

THE FACTS ABOUT ONLINE DUES PAYMENTS

If you are considering offering an online payment solution to the owners in the communities you manage, there is no time like the present! TOPS Software is working in conjunction with Yapstone, providers of eRentPayer and DuesPayment an online payment portal specifically designed for this industry, to provide our customers with a simple and secure solution for online dues payments. Here are some of the more commonly asked questions regarding this valuable new service:

<i>What will it cost my Management Company / Association?</i>	Nothing. The online payment service has no set-up fees, no monthly fees and no minimum amounts that have to flow through your community's merchant account. Transaction fees are charged directly to the payer, so there is no obligation whatsoever on the part of the association or management company.
<i>What guarantees / monthly minimums are required?</i>	There are no personal guarantees, minimum number of transactions, or minimum monthly dollar amounts required for this service.
<i>Do I have to have a TOPS web site to use the service?</i>	TOPS Software requires a minimum of a TOPS Management Company Web Site for hosting data. We have a special limited functionality plan for those companies that already have an existing web site, but wish to use this service.
<i>Do we have to switch Banks in order to use this service?</i>	Absolutely not! A merchant account is established for each association listed on your Schedule "A" spreadsheet. All monies are deposited into the association's existing bank account.
<i>What payment options can I offer to homeowners?</i>	Currently, Yapstone can process e-checks (ACH), Visa, MasterCard, and Discover.
<i>What security measures are in place?</i>	All financial information is stored on a secured server with Secured Socket Layer (SSL) protection. Additionally, transactions are encrypted with a 128-bit level encryption. Furthermore, owner accounts are protected by a unique user name and password that they define when they first connect to the service.
<i>How do I sign up to use the service?</i>	The "Yapstone Management Service Agreement" must be completed by the management company. The Schedule "A" spreadsheet should be filled in with a list of the communities for which you wish to activate online payments. A copy of the application may be obtained from www.topshome.com/topshome/Online Payments.htm . Applications take approximately two weeks to process and approve.
<i>What do I do once I have been approved?</i>	You will receive an email from TOPS Software's web support department informing you that your account has been set up. Included in the email are detailed instructions to help you perform your initial data upload, and define a schedule for regular data uploads. We will then set up a "Pay Dues" link on your web site to allow owners to pay online immediately.
<i>How long does it take to process payments?</i>	Depending on the payment method and the fiduciary process, transactions may take up to 5 business days to clear your bank account. However, most transactions are cleared in 2 business days.

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How will I know when payments have been made online?

Each time an owner makes a payment online, your designated administrator will receive a copy of the receipt sent to the owner. (Optional – may be disabled if the volume is too high.) Additionally, you will receive a daily batch email when transactions have cleared your bank account. Every payment has a reference number, making it easy for you to track payments as needed.

How does the service integrate with my TOPS Software?

TOPS 2000™ integrates with DuesPayment in two ways: First, you will initiate a regularly scheduled upload of owner information, including current balances, to Yapstone's secure site. This ensures that owners pay the correct amount owed when paying their dues online. Secondly, TOPS 2000™ receives transactions that have cleared the bank account in the form of a modified lockbox file. Each day when your administrator receives notification that transactions have cleared, he or she can download a lockbox file, save it to a designated location, and import the data into TOPS 2000™. (Requires the TOPS 2000™ Global Functions Module)

How does the service handle Non-Sufficient Funds?

If an electronic check bounces, managers and residents are immediately notified by email. The manager may then resubmit payment or contact the resident to do so. Any payment returned NSF will automatically be reflected on the resident's ledger history. Fees are \$25 per non-sufficient item. These funds can be recovered from the resident. Yapstone can resubmit the NSF payment as many times as the manager likes until the funds are available.

What reporting options are available?

You may monitor payment activity in real time through the Payment Search reports from DuesPayment. Payments may be sorted and filtered by Property, Date, Reference Number, Description, Type (ACH, eCheck, Credit Card), Unit, Status (Processing, Pending, Paid), and Amount. For additional reporting, all payment data and resident info can be instantly exported to comma separated values format (*.csv) for customized reporting.

What if I want to add additional charge types?

You may set up as many additional charge types as you like, from special assessments to payments for renting the clubhouse, fees for clubs and social events, and even payments from vendors for advertising in the association's web site or newsletter! Simply email your request to define custom charges, and we will provide a link to the online payment interface for the specified amount. (Only applies if the money is deposited into the approved merchant account.)

How much will the payers be charged?

- ACH / Direct Debit - \$9.95 per transaction, unless the resident establishes an automatically recurring payment schedule, in which case recurring payments are \$2.00 per transaction
- Visa/MasterCard/Discover - \$9.95 per transaction

The Bottom Line: Increased Customer Service at No Cost to you!

Contact us today at 1-800-556-7852, or onlinepayments@topsoft.com, or visit our web site at www.topshome.com for more information on Online Payment solutions from TOPS Software.