Avenue Living

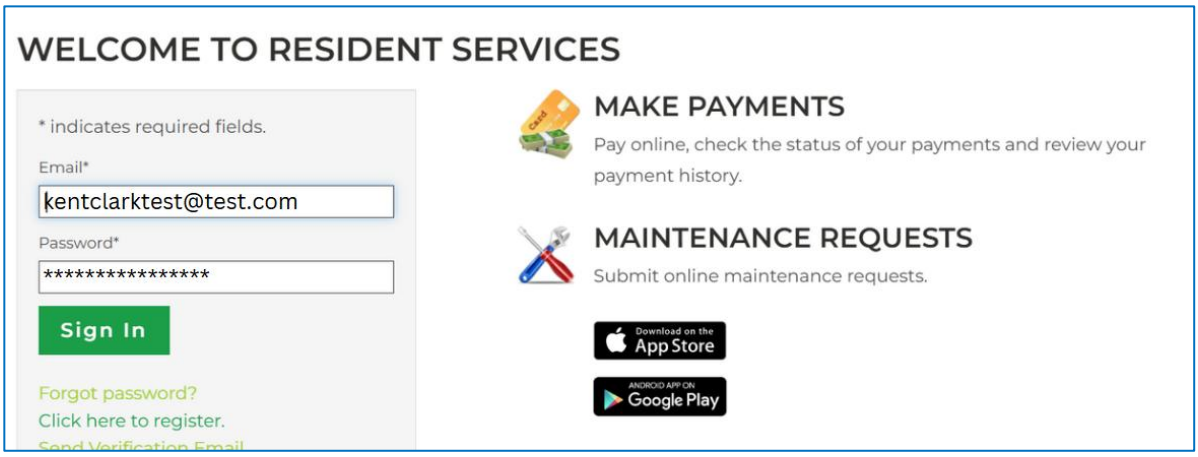
RESIDENT SOP: How To Setup Auto-Payments in CRM Flex?

PREREQUISITES

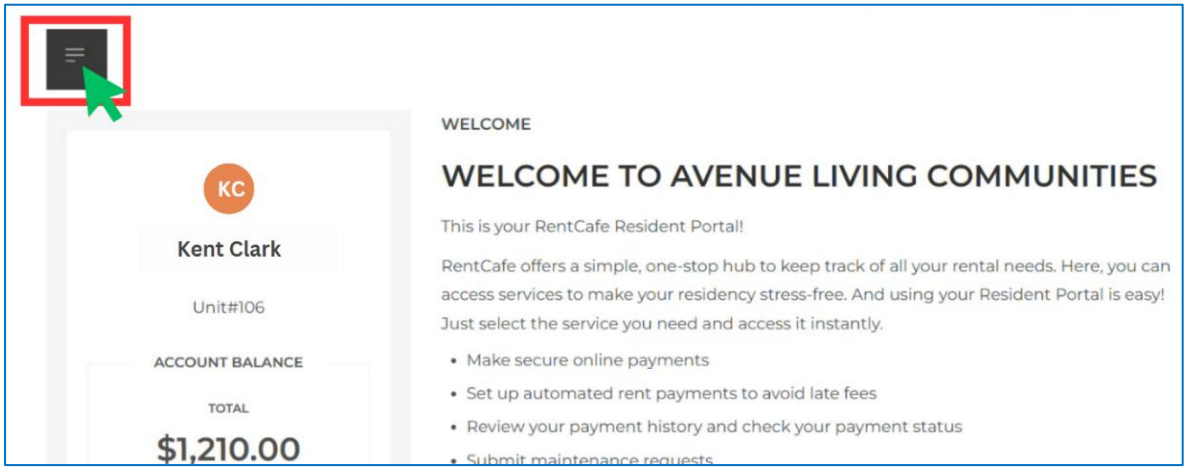
- The Resident must be registered on RentCafe and have access to their Resident Portal account.
- A valid bank account must be available for payment setup.
- The resident should ensure their bank balance is up to date to avoid any issues with the auto payment set-up.

For Bank Account Auto Pay

1. Visit the RentCafe login page and sign into your RentCafe Resident Portal using your registered email and password.



2. Click on the hamburger menu at the top left of the screen.



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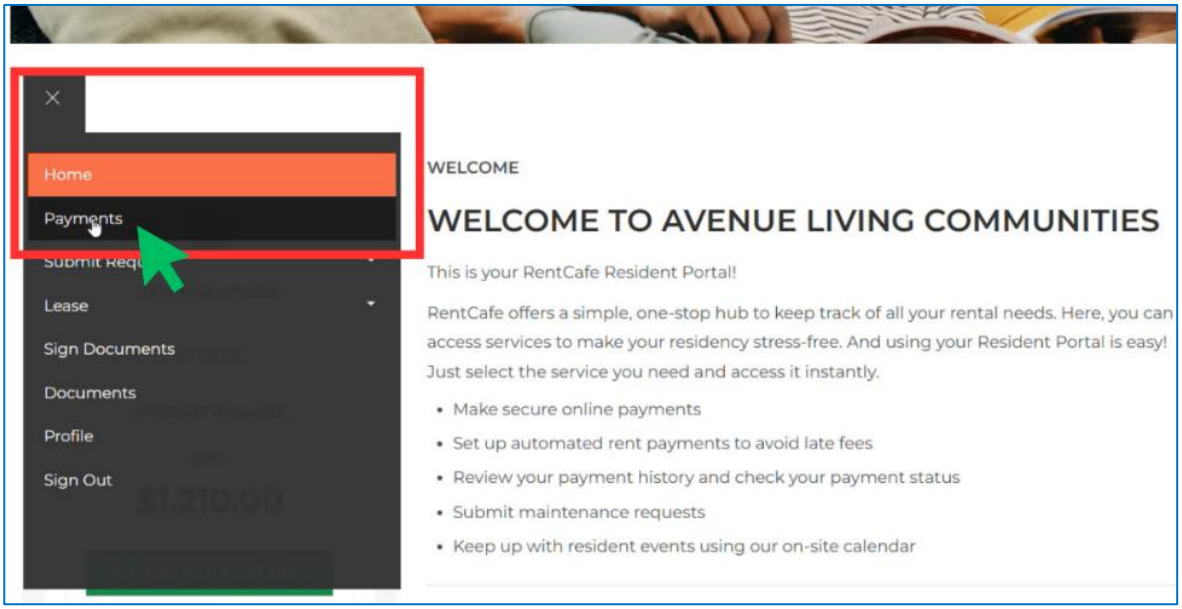
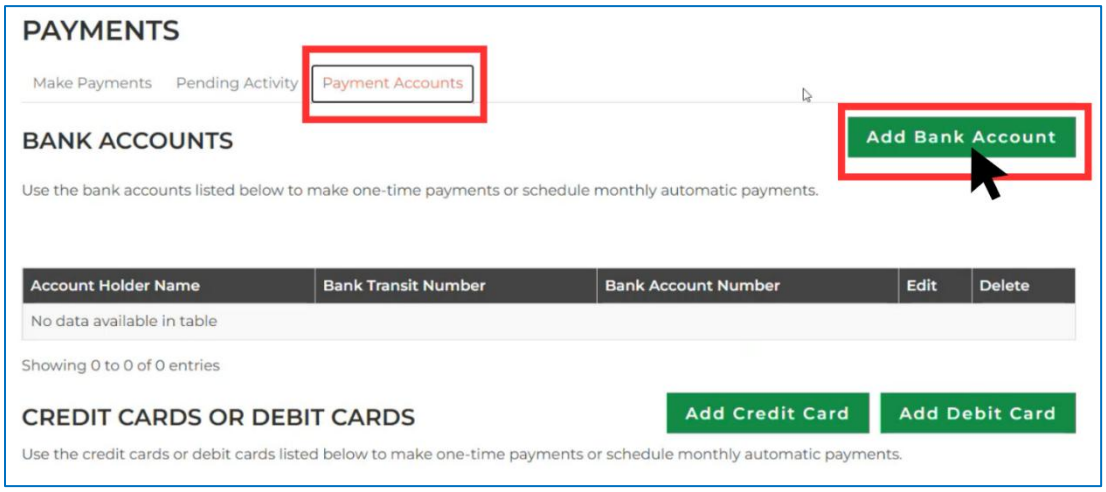
3. Select Payments from the menu.



4. On the Payments screen, navigate to the 'Payment Accounts' tab and click 'Add a Bank Account'



IMPORTANT: The following fees apply depending on the payment method selected:

- Bank Account (PAD): *No fees*
- Debit Card: *0.75% fee per transaction*
- Credit Card: *2.25% fee per transaction*

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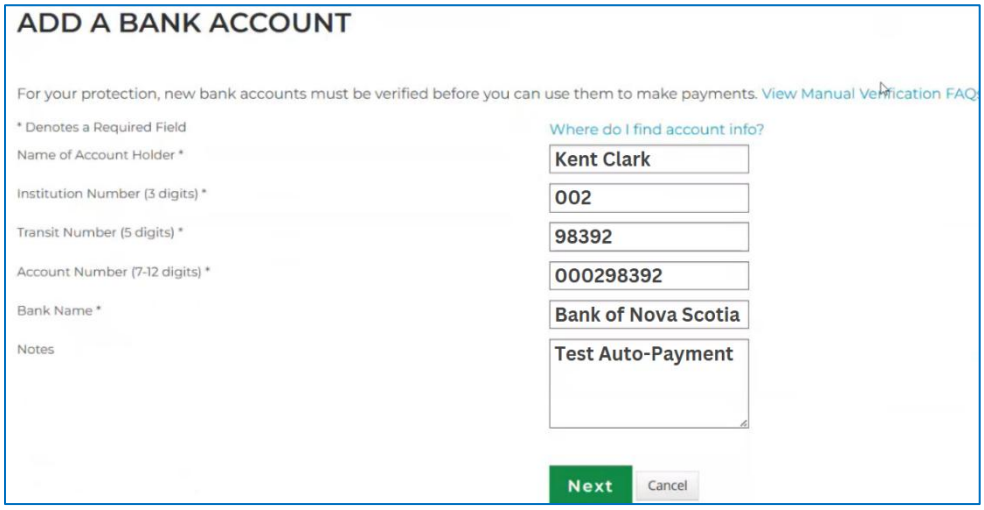
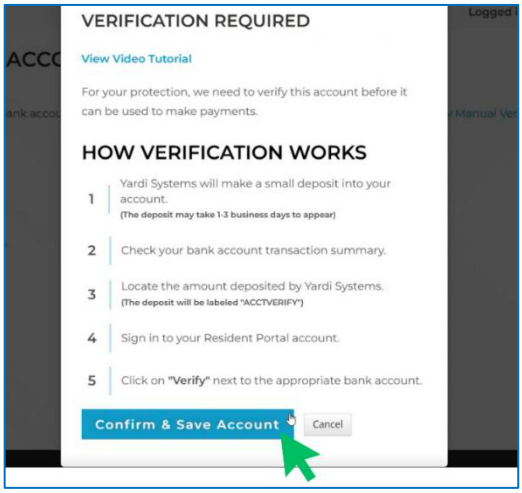
5. Enter all required bank details, including:
   - Name of Account Holder
   - Institution Number
   - Transit Number
   - Account Number
   - Bank Name
   - Notes (if applicable)



6. A verification screen will appear with important instructions. Carefully read the instructions and click 'Confirm and Save Account'

   IMPORTANT! A confirmation email will be sent from CRM Flex. Check your email for confirmation and verification message.



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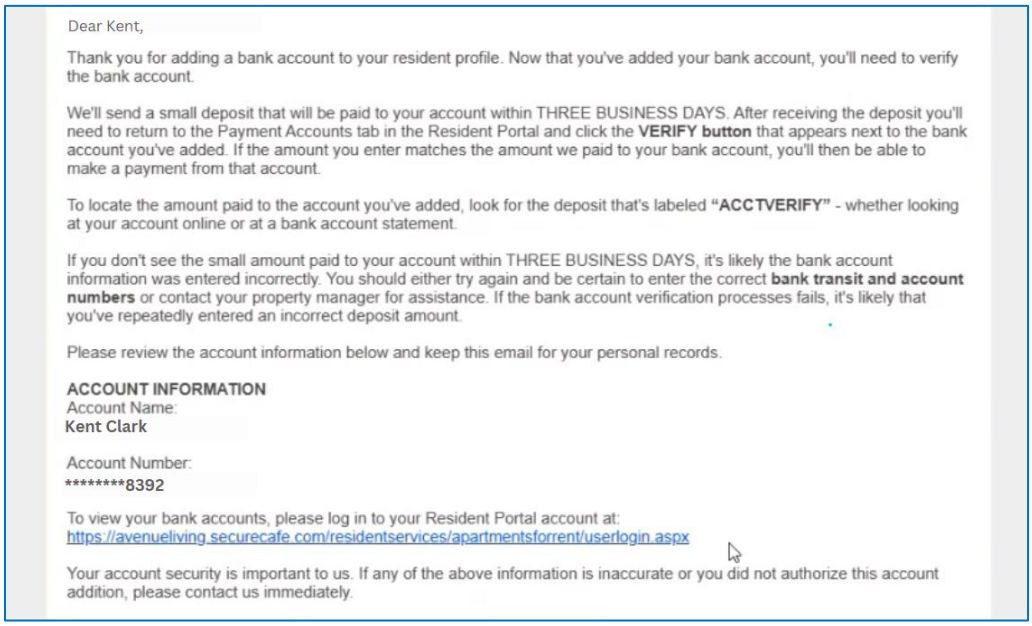
7. As stated in the email, within 3 business days, Avenue Living will deposit a small test transaction (micro-deposit) to the bank account provided.



Dear Kent,

Thank you for adding a bank account to your resident profile. Now that you've added your bank account, you'll need to verify the bank account.

We'll send a small deposit that will be paid to your account within THREE BUSINESS DAYS. After receiving the deposit you'll need to return to the Payment Accounts tab in the Resident Portal and click the **VERIFY button** that appears next to the bank account you've added. If the amount you enter matches the amount we paid to your bank account, you'll then be able to make a payment from that account.

To locate the amount paid to the account you've added, look for the deposit that's labeled **"ACCTVERIFY"** - whether looking at your account online or at a bank account statement.

If you don't see the small amount paid to your account within THREE BUSINESS DAYS, it's likely the bank account information was entered incorrectly. You should either try again and be certain to enter the correct **bank transit and account numbers** or contact your property manager for assistance. If the bank account verification processes fails, it's likely that you've repeatedly entered an incorrect deposit amount.

Please review the account information below and keep this email for your personal records.

ACCOUNT INFORMATION
Account Name:
Kent Clark

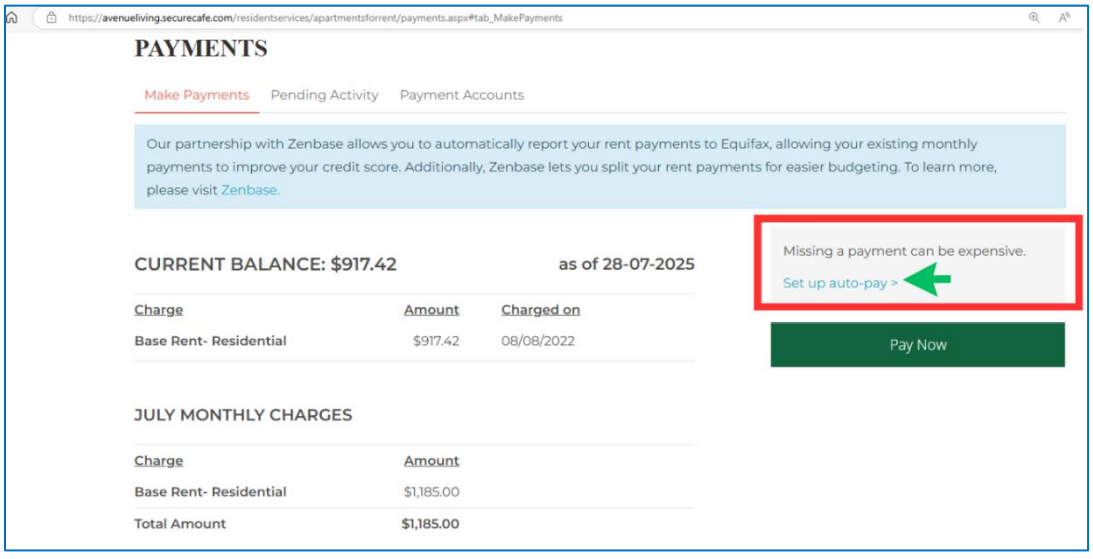
Account Number:
*******8392

To view your bank accounts, please log in to your Resident Portal account at:
https://avenueliving.securecafe.com/residentservices/apartmentsforrent/userlogin.aspx

Your account security is important to us. If any of the above information is inaccurate or you did not authorize this account addition, please contact us immediately.

NOTE: If the amount entered matches the deposit, which indicates that your bank account has been successfully verified, and payments can be processed from this account moving forward.

8. Once the payment method has been added, the resident navigates back to the payments screen and clicks on 'Set up auto-pay'.



https://avenueliving.securecafe.com/residentservices/apartmentsforrent/payments.aspx#tab_MakePayments

PAYMENTS

Make Payments | Pending Activity | Payment Accounts

Our partnership with Zenbase allows you to automatically report your rent payments to Equifax, allowing your existing monthly payments to improve your credit score. Additionally, Zenbase lets you split your rent payments for easier budgeting. To learn more, please visit Zenbase.

CURRENT BALANCE: $917.42 as of 28-07-2025

Charge	Amount	Charged on
Base Rent- Residential	$917.42	08/08/2022

Missing a payment can be expensive.
Set up auto-pay >

Pay Now

JULY MONTHLY CHARGES

Charge	Amount
Base Rent- Residential	$1,185.00
Total Amount	$1,185.00

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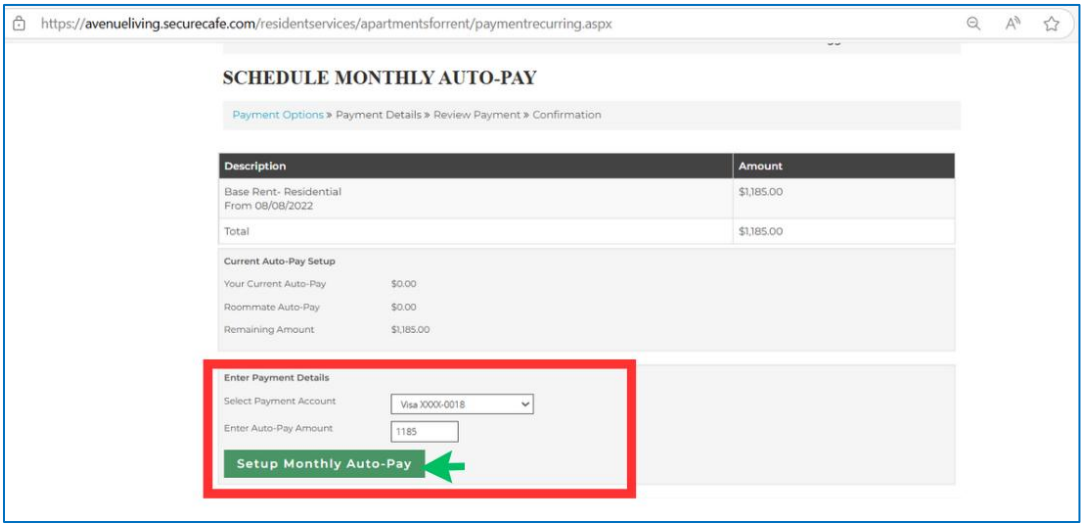
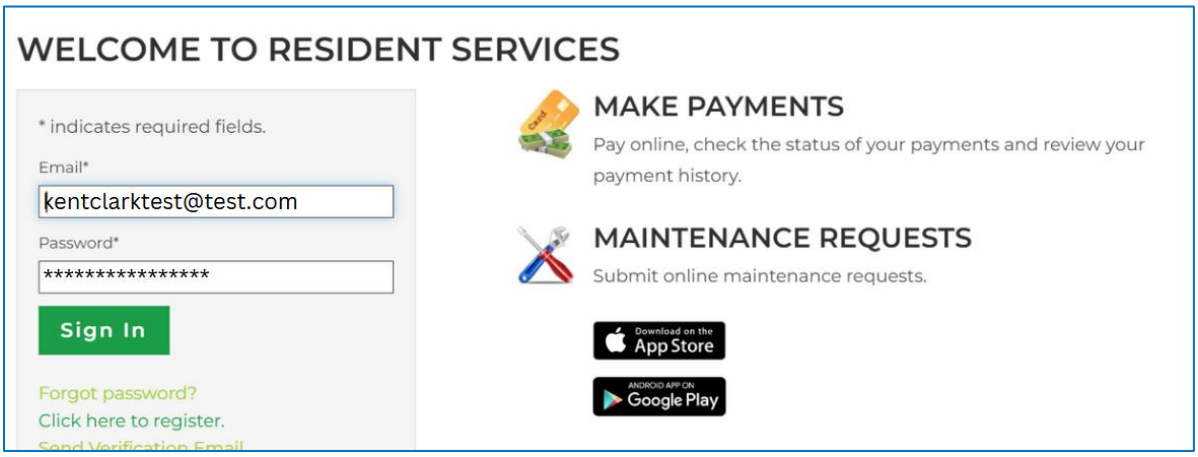
9. On the ‘Schedule Monthly Autopay’ screen select your verified bank account from the dropdown, enter monthly rent amount and click Setup Monthly Autopay.



The resident is now successfully enrolled in automated monthly rent payments. Future rent will be automatically withdrawn from the selected payment method based on the setup.

For Credit Card Auto Pay

1. Visit the RentCafe login page and sign into your RentCafe Resident Portal using your registered email and password.



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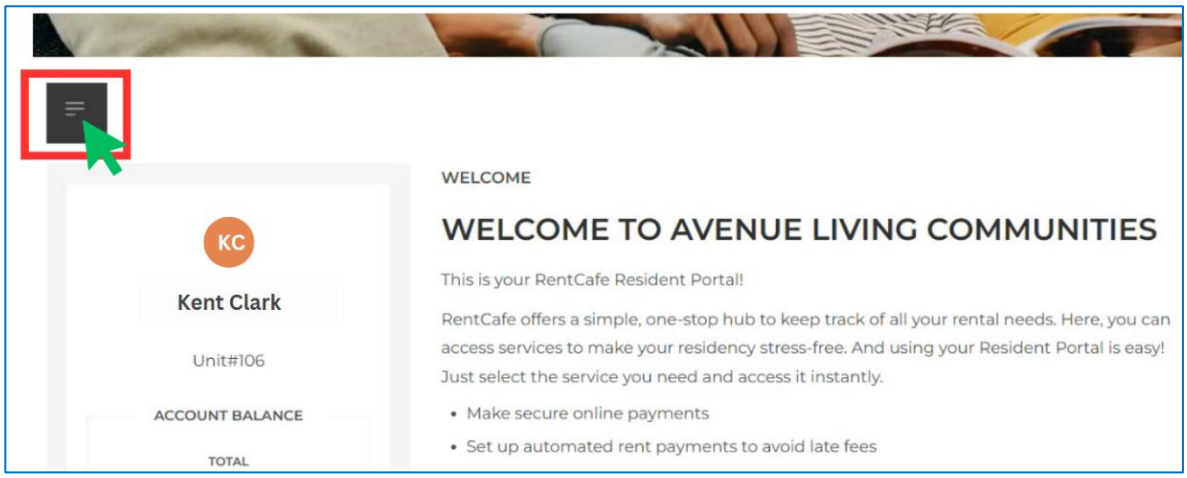
2. Click on the hamburger menu at the top left of the screen.



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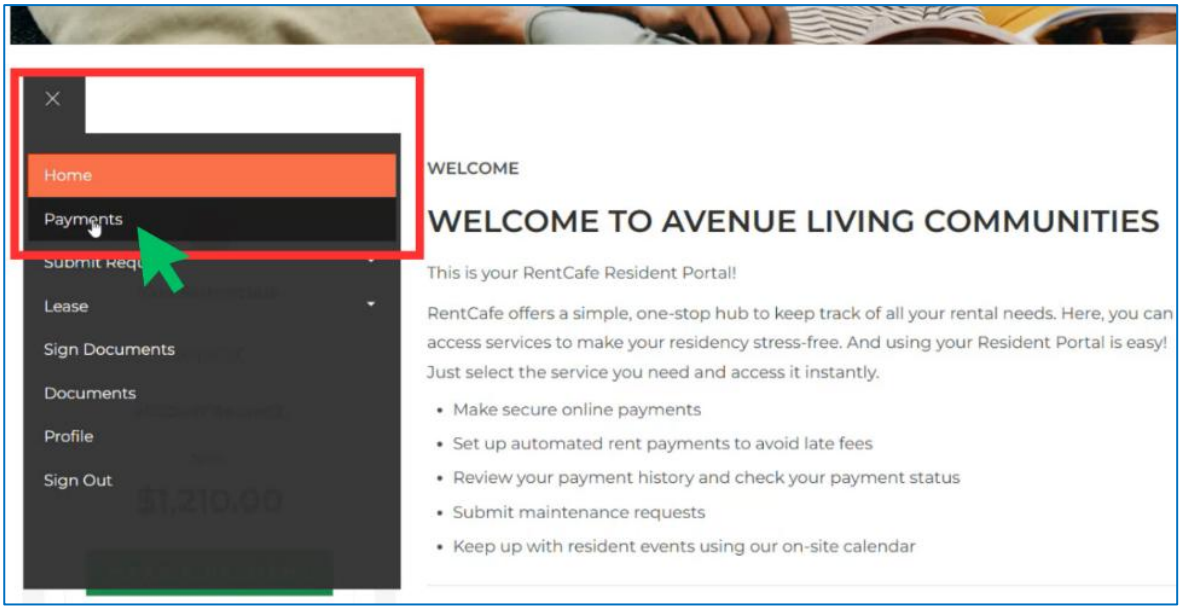

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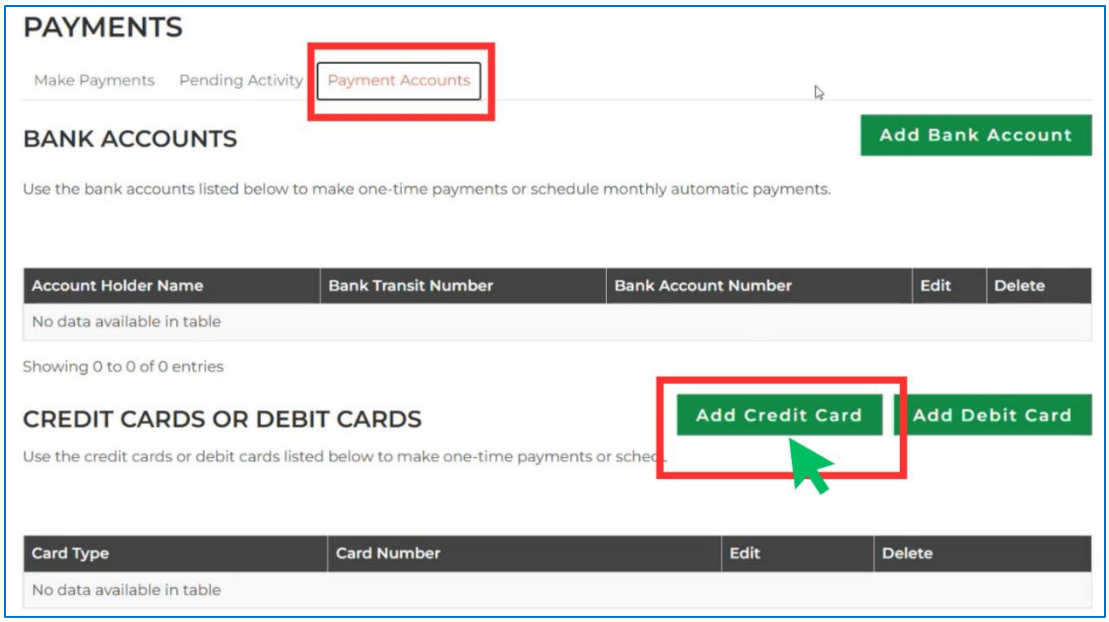
4. On the Payments screen, navigate to the ‘Payment Accounts’ tab and click ‘Add Credit Card’



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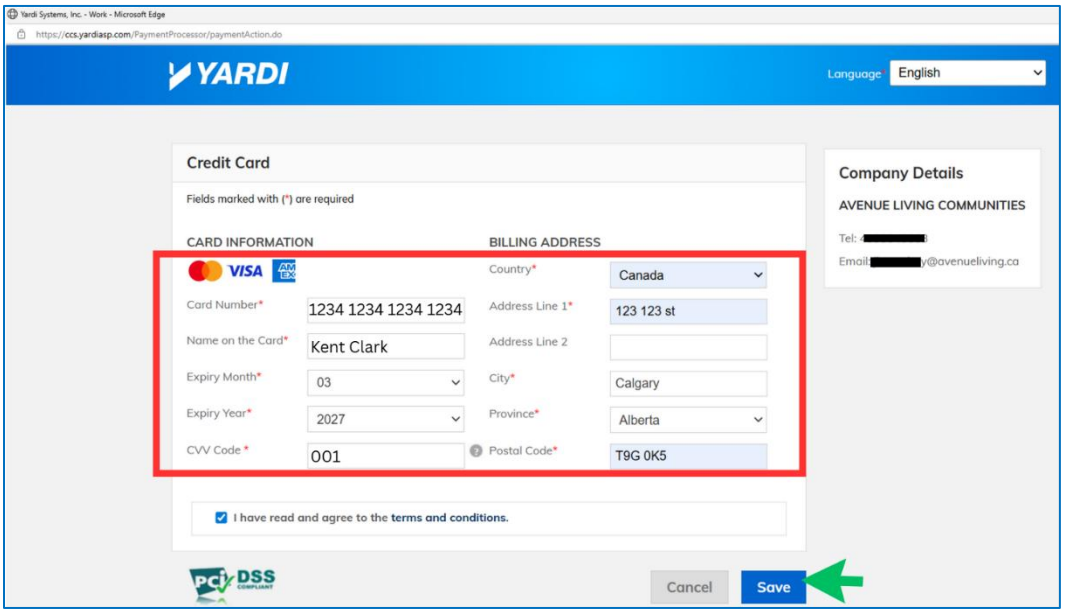
5. A pop-up tab will open, enter the credit card details accurately and click on ‘Save’



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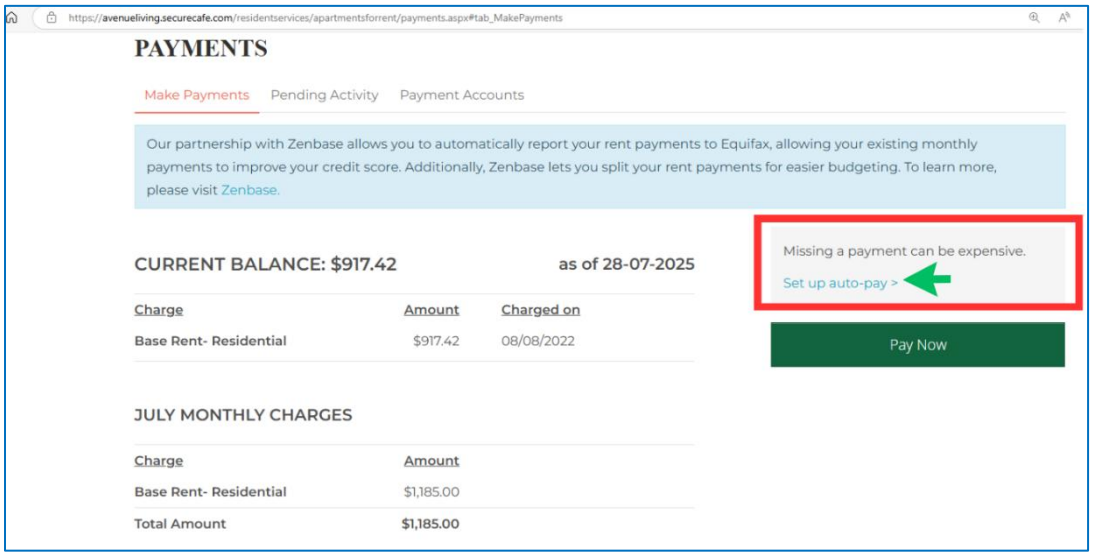
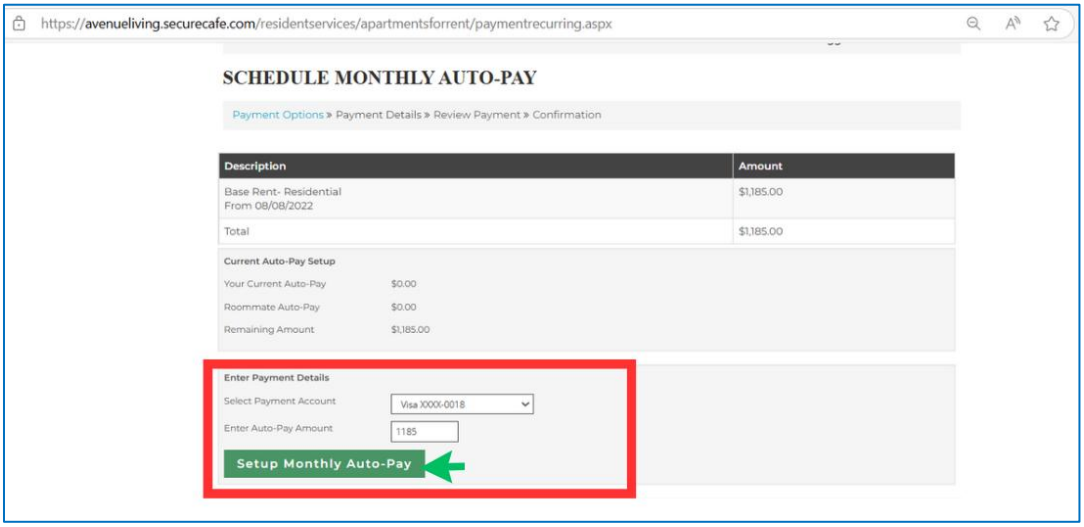
6. Once the Credit Card has been added, the resident navigates back to the payments screen and clicks on ‘Set up auto-pay’.



7. On the ‘Schedule Monthly Autopay’ screen select your Credit Card from the dropdown, enter monthly rent amount and click Setup Monthly Autopay.



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