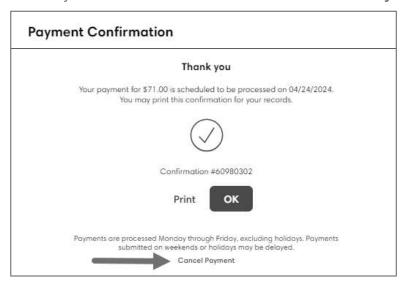


Cancel a Payment

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.

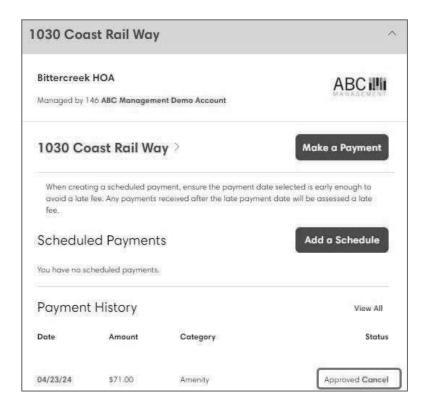
Note: Once the payment status has changed to Processed, cancel is no longer an option.

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



OR

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

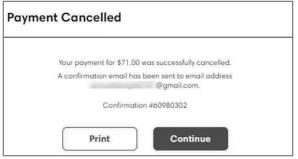




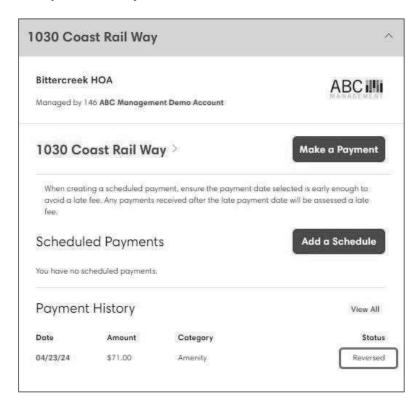


2. Click on Yes to Cancel. A confirmation screen will appear, and an email is sent.





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

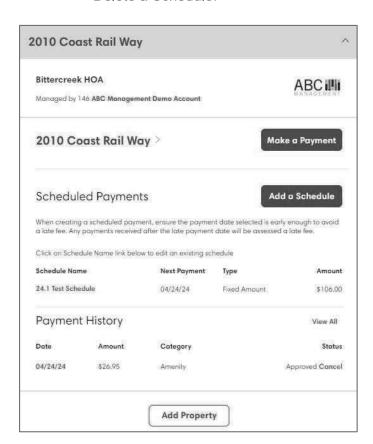


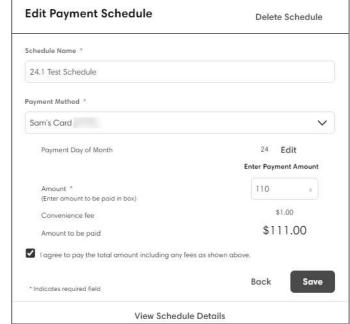


View, Edit, or Delete a Scheduled Payment

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.





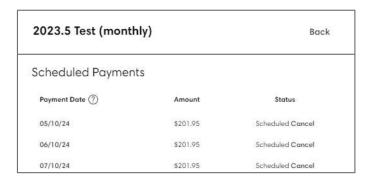




Fixed Payment Schedule - Change Payment Amount or One Payment Date

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.

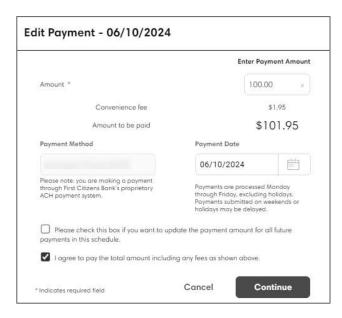
- Locate and select the Schedule Name to edit.
- Click on View Schedule Details hyperlink.
- 3. Select a payment date to view details.



- 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.









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.

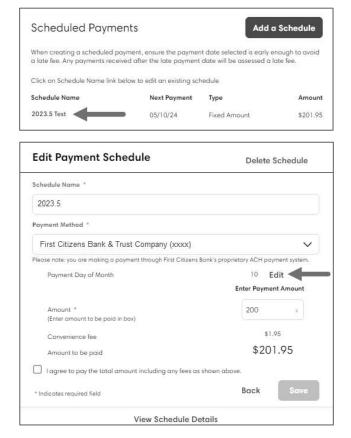
The current month payment date will remain the same.

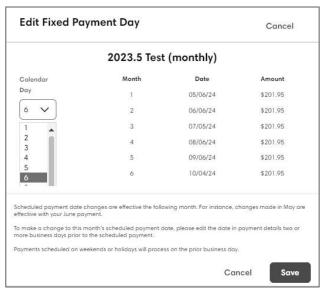
If a current month payment requires changing, use the Payment Details page to adjust the one specific payment date.

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.









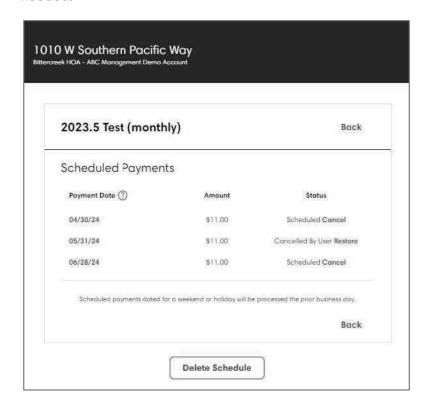
Cancel/Restore a Future Dated Payment

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 is 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.







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.

