

Online Electronic Payment Fees Charged to the Resident's Account

FEES	Online ACH	Online Credit Card	Phone ACH	Phone Credit Card
Convenience Fee	N/A	N/A	\$9.95	\$9.95
Service Fee	N/A	N/A	N/A	3.5%
Total Processing Fee	FREE	3.5%	\$9.95	\$9.95 + 3.5%

Benefits:

- ▶ Simplified pricing - one flat rate percent for all credit cards; no more set dollar amount on Visa
- ▶ Residents can now set up recurring Visa payments
- ▶ Residents no longer have to call in with a PIN to activate credit card transactions
- ▶ Lower American Express processing fees
- ▶ Easier to understand resident pricing = more online payments!

**Any questions? Please contact Lockbox Support
by email at lockboxsupport@ncb.coop
or by telephone at (866) 904-3620, option 2.**