schedule payments details screen. The selected payment(s) is updated with the new payment date and/or amount.

Edit Payment - 06/10/2024

Amount *

Convenience fee \$1.95

Amount to be paid **\$101.95**

Enter Payment Amount

100.00

Payment Method

Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.

Please check this box if you want to update the payment amount for all future payments in this schedule.

I agree to pay the total amount including any fees as shown above.

Payment Date

06/10/2024

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

* Indicates required field

Cancel

Continue

2023.5 Test (monthly)		Back
Scheduled Payments		
Payment Date ?	Amount	Status
05/10/24	\$201.95	Scheduled Cancel
06/10/24	\$101.95	Scheduled Cancel
07/10/24	\$201.95	Scheduled Cancel
08/09/24	\$201.95	Scheduled Cancel

Fixed Payment Schedule – Change Scheduled Payment Date

An option is available to change a Fixed Schedule payment date. Fixed scheduled payment date changes are effective the following month. For example, changes made in May will become effective in June.

The current month payment date will remain the same.

If a current month payment requires changing, use the Payment Details page to adjust the one specific payment date.

Locate and select the Schedule Name.

1. Select the **Edit** hyperlink for Payment Day of Month.
2. Select a new date from the drop-down list and click on **Save**.

As a new date is selected, the list of payment dates will update, displaying the next 12 payments.

Scheduled Payments Add a Schedule

When creating a scheduled payment, ensure the payment date selected is early enough to avoid a late fee. Any payments received after the late payment date will be assessed a late fee.

Click on Schedule Name link below to edit an existing schedule.

Schedule Name	Next Payment	Type	Amount
2023.5 Test	05/10/24	Fixed Amount	\$201.95

Edit Payment Schedule Delete Schedule

Schedule Name *

Payment Method *

Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.

Payment Day of Month: 10 **Edit**

Enter Payment Amount
 Amount *
 x
(Enter amount to be paid in box)

Convenience fee: \$1.95

Amount to be paid: **\$201.95**

I agree to pay the total amount including any fees as shown above.

* Indicates required field

[Back](#) Save

[View Schedule Details](#)

Edit Fixed Payment Day Cancel

2023.5 Test (monthly)

Calendar Day	Month	Date	Amount
6	1	05/06/24	\$201.95
1	2	06/06/24	\$201.95
2	3	07/05/24	\$201.95
3	4	08/06/24	\$201.95
4	5	09/06/24	\$201.95
5	6	10/04/24	\$201.95
6			

Scheduled payment date changes are effective the following month. For instance, changes made in May are effective with your June payment.

To make a change to this month's scheduled payment date, please edit the date in payment details two or more business days prior to the scheduled payment.

Payments scheduled on weekends or holidays will process on the prior business day.

[Cancel](#) Save

Cancel/Restore a Future Dated Payment

An option is available to cancel a future dated payment or restore a skipped payment if necessary. A confirmation message will display to confirm the request. Once selected the Restore link will be listed next to the cancelled (skipped) payment. An email notification is sent to the homeowner.

Note: When cancelled in ManagerPay by the Bank or a PMC Portal user, the status is still listed as 'Cancelled by CSR'.

This option is available for both Fixed Payment and Account Balance schedules.

1. Locate and select the **Schedule Name**.
2. Click on **View Schedule Details**.
3. Locate the payment and click on **Cancel**.
4. A confirmation message appears. Click **Yes** to continue.
5. The payment is now listed as Cancelled. A link to Restore the payment is available, if needed.

1010 W Southern Pacific Way
Bittercreek HOA - ABC Management Demo Account

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Scheduled Payments

Payment Date [?]	Amount	Status
04/30/24	\$11.00	Scheduled Cancel
05/31/24	\$11.00	Cancelled By User Restore
06/28/24	\$11.00	Scheduled Cancel

Scheduled payments dated for a weekend or holiday will be processed the prior business day.

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[Delete Schedule](#)

Delete a Payment Schedule

When deleting a Payment Schedule, verify there are no payments for the current date. The next payment listed in the Schedule must be a future date prior to deleting the schedule.

A few verification steps prior to deleting a schedule will help save time and create a positive experience.

1. Locate and select the **Schedule Name**.
 2. Verify this is the correct schedule to delete. Click on **Delete Schedule**.
- OR**
3. Click on **View Schedule Details** for more information.
 4. Verify this is the correct schedule to delete.
 5. Click on **Delete Schedule**.

Note: Same day scheduled payments cannot be deleted or restored during the payment processing window of approximately 12:00 to 2:00 PM Central time. Once payment processing begins, all delete, cancel, or restore attempts will receive an error message. When payment processing is completed, the payment schedule can be deleted.

Edit Payment Schedule
→ Delete Schedule

Schedule Name *

Payment Method *

Payment Day of Month: 31 Edit

Enter Payment Amount
 x

Amount * (Enter amount to be paid in box): \$11.00

Convenience fee: \$1.00

Amount to be paid: \$11.00

I agree to pay the total amount including any fees as shown above.

* Indicates required field

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Save

→ View Schedule Details

2023.5 Test (monthly)
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Scheduled Payments

Payment Date ?	Amount	Status
04/30/24	\$11.00	Scheduled Cancel
05/31/24	\$11.00	Scheduled Cancel
06/28/24	\$11.00	Scheduled Cancel

Scheduled payments dated for a weekend or holiday will be processed the prior business day.

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Delete Schedule