Processing Resident Payments (rev. 4/27/2022)

Residents make monthly payments to the Community for site rent, home rent, storage fees, late fees, and other charges included on monthly bills generated by ManageAmerica. Payments made by residents are referred to as "receipts." Residents can make payments in five ways:

- Checks and Money Orders (MOs)

IMPORTANT

- If a resident makes a payment via Money Order, notify them of our Alternative Money Order Program called Zego Powered by PayLease.
- Print out and provided to the resident the PayLease CashPay resident notice located in the Document Creation Center Located in MA. (For detailed step by step instructions, please refer to the Money Order Alternative Program Policylocated in Chapter 7: Resident Billing.

- Cash (**only** accepted at RV Communities and at MH Communities located in Nevada); cash must be physically deposited in the bank, and except for RV Communities, reported by email to the RM and the Accounts Receivable department
- Credit cards (**only** accepted at RV Communities, Saddleback Communities, and the Montara Community or **ONLINE** through the RHP Resident Connect.
- Government Agencies Direct Deposits (from government agencies only; requires advance approval and set-up)
- RHP Resident Connect Payments – Resident makes payments with bank account or credit card through RHP Resident Connect Website.

IMPACT

- Revenue
- Delinquency

Residents who are turning their rent payments into the Community Office can give their rent payment to an Office Staff Employee in person, or they can drop their rent payment into a tamper proof Rent Drop Box. (Exception: Cash payments cannot be left the drop box; they must be given to the Office Employee in person.) A professional "Acceptable Payment" sign must be placed where payments are received. These can be ordered using the Materials Ordering System (MOS) that is accessed via RHP Connect. There are two types of signs:

"No Cash Accepted" for display
in the Community Office

Rent Drop Sign for display
above the Rent Drop Box
(Available in brown or blue)

All Communities must have a tamper proof Rent Drop Box installed in their office. Community Office Staff will check the rent drop box first thing every morning and retrieve any items that have been left by the Residents. Regional Managers must inspect the Rent Drop Box during the Quarterly Community Inspection to ensure that it is functional, and items that are placed in the drop box, slide into the office without any issue. If the drop box is not functioning correctly, or the protective flap is broken, repairs must be made immediately.

If your Community does not have a tamper proof rent drop box installed, or it needs repair/replacement, work with your RM and RVP to ensure that you order the designated drop box shown below.

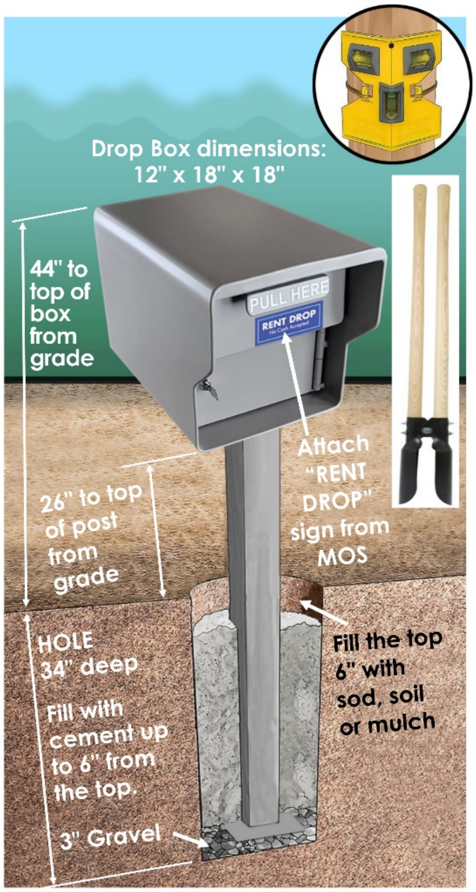
Company: Locking Security Mailbox
Website: lockingsecuritymailbox.com
Link to item: Custom High Security Through the Wall Deposit Drop Box with Hopper Drop Door
Item #: PVPROND903
Color: White
Wall Thickness: Work with your RM to measure and order correct size.
Drop Opening: Door Drop Height 2¾"
Please note the description tab and video tab. Both of these tabs provide detailed information regarding ordering and installing the drop box.

If your Community Office cannot accommodate a "through the wall" style deposit box as specified above please order the post style as shown below and on the next page. Same company and website as above.

Link to item: Outdoor Heavy Duty Payment Dropbox with Hopper Drop Door – RHP Order Page
Item #: FKfeedrp-RHP
Size: 12" x 18" x 18"
Color: Slate Grey (standard-not listed as an option)
Access Door Option: Choose Front Access Door unless Rear Access Door is safer for your location (if on a busy street for example).
Post Option: Select the in-Ground Custom post listed.
Installation: see the following page for installation instructions.

Instructions for the Installation of In-Ground, Post-Mounted Payment Drop Boxes

These instructions pertain to Payment Drop Box (item# EKfeedrp-RHP) ordered from lockingsecuritymailbox.com. When this shipment is receive it should include: Payment Drop Box, a 57 inch post, and hardware and instructions to secure the box to the post.



1) **Consult your Regional Manager regarding the placement of the Payment Drop Box.** Identify the location for the post hole, and mark the intended spot.
2) **Call 811** ("Before Your Dig" underground utility locator) to arrange for a locator to come and mark any buried lines. Make this call a few days before you plan to dig.
3) **Use a post hole digger to dig the hole for post 15" diameter and 34" deep.** Fill the bottom of the hole with **3" of gravel**.
4) The 57" Post has a plate mounted to each end. The plates should be identical. If one end is better keep that end up and put the other end in the hole. If the hole is 34" deep, and you have 3" of gravel at the bottom, **you should have 31" of post in the hole.** **Do not attach the drop box to the post until Step 6 below. Orient the post so that when you later put the Drop Box on the mounting plate at the top of the post the drop box door will be pointed as desired. Use a 2-way post level to align the post level and plumb.**
5) **Use quick-setting cement to fill the hole to within 6 inches of the top. Then, let this sit for 3 days to harden.** You will need 6 x 50 pound bags of quick-setting cement. Follow the directions on the bag for mixing the cement.
6) After the cement has hardened **secure the Payment Drop Box to the mounting plate** at the top of the post with the hardware and instructions provided by vendor. **The top of the drop box should be about 44" from grade** following these instructions.
7) **Fill in the top of the post hole** with sod, soil, or mulch for your situation.
8) **Attach "RENT DROP" sign** to the front of the drop box as shown using strong double-sided tape. The "RENT DROP" sign is available to order on the RHP MOS.

All resident payments are recorded in ManageAmerica. All RHP Communities have a check- scanning system that allows checks and money orders to be scanned at the Community and deposited electronically into the Community's bank account. All Checks and Money Orders are required to be scanned. Scanned checks and money orders are entered into ManageAmerica during the scanning process.

- The only exception is at RV communities where we will accept checks drawn on Canadian Banks, these checks cannot be scanned and must be entered as a manual deposit and deposited at the bank. See the Manual Deposits Instructional Aid for instructions.

Cash and credit card payments (accepted only at RV Communities, Saddleback Communities, Montara and Nevada Communities) must be handled as manual deposits. Government Agencies Direct Deposits must be manually entered into ManageAmerica, even though the funds are deposited electronically into the Community's bank account. See the Manual Deposits Instructional Aid for instructions.

Payment Due Dates and Late Fees

Payment for rent and other charges is due on the 1st of the month. Rent payment terms are specified in the resident's lease.

A late fee is automatically applied by ManageAmerica after the grace period expires. The late fee, payment terms, and grace period **can differ** depending on the state in which the Community is located.

All Communities that sub-meter utilities are required to send a bill of charges.

Checks and Money Orders

In nearly all cases, residents pay by personal check or money order.

If a resident's personal check is returned unpaid (usually due to non-sufficient funds), the Community may stop accepting personal checks from that resident and require payment by money order or cashier's check. Refer to the Community's lease for specifics regarding NSF checks.

All checks and money orders must be written in English.

Payments for site rent (also referred to as "lot rent"), home rent, late fees, utilities, storage, and other charges are to be made payable to the Community.

Acceptable Formats

The following check formats are acceptable when paying at the Community Office:

- Preprinted personal checks (resident's name, address, and check numbers are printed)
- Money orders
- Cashier's checks (sometimes referred to as "certified checks")

IMPORTANT

- Any handwritten portion of a check or money order **must be in black or blue ink**; other colors may not be read by the check scanner and/or may not be accepted by the bank.

Unacceptable Formats

- RHP does not accept checks drawn on an international bank unless it is clearly stated on the face of the check that it is backed by US funds. (Except Canadian checks at RV communities.)
- Starter checks – Checks without a preprinted name, address, and/or check number
  - Note that some international banks use special checks when backed by US funds; these checks may look like starter checks, but they are not, so contact Accounts Receivables with questions before accepting these checks
- Third-party checks (checks drawn by someone other than the resident, but signed over to the resident or to the Community)
- Checks used by credit card companies (a type of third-party check)
- US Savings Bonds
- Post-dated checks
- Unsigned checks

IMPORTANT

- Always verify that the written (legal) amount matches the numerical (courtesy) amount on checks and money orders; the bank may return items unpaid that have differing amounts

IMPORTANT

- It is best practice to review checks and money orders before processing them to ensure they meet all requirements; costly errors can be avoided by reviewing all checks carefully

Check Scanning

All users are set up with an initial scan limit of $5000 per item. If a single payment is for more than $5,000, contact RHP's Accounts Receivable department at ar@rhp-properties.com.

Checks and money orders are scanned at the Community and deposited electronically. This process reduces errors and saves times by avoiding many trips to the bank. Refer to the Checks and Money Orders Instructional Aid for step-by-step guidance.

Be aware that scanned deposits do not show in ManageAmerica in real time. Every Monday-Friday (excluding holidays), MA will perform deposit uploads every hour from 6:10am – 8:10pm pacific standard time. Payments are posted to resident ledgers only during these deposit uploads.

Deposit uploads occur automatically. You must complete the scanning process prior to the Profit Stars file processing cutoff times for the deposit to be included in the next upload.

IMPORTANT

- All payments must be processed **the same day they are received**
- All payments received in the Community office **must be secured at all times**; prior to scanning and/or making manual deposits, they should be kept out of sight and secured in a safe or locking file cabinet

NOTE

- If you have questions about a particular item to be scanned, contact: ar@rhp-properties.com
- If you experience equipment difficulty, create an IT support ticket, which you can do via RHP Connect by clicking **I.T. Support** in the **Tools and Utilities** column

Copies of Checks

Original checks are copied and maintained with deposit records **only** when they are included in a manual deposit. Otherwise, utilizing the check-scanning process keeps an electronic copy of the check and a hard copy is not necessary.

Storage and Shredding of Scanned Items

After the deposit has been completed, the scanned checks and money orders must be securely stored for a period of ninety (90) days. After 90 days, these items must be shredded using an X-cut shredding device. The storage and shredding procedure is outlined in the Checks and Money Orders Instructional Aid. Here is the shredding schedule:

Shredding Schedule for Scanned Checks and Money Orders	
Month of Receipt	**Shredding Date**
January	April 1st
February	May 1st
March	June 1st
April	July 1st
May	August 1st
June	September 1st
July	October 1st
August	November 1st
September	December 1st
October	January 1st
November	February 1st
December	March 1st

Other Acceptable Forms of Payment

Certain RHP Communities accept other forms of payment.

Cash

For the safety of Community team members and to ensure proper resident payment records, cash is accepted in very limited situations – only at RV Communities and at MH Communities in Nevada.

Cash payments must be processed and deposited manually. Refer to the Manual Deposits Instructional Aid for step-by-step guidance.

Cash deposits must be taken to the bank on a daily basis and always locked up in a safe or locking file cabinet until taken to the bank.

For any Community that accepts cash, a counterfeit pen must be used on every bill received. These pens are available for purchase through Staples.

Credit Cards

Credit card payments processed in the Community Office are accepted **only** at RV Communities, Saddleback Communities and at the Montara Community. Credit card payments are entered into the credit card machine at the Community. The day's total must be printed on a detail tape showing the card number and amount of each payment.

Next, credit card payments are manually entered into ManageAmerica and a Credit Card Detail report is printed. Refer to Manual Deposits Instructional Aid for instructions.

Credit Card Payments are accepted online through RHP Resident Connect. When a Resident chooses to make a one-time payment using a credit card, they will be directed to a Third-Party Site where they can submit their card information to process the payment. The third-party site charges a 3% fee (of the total amount due) that will be added to the total amount due.

Government Agencies Direct Deposits

Direct deposits are payments that are deposited into the Community's bank account from a third party. RHP accepts direct deposits only from governmental agencies. These types of payments must be set up in advance with Regional Manager and Accounts Receivables (A/R) Manager approval. The Community or A/R receives monthly notices of deposit.

Upon receipt of such a notice, the CM, or A/R, manually records the direct deposit in ManageAmerica. The exact procedure to follow is outlined in the Manual Deposits Instructional Aid.

Please contact the Accounts Receivables department at ar@rhp-properties.com with questions.

RHP Resident Connect

RHP Resident Connect is an online payment portal that is available for current residents. This portal allows Residents to view their bill and make payments online using a bank account or credit card. Payments made in RHP Resident Connect will automatically post to the resident ledgers. Communities do not need to perform any payment posting tasks. (Please refer to the **RHP Resident Connect Policy and Instructional Aids** located in **Chapter #7** for detailed information about RHP Resident Connect)