



ONLINE RENT PAYMENTS AND STATEMENTS

In January 2017 we provided tenants the option to make monthly payments online through our new provider, **ClickPay**, to make it more convenient for you to pay rent statements, view your balance online at any time, receive your monthly rent statement by email, and view and download current and prior months' statements anytime.

If you haven't done so already, get started by creating your account. Sign up to view your ongoing balance due and make automatic or one-time monthly payments from your smart phone, computer, tablet or other media device. Payments can be made online by e-Check (ACH) from a bank account for **FREE** or by major credit card for a fee.



Signing up is easy; just follow the instructions below. Note: If you received an email regarding this new option, your account already exists and can be accessed by clicking the link provided to you in the email from **ClickPay**.

1. Go to: <https://kewmanagement.com/tenant-center/> and select **ClickPay** or go directly to: <https://login.clickpay.com/kew>
2. Create your **online profile**
3. Add **Your Unit** using the account number found on your current statement
4. Add your **Payment Option** (e-Check for FREE or Credit Card for a fee)
5. Set up **Automatic Payments** or click **Pay Now** to make one-time payments

For questions regarding online payments, please contact **ClickPay** online: www.clickpay.com/help, by email: support@clickpay.com or by phone: 1.800.533.7901 (opt 1).

MAILING ADDRESS FOR PAYMENTS

We ask that all payments made by paper check and money order be mailed with the remittance slip to this new address. Please remember to write your account identifier in the notes section of your check.

**Kew Management Corporation
P.O. Box 200
Emerson, NJ 07630**

If you pay by Online Bill Pay, please notify your bank of the change in address immediately. Please continue to make your payments to Kew Management Corporation regardless of the payment method you use.

Thank you for your timely attention to this matter.

ClickPay FAQ's

- 1. When I go to the site <https://kewmanagement.com/tenant-center/>, how do I log into ClickPay?**

In the middle of the page, click on the green box "ClickPay." The link will take you directly to the ClickPay site. Enter your username and password and click "Login". If you forgot your password, select "Forgot Password?" under the "Login" button.
- 2. Where is my ClickPay account number located?**

Your account number is located on your most current statement in the upper left-hand corner. It is an eight-digit number.
- 3. How can I obtain my current statement?**

When you sign up for ClickPay, you can view your current account balance at any time. It is updated daily by Kew. Your monthly statement will be emailed directly to you every month. All statements are posted on or about the 25th of the month. If you miss the emailed statement, you can also log into your ClickPay account and click on the blue "View Historical Statements & Itemized Charges" link to view, download and print the current month's statement.
- 4. How can I obtain previous months' statements?**

If you need to access an previous month's statement, you can log into your ClickPay account and click on the blue "View Historical Statements & Itemized Charges" link on the Pay Now page. Select the billing period of the statement you wish to view and click "Search". Click on the blue magnifying glass of the invoice you would like to view, download and/or print.
- 5. I received an updated invoice from Kew, but the statement is not updated in ClickPay. Why?**

The Pay Now page balance due updates each night with the current balance. If you received an updated statement on the 5th from Kew, ClickPay's Pay Now balance will be updated on the 6th to reflect the revised balance due. The actual statement on ClickPay remains as the original monthly statement until next month's rent statement is uploaded.
- 6. I want to pay by credit card. Is there a fee?**

Yes, the fee is charged by the bank through the ClickPay site. Kew does not charge or collect the fee. The amount of the fee depends on the credit card you use, and ranges from 3% to 6% of the total payment. There are multiple warnings of the amount of the fee prior to confirming your payment by credit card.
- 7. How does auto pay work?**

You can set up your account so that on a certain day of the month the full amount of your current statement or a specified dollar amount will be deducted from your checking account, a debit card, or a credit card and paid to Kew. If you select to "pay the full amount," ClickPay will deduct the total amount due that is on the current statement at the time of your payment (including security deposits, Business Center charges, real estate taxes, etc.). You can set "pay the full amount with a maximum limit," which will permit you to set a dollar amount that the payment cannot go over. This will allow you to review any unusual high cost items you did not expect before authorizing payment. Lastly, you can set a "fixed amount each month" to pay your rent and/or utilities only (if this option is selected, you will need to pay any additional charges separately by the 5th of the month to avoid a late fee).

8. **Do I have to pay through ClickPay?**

We strongly encourage paying through ClickPay. Paying through ClickPay is the quickest way for your payment to be credited to your account helping you avoid any late fees. You can mail a check or money order to Kew Management Corporation, P.O. Box 200, Emerson, NJ 07630. You can also mail a check to the Kew office, send a wire transfer to Kew from your checking account, hand deliver a check to Kew's office, or hand deliver a check to the Business Center.

9. **I just renewed my lease or have transferred to a new space and my account says "Not Accepting Payments" and \$0 balance due. What should I do?**

Please email Lisa Austin at laustin@kewmanagement.com for assistance. When statements are sent out, we reset all the transfers and renewals in ClickPay for the month. Sometimes there are timing errors, and a quick email to us can get it fixed.

10. **I just received an email confirming that a property was added to my account. What is this?**

When your lease renewal is processed through ClickPay, your suite is deleted from your account and then added back onto your account. The process generates an email to you automatically so you know your account was adjusted. The process is completed for each email on your account, so each person will receive an email. If you did not renew or transfer and received this email, please email support@clickpay.com for assistance.

11. **I have auto payment set up and it did not pay my bill. Why?**

If you just transferred or renewed your lease, the auto payment needs to be reset also. When Kew resets your account with the new information, you will receive an email from Kew to reset your auto payment. If you reset your account after the email and are still having problems, please contact support@clickpay.com to assist you.

12. **What is the overdraft fee?**

Should your payment result in an overdraft or be rejected for any reason, you will be charged a \$30 fee from Kew and a \$30 charge from ClickPay on your next month's rent statement.