

DCCI Condo Café Portal Payment System Setup Instructions

Please read and follow all instructions carefully.

1. Log into Condo Café from the following link.
<https://dcci-real-estate-services-rentcafewebsite.securecafe.com/residentservices/dcci-real-estate-services/userlogin.aspx>
You will also find a link to the site from our web site www.dccimangement.com
2. As soon as you are logged in you will be taken to the Payments section of the portal. The first thing that you need to do is set up a payment account. Click the **Payment Accounts** Tab.

The screenshot displays the 'Owner Portal' interface. At the top left is the 'CONDO Café' logo, and at the top right is the text 'Owner Portal'. Below the header, there are navigation tabs for 'PAYMENTS' and 'MAINTENANCE'. A 'Logged in as:' field is visible. The main content area is titled 'PAYMENTS' and features three sub-tabs: 'Make Payments', 'Auto-pay Setup', and 'Payment Accounts'. A large black arrow points down to the 'Payment Accounts' tab. The current balance is shown as '\$0.00' as of '22-10-2020'. Below this is a table for 'OCTOBER SCHEDULED CHARGES' with columns for 'Charge', 'Amount', and 'Charged on'. The table lists a '205 Fee' with a redacted amount and a 'Total Amount' also with a redacted value. On the right side, there is an 'Auto-Pay' section stating that the outstanding balance will be automatically paid on '01/11/2020' using the bank account, with a 'Change your auto-pay settings' button. At the bottom, there is a 'HAVE QUESTIONS?' section with a link to FAQ pages for Debit Card, Bank Account, and Credit Card.

3. Once on the **Payment Accounts Page** you will need to click the **Add an Account** button.



Owner Portal

The screenshot shows the 'PAYMENTS' section of the Owner Portal. At the top, there are tabs for 'PAYMENTS' and 'MAINTENANCE'. Below the tabs, there is a 'Logged in as:' field with a redacted name. The main heading is 'PAYMENTS', and there are sub-tabs for 'Make Payments', 'Auto-pay Setup', and 'Payment Accounts'. The 'Payment Accounts' sub-tab is active. Below this, there is a section for 'BANK ACCOUNTS' with an 'Add Bank Account' button. A large black arrow points to this button. Below the button, there is a table with columns: 'Name on Account', 'Bank Transit Number', 'Bank Account Number', 'Edit', and 'Delete'. The table is currently empty, showing 'No data available in table'. Below the table, it says 'Showing 0 to 0 of 0 entries'. There are also buttons for 'Add Credit Card' and 'Add Debit Card'. Below these, there is a section for 'CREDIT CARDS OR DEBIT CARDS' with another 'Add Credit Card' and 'Add Debit Card' button. Below this, there is another table with columns: 'Card Type', 'Card Number', 'Edit', and 'Delete'. This table is also empty, showing 'No data available in table'. Below the table, it says 'Showing 0 to 0 of 0 entries'.

4. On the **Add an Account Page** complete the top five boxes using information from your bank account (either a cheque or a payment advice form provided by your financial institution) and then click **Save**. You can add notes for your own reference in the **Notes** box if you like.



PAYMENTS MAINTENANCE 📧 👤 🔄

Logged in as: ██████████

ADD A BANK ACCOUNT

[Back to Payment Accounts](#)

For your protection, new bank accounts must be verified before you can use them to make payments. To verify that this is your bank account, Yardi Systems will make a nominal deposit into your account in a random amount. Please allow 48 hours for the deposit to appear. After the deposit has been made, please note the amount that was deposited, log in to your Resident Portal account, click the Verify button next to your bank account, and when prompted, enter the exact amount that was deposited. After completing this verification process you can immediately begin using your bank account to make payments.

Canadian Cheque Sample

FOR

⑆ 123 ⑆ ⑆ 12345 ⑆ 999⑆ 4567⑆ 89012⑆

Branch Financial Financial
Transit Institution Institution
Number Number Account
Number Number Number

⑆ 12345 ⑆ 999⑆ 4567⑆ 89012⑆

Name of Account Holder

Institution Number (3 digits)

Transit Number (5 digits)

Account Number (7-12 digits)

Bank Name

Notes

Please note that after you click **Save** you will be redirected back to the **Payment Accounts** page. At this point you will need to logout and wait for a couple of days. For security purposes the system will complete a deposit into your bank account. Once you see a deposit into your bank account from YARDI MSP of between \$0.01 and \$0.25 you will be ready to proceed to the next step. You cannot proceed without this information. Please note that this deposit can take a couple of days to appear in your account.

- 5. Once you have received the test deposit into your bank account please log back into the portal, proceed to the **Payment Accounts** page and click the Verify button beside the account information. You will be asked to enter the amount of the deposit to your bank account. If you enter the correct amount the account will be considered verified and you can proceed to **Set Up Auto Pay**.



PAYMENTS MAINTENANCE

Logged in as: [REDACTED]

PAYMENTS

Make Payments Auto-pay Setup **Payment Accounts**

BANK ACCOUNTS PENDING VERIFICATION

The bank account(s) listed below are pending verification. To verify your bank account, please click the Verify button next to the account to be verified and enter the exact amount that Yardi Systems deposited into your account.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Verify
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Verify

Showing 1 to 1 of 1 entries

BANK ACCOUNTS Add Bank Account

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.

Name on Account	Bank Transit Number	Bank Account Number	Edit	Delete
[REDACTED]	[REDACTED]	[REDACTED]	Edit	Delete

Showing 1 to 1 of 1 entries

CREDIT CARDS OR DEBIT CARDS Add Credit Card Add Debit Card

Use the credit cards or debit cards listed below to make one-time payments or schedule monthly automatic payments.



- Go to the **Autopay Setup** section. Select the Option 1: Pay my Account in Full. This option will pay all outstanding fees due on your account. If the fees are increased when a new budget comes out the payments will automatically be adjusted. If you have an additional charge added to you account for something like a replacement key fob or repair chargeback these will automatically be paid along with the next regular payment (you will be notified in advance of any additional charges with the exception of NSF fees and interest charges applied to arrears).

In the Option 1 box select the bank account that was just verified from the drop down list. Select the first day of the next month as the start date. (if this is a new DCCI management contract select the date that DCCI will be taking over management). If you leave the end date blank the payments will continue until you make a change, or you sell your unit. Select the Pay on Date from the drop down list. If you want all outstanding charges to be paid each month (this would include charged back items, special assessments, parking fees) leave the Current Assessment Amount as \$0.00. If you put your assessment amount in you will have to edit it when the fees change.



Owner [Redacted]

A service fee will be charged at the time of payment for Debit Card and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

Option 1: Pay my account in full

Payment Account	Start Date	End Date	Pay on Day	Current Assessment Amount
Bank Account	01/11/2020		1st	\$0.00

Option 2

7. Alternate set up – If you prefer to control your payments each month you can do this by not setting up auto pay, but instead going online every month and selecting the Make Payments section. This can also be used to pay any extra payments for items such as special assessments or arrears.

8. There are also options for payment by credit or debit card. Please note that there are fees that will be added to your payment to cover credit and debit card charges. The fees are 1.75% for credit and 0.75% for debit transactions. Please note that neither DCCI nor your condominium association receive any portion of these additional fees.