

15 Questions Property Management Execs Should Be Asking **Payment Providers**

The right partner can offer convenient online payment options to residents while keeping costs down and minimizing risk for property owners and managers. Here's a checklist to make sure you get the most value from your current payment provider.

Payment Options

- 1 Are you able to accept 100% of rent payments digitally?
- 2 Do you offer a certified payment option to ensure bank funds are verified before they hit my ledger?
- 3 Do you offer both mobile check payment and traditional check scanning capabilities?
- 4 Can unbanked residents apply cash payments to their account via services like MoneyGram?
- 5 Do you offer the ability to automate credit card and ACH payments?

Manager Features

- 6 Do you offer automated logic to modify payment options based on resident status and timing?
- 7 Does your system allow multiple roommates to have individual accounts?
- 8 What are your fees for platform use and/or ACH payments? Are there any other fees?

Customer Service

- 9 Do you offer live support for our on-site teams?
- 10 Do you have assigned account managers and live training for additional support?
- 11 Do you provide rent reminder emails sent free of charge each month?
- 12 Do you have 24/7 bilingual support for residents?

Chargeback Protection

- 13 Do you offer free credit card chargeback protection?
- 14 What support do you offer for handling chargebacks?
- 15 How long does it take to successfully resolve a chargeback?

Depending on the answers to these questions, it might be time to review your payment partner options. If you'd like to see Domuso's answers to these questions, let us know!