

Questions to Ask Online Payment Providers



When it comes to handling resident payments, you want to be sure your online payment provider is well equipped to meet your business' needs. Finding the right provider is critical, but the search doesn't have to be overwhelming. We've compiled a list of questions you should ask any online payment provider to help you evaluate their expertise.



Online Payments

- ✓ Can residents pay with ACH, PayPal, MasterPass and all of the major credit cards, including AMEX?
- ✓ Can I convert cash and checks into electronic payments?
- ✓ Do you offer a way to pay owners electronically?



System Features

- ✓ Do you offer complete integration with my accounting software?
- ✓ Are you SSAE 18 and PCI Level 1 compliant?
- ✓ Can payments be made directly from my website?



Pricing

- ✓ Do I have to incur processing fees or can I pass them along to the resident?
- ✓ Do you offer any sort of incentive programs for high online payment utilization?



Customer Service

- ✓ Will I be assigned an account manager?
- ✓ Do you provide dedicated support resources to both residents and property managers?
- ✓ What is your client retention rate?



Implementation

- ✓ Do you provide marketing support so I can promote online payments to my residents?
- ✓ How much work is involved on our end to get up and running and how long does implementation take?
- ✓ What kind of training will you offer both initially and on an ongoing basis?



Experience

- ✓ Is payment processing your core expertise?
- ✓ How much experience do you have within the property management industry?
- ✓ Can I talk with a couple of clients that use your service?



Resident Use

- ✓ What solutions do you have for residents who want to pay with a mobile device?
- ✓ Do you offer round-the-clock support for residents making payments?
- ✓ Do you report rent payment data to credit reporting agencies so my residents can build their credit score when paying rent?