



## EPayment Policies and Procedures

This memo is to explain the procedures for receiving ACH Epayments from RentWerx San Antonio for monthly owner draws.

RentWerx San Antonio has recently adopted more modern procedures in distributing rent to owners using the property management software company called PropertyWare. This company ties into using an Epay system utilizing the national ACH (Automated Clearing House) method.

Epay is a very secure, trackable method for sending owner payments on a regular basis. It is much more reliable, and very inexpensive costing only 50 cents per transaction when compared to mailing a check. This cost is passed on to the tenant in the form of a convenience fee of \$1 per Epayment - paid by the tenant at the time they initiate their rental payment.

In using this method, there is always going to be a lag time in receiving rent into an owners account from the time that owner draw was initiated. It has been explained to me that the normal processing time is 3-5 business days for these funds to actually reflect into an owners account from the time it was initiated – all depending on the banking policies of the owner's bank. For example – recently many owner draws were initiated on Friday, 2 September. The banks would not even begin to process that owner draw until Tuesday 6 September after the Labor Day Weekend with Monday 5 September being a banking holiday. In that timeframe, depending on the bank policies, some owners would not see their owner draws in their accounts until Monday, 12 September.

Please be aware that RentWerx San Antonio has absolutely ZERO control over when the owner draw will actually settle into an owners account. We have been told it will take an average of usually 3-5 business days. Our only consolation is that this is much faster than writing a check, mailing a check – and hoping the check reaches the owner via US Mail. The down side there is that even when the owner receives the check, they have to CASH the check – taking even longer.

### NEW POLICY:

- 1) **Owner draws will be batched and sent on or about the 5th to the 7th of each month.** Larsen Properties must first track and ensure the tenant payment has cleared the banks. If there is a bounced check, non-sufficient funds, or a mistake with the account numbers, we must first deal with that prior to forwarding any funds to the owners.
- 2) **Owner draws should be received by owners between the 10<sup>th</sup> to the 12<sup>th</sup> of each month.** In order to ensure the funds are actually present in our property management account to send to owners – we must first wait for the tenant's payment to "settle" into our bank. Once this has happened, the owner draw can be sent via ACH – taking 3-5 business days to reach the owner.

# RENTAL PAYMENTS

Tenant's Account



*Tenant ACH must clear  
RentWerx San Antonio account.  
--5<sup>th</sup> to 6<sup>th</sup> of month---*

Owner's Account



Owner draw via ACH will "Settle"  
between the 10<sup>th</sup> - 12<sup>th</sup> of the month.  
Owner has immediate access to funds.

ACH from Tenant

\*If initiated by the 1<sup>st</sup>  
of the month - will  
settle by the 5<sup>th</sup>-7<sup>th</sup> of  
the month.



ACH to Owner

\*Owner is sent owner draw initiated around  
the 3<sup>rd</sup> to the 6<sup>th</sup> of the month. Owner  
should receive payment 3-5 business days  
later arriving around the 10<sup>th</sup> to the 12<sup>th</sup> of  
the month.

PROPERTYWARE MANAGEMENT SOFTWARE – [www.Propertyware.com](http://www.Propertyware.com)

\*\*All tenant payments must "settle" with RentWerx San Antonio prior to owner being sent monthly draw via  
ACH\*\*

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