



**Healthpeak**<sup>TM</sup>  
PROPERTIES

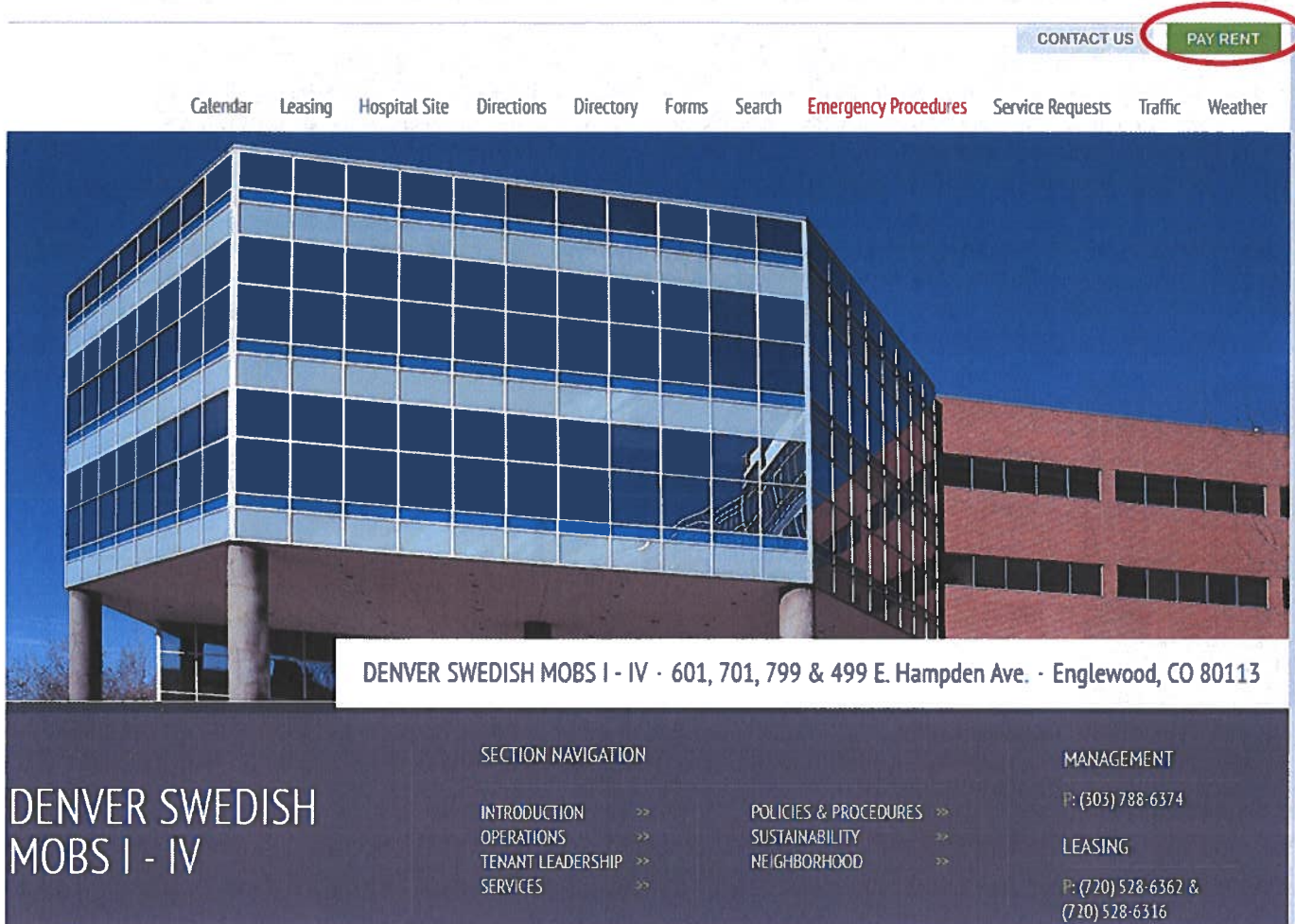
## **CashPro On-Line Tenant Payment Instructions**

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## Accessing On-Line Bill Pay

- Log into the Building Portal and the link to access on-line tenant payments will be in the right hand corner of the page, as seen below. If not set-up on the Building Portal, then the property manager will need to be contacted.



The screenshot shows the top navigation bar of the Denver Swedish MOBS I-IV website. The 'PAY RENT' button is highlighted with a red circle. Below the navigation bar is a large image of the building with the address: DENVER SWEDISH MOBS I - IV · 601, 701, 799 & 499 E. Hampden Ave. - Englewood, CO 80113. The footer contains a navigation menu with sections for SECTION NAVIGATION, MANAGEMENT, and LEASING.

| SECTION NAVIGATION                                 | MANAGEMENT                              |
|--|---|
| <a href="#">INTRODUCTION &gt;&gt;</a>              | <a href="#">P: (303) 788-6374</a>       |
| <a href="#">OPERATIONS &gt;&gt;</a>                | <a href="#">LEASING</a>                 |
| <a href="#">TENANT LEADERSHIP &gt;&gt;</a>         | <a href="#">P: (720) 528-6362 &amp;</a> |
| <a href="#">SERVICES &gt;&gt;</a>                  | <a href="#">(720) 528-6316</a>          |
| <a href="#">POLICIES &amp; PROCEDURES &gt;&gt;</a> |   |
| <a href="#">SUSTAINABILITY &gt;&gt;</a>            |   |
| <a href="#">NEIGHBORHOOD &gt;&gt;</a>              |   |

- By clicking on the green "Pay Rent" button, tenant will be directed to another screen that looks similar to the one on the next page.
  - If the scrolling banner stating on-line bill payments in now available is covering the green "pay rent" button, it will need to be closed to be able to access the "pay rent" button..



# DENVER SWEDISH MOBS I - IV

## IN THIS SECTION

- Building Management
- Building Hours
- Emergency Contacts
- Holidays
- Leasing
- Rent Payment**
- Security
- Leasing Map

## RENT PAYMENT

Rental payments are due on the first of every month and late as of the tenth. Late fees will apply to any outstanding balances that were due on the first. Rental payments must be mailed to the appropriate lock box address listed on your monthly statement (and below), please indicate your building name on your envelope. The Management Office unfortunately is unable to accept payments on-site.

**Rent Payments ONLY should be mailed to the following Lockbox Address:**

Holladay Properties  
PO Box 35663  
Charlotte NC 28235

To access the online payment system click the "Pay Rent" link below. For instructions on how to submit rent payments, [click here](#).

**PAY RENT**

- When tenant clicks on the second "Pay Rent" button above, you will be directed to the On-Line Payment landing page where you will have the option to either enroll or make a one-time payment.

Welcome to our new online tenant bill presentment and payment service. Please note that all tenants will need to enroll for this new service.

### New Users - Get Started Here

Not already enrolled? No problem, enrollment takes only a few minutes. To enroll you will need your Building ID- Lease ID, Suite Number and details of the bank account you want to use for your payments.

[Enroll Now](#)

Not ready to enroll, but still want to make a payment online?

[Click here to make a payment without enrolling.](#)

### Existing Users - Login Here

If you have already enrolled for our new service please enter your login information to access the site.

**Note:** If you cannot remember your Login ID or Password please select the appropriate link below to start the automated Login ID or Password reset process.

Login Id :

Password :

[Forgot Login](#) | [Forgot Password](#)

[Login](#)

## Tenant Log-In

- Tenant will need to enter building ID, Lease ID, and suite number to access your account. There will be prompts and hints to help with log-in, but **suite needs to be entered exactly as it appears on the billing statement.**
- Per the Example statement below, tenant would enter the following information:

Building ID-Lease ID: 1234-105561

Building ID will be 4 digits and Lease ID will be 6 digits. If either start with a 0, that needs to be included.

Suite Number: 200-B-1

There are no spaces between the dashes and the B is capitalized.

\*If the suite is not entered exactly as it appears on the statement, tenant will not be able to access account.

MOB Doctor  
987 Maint Street  
Franklin, TN 37067

|                  |                 |
|------------------|-----------------|
| Date             | 04/01/2019      |
| Building ID      | 1234            |
| Building Name    | MOB             |
| Building Address | 987 Main Street |
| Suite Number     | 200-B-1         |
| Property Manager | Steve Smith     |
| Phone Number     | (123)456-7890   |

*Rent is due on the 1st of each month*

| Date       | Code | Description      | Charges  | Payments | Amount Due |
|------------|------|------------------|----------|----------|------------|
| 04/01/2019 | BRO  | Base Rent-Office | X,XXX.50 | 0.00     | X,XXX.50   |

| Current  | 30   | 60   | 90   | 120  | Balance Due |
|----------|------|------|------|------|-------------|
| X,XXX.50 | 0.00 | 0.00 | 0.00 | 0.00 | X,XXX.50    |

To ensure payment is applied correctly, include remittance below with payment.  
Please send payment to HCP lockbox address listed below.

**DETACH HERE. ENCLOSE THIS PORTION WITH PAYMENT.**

MOB Doctor  
987 Main Street  
Franklin, TN 37067

|                |            |
|----------------|------------|
| Date           | 4/1/2019   |
| Building ID    | 1234       |
| Lease ID       | 105561     |
| Account Number | 10016091   |
| Amount Due     | \$X,XXX.50 |

- Below is another example where case sensitivity is important:

Building ID-Lease ID: 0559-XXXXXX

Notice the zero must be included when entering the Building ID

Suite Number: 4-5Flr

There are no spaces before or after the dash. The F is capitalized, but the l and r are not.

|                  |                   |
|------------------|-------------------|
| Date             | 04/01/2019        |
| Building ID      | 0559              |
| Building Name    | MOB III           |
| Building Address | 3901 Central Pike |
| Suite Number     | 4-5Flr            |
| Property Manager |                   |
| Phone Number     |                   |

*Rent is due on the 1st of each month*

| Date       | Code | Description                | Charges   | Payments | Amount Due |
|------------|------|----------------------------|-----------|----------|------------|
| 04/15/2019 | YOE  | FY2018 Recovery Reconcilia | -X,XXX.58 | 0.00     | -X,XXX.58  |

- Below is another example where spaces will matter:

Building ID-Lease ID: 0782-XXXXXX

Suite Number: B-2A ST

There are no spaces before or after the dash. There is a space after the A.

|                  |              |
|------------------|--------------|
| Date             | 04/01/2019   |
| Building ID      | 0782         |
| Building Name    | Medical Bldg |
| Building Address | 600 Broadway |
| Suite Number     | B-2A ST      |
| Property Manager |              |
| Phone Number     |              |

*Rent is due on the 1st of each month*

## Non-Enrollment One-Time Payment

- If the one-time payment option is chosen, the screen below will appear and the Building ID-Lease ID and Suite number will be entered.


Welcome to simple payment processing. Please enter the Building ID-Lease ID and Suite Number you would like to make a payment on and press **Continue** to proceed.

Lookup Account Details

**Building ID-Lease ID :** \*

Please enter your Building ID-Lease ID.  
Include dash, no spaces.

**Suite Number:** \*

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Privacy - Terms

**Continue**


Welcome to simple payment processing. Please enter the Building ID-Lease ID and Suite Number you would like to make a payment on and press **Continue** to proceed.

Lookup Account Details

**Building ID-Lease ID :** \*

**Suite Number:** \*

Please enter the suite number exactly as it  
appears on your statement. Pay careful  
attention to capitalization, spaces, dashes and  
special characters. For example, b-100 should  
be entered exactly as such and not B-100.

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**Continue**

- After the account information is entered, the following screen will appear. An E-mail address, payment method, and payment amount will need to be provided by the tenant. The tenant has three options to pay. Tenant may pay the Current Balance, Past Due Balance, or Total Balance.



Your account details are shown below. Please enter details of the payment you want to make, and then select **Continue** to proceed

**Enter Payment**

Review

Thank You

**Retrieved Account Details**

Building ID-Lease ID: 0736-109540

Email Address: \*

**Funding Source Details**

Payment Method: \*

**Payment Amount \***

- Current Balance** \$0.00  
These are the current charges on your statement
- Past Due amount** -\$131.94  
Any past due amounts.
- Total Statement balance** -\$131.94  
This is the total statement balance, including any past due amounts.

Your Account will not be charged until the Payment is confirmed on the next page

**Continue**

Cancel

- When selecting funding source, an additional screen will pop up and additional information would be entered. We are currently only accepting payments from checking and savings accounts. Credit card payments are not being accepted at this time.

The screenshot displays a web application interface with a three-step process: **Enter Payment**, **Review**, and **Thank You**. A modal window titled **Add New Bank Details** is open, containing the following fields:

- Name on Account:** \* (Text input: NORTON-COMMUNITY MEDICAL ASSC)
- Account Type:** \* (Dropdown menu: Checking)
- Personal or Commercial Account:** \* (Dropdown menu: -Select-)
- Routing Number:** \* (Text input) with a [What is this?](#) link.
- Account Number:** \* (Text input) with a [What is this?](#) link.
- Re-Enter Account Number:** \* (Text input)

At the bottom of the modal, there are two buttons: **Save changes** (highlighted in blue) and **Cancel**.

- The following screen will appear.

Please review the details of the payment you have entered and select **Confirm** to submit the payment for processing.



## Almost Done

Please review your payment :

### Account Details

|                       |                          |
|-----------------------|--------------------------|
| Building ID-Lease ID: | 0736-101351              |
| Name On Account:      | NORTON PROPERTIES INC.   |
| Email Address:        | lmacmullin@heathpeak.com |

### Payment Details

|                 |   |
|-----------------|---|
| Payment Method: | NORTON PROPERTIES INC., Checking -<br>xxxxx3123 |
| Routing Number: | 051000017                                       |
| Payment Date:   | 11/07/2019                                      |
| Payment Amount: | \$7,567.56                                      |

By clicking **Confirm** to confirm your payment, you authorize us to initiate a debit from the **Payment Method Account** to make a payment to the **Account**, as detailed above. The payment to your account will be made on the **Payment Date** detailed above, and the debit from your account will occur within two business days of that date, but no earlier than that date. You also authorize your financial institution (and its successors or assigns), to process this debit to your account.

Additionally, by clicking confirm, you also agree to and accept the [Terms & Conditions](#) for usage of this site.



- After the information is verified and the Confirm button is selected, a confirmation e-mail will be sent to the address provided by the tenant.



Your payment has been successfully processed. Please make a note of the confirmation number shown below or print this page for your records. A confirmation email has also been sent to the email address shown below. Please refer to the tenant portal for property management contact information if you have questions.

Enter Payment

Review

Thank You

Confirmation Number IX1M55FLJ5

Account Details

Building ID-Lease ID: 0736-101351  
Name On Account: NORTON PROPERTIES INC.  
Email Address: LMACMULLIN@HEATHPEAK.COM

Payment Details

Payment Method: NORTON PROPERTIES INC., Checking -  
xxxxx3123  
Payment Date: 11/07/2019  
Payment Amount: \$7,567.56

Make Another Payment

End my session

## Enrollment On-Line Bill Pay

- If enrollment is chosen, then the following screens will appear and the Building ID-Lease ID and Suite number will be entered.


Welcome to Online Payments

Welcome to simple payment processing. Please enter the Building ID-Lease ID and Suite Number you would like to make a payment on and press Continue to proceed.

**Lookup Account Details**

Building ID-Lease ID\* :  Please enter your Building ID-Lease ID. Include dash, no spaces.

Suite Number\* :

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Welcome to Online Payments

Welcome to simple payment processing. Please enter the Building ID-Lease ID and Suite Number you would like to make a payment on and press Continue to proceed.

**Lookup Account Details**

Building ID-Lease ID\* :

Suite Number\* :  Please enter your Suite Number.

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- A Log-in ID and password will need to be created.

**Enroll**

Terms Acct Details **Login ID** Email Funding Source Confirm

Please enter your Login ID, Password. The Security Question and Answer will be used if you forget your password.

**Online Bill Pay Service - Setup Login Credentials**

Login ID\* :

Password\* :

Confirm Password\* :

Security Question\* :  ▼

Answer\* :

- Now enter the banking information. This information can be saved for future use. We are currently only accepting payments from checking and savings accounts. Credit card payments are not being accepted at this time.

**Enter Payment Information**

**Retrieved Account Details**

Building ID-Lease ID : 0624-T00500

Email Address\* :

**Funding Source Details**

Payment Method\* :

Bank Account

Memo

0080989430 0014409843 1436

Routing Number

Account Number

Name on Account\* :

IFEANYI OBIANYO M.D.

Personal or Commercial Account\* :

- Personal Bank Account
- Commercial Bank Account

Account Type\* :

Checking

Routing Number\* :

Re-Enter Routing Number\* :

Account Number\* :

Re-Enter Account Number\* :

Save Payment Method Details for next time

- Upon registration, the following screen allows you to view your account activity, register for Auto Pay, view statements, or make a single one-time payment.

Information about your current bill is shown below. If you want to view a billing statement, click "Statements" from the main menu above, then select the appropriate View Statement hyperlink. To Enroll in AutoPay, click below. For all other payment options, select "Payments" from the main menu above.

Current Charges Dr. XX Lease 1

|  |                                       |                                   |                                     |
|--|---------------------------------------|-----------------------------------|-------------------------------------|
| <b>Total Statement Balance</b><br>\$ 18,475.37 | <b>Payment Due Date</b><br>04/01/2019 | <b>Current Balance</b><br>\$ 0.02 | <a href="#">Enroll into AutoPay</a> |
|--|---------------------------------------|-----------------------------------|-------------------------------------|

**Scheduled Payments**

You do not have any scheduled payments

**Processed Payments**

You do not have any processed payments

**Automated Payment Enrollments**

You do not have any payments

## Tenant Auto Pay

- To enroll in Auto Pay, you will only have the option to select and pay your “Total Statement Balance”. You will have the option to defer your payment up to 8 days past the payment due date (1<sup>st</sup> of month). Late fees are usually assessed after the 10<sup>th</sup>. **To avoid late fees, payments should be received before this cut-off.**
  - Payment will process on the selected payment date, after 7 pm eastern and should be debited to your bank account within 2 days of the scheduled date.
    - Example – Payment processed on 5/1 through AMF file will be processed by the bank with an effective date of 5/2. Debit should be processed from your account either 5/2 or 5/3, unless those days fall on a weekend, then it would process the following Monday.
  - If tenant doesn’t want to pay “Total Statement Balance”, you can cancel Auto Pay and set-up a one-time payment. This option will allow you to pay current charges, past due balance, or total statement balance.
- **IMPORTANT:** If tenant sets up Auto pay within 5 days of the payment being drawn, an e-mail confirmation will not be sent until the next payment cycle.

Account Summary Payments Statements

Schedule Payment View Payment Activity Manage Funding Sources Enroll into AutoPay

Please provide the following information to enroll into AutoPay. Please note that choosing the "Deferred Payment Date" will move the date your payment is debited from your funding account. The deferred days you select will be added to the payment date. For example: If the due date is the 1st and the number of deferred days is 8, then the draft will take place on the 9th.

**Enter Information**

Funding Account Number\*: HCP QA Test Bank A/C-xxxxxx2616

Payment Amount Option\*: Total Statement balance

Payment Date\*:  Payment Due Date  Deferred Payment Date

Defer Payment by (in days)\*: 

- Select-
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

 Please select Defer Payment by.

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- Once set up on Auto Pay, to cancel payment, you will do so under the “Manage Auto Pay” header.
  - **If tenant’s lease expires or is vacated, tenant will have to cancel Auto Pay. If not cancelled, the next payment will automatically draft from your bank account (if there are any additional charges or if there is a balance on your account).**
    - For example: if tenant vacates 3/31/19 but there are YOE charges on 4/1/19, and you haven’t cancelled, those charges will be drafted for payment.



If you would like to cancel the AutoPay enrollment, click **Cancel AutoPay Enrollment**. If you do not wish to cancel the AutoPay enrollment, click **Do Not Cancel AutoPay Enrollment**.

Please note that any payments created today due to the AutoPay enrollment will not be cancelled while unenrolling from AutoPay.

**AutoPay Enrollment Details**

**Payment For Account :** 0624-T00500  
**Payment Amount Option :** Current Balance  
**Payment From Account :** Checking - xxxxxx2616

Do Not Cancel AutoPay Enrollment

Cancel AutoPay Enrollment

## Billing Statements

- Tenant will be able to view 12 months of billing statements (but only when we have been operational on the system for 12 months or more). On the main screen under statements, the history will appear.

Account Summary Payments **Statements**

Statement History

Summary information from your last twelve months billing statements is shown below. If you want to view more details select the View Statement link below.

Bill Statement History

From Date :  To Date  Search

You do not have any statements

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SecureTrust  
Trusted Commerce  
CLICK TO VALIDATE

- **IMPORTANT:** Since we send out tenant statements several weeks before the 1<sup>st</sup> of the month, when retrieving your current statement, you are going to have to enter the correct dates in order to bring the current statement to the screen.
  - For example, if today is 05/24/2019 and tenant is looking for June 2019 statement, in the “From date” field above, you will need to enter the date of 5/01/2019 and in the “To date” field, you will enter 06/01/2019.

## Billing Statements for Multiple Suites

- For tenants with multiple space, the Building ID-Lease ID and suite information will be entered one of two ways:
  - If the primary space and each additional space is billed separately, on its own statement, then you will pull up each statement by the individual Building ID-Lease ID’s.
  - If the primary space and each additional space is billed on one statement, usually the largest space will be the Building ID-Lease ID that will need to be entered to access all spaces.

## Billing Statement Availability

- Billing statements are run once a month around the 20<sup>th</sup> and loaded on the system within a couple days.  
**IMPORTANT:** If a payment has been scheduled or processed after the statements have been loaded, the tenant will not see that payment on their statement until the reports are loaded the following month.

## Linking Multiple Accounts


- If tenant has more than one lease, you will have the ability to link those accounts, as long as payments go to the same bank account. This is an option even if the leases are in different buildings.
  - **Linking accounts allows access to all leases in one place but payments, specifically auto payments, will have to be set-up and processed for each account separately.**

Enter the Building ID-Lease ID and Suite Number you'd like to link and select Continue to proceed.

**Link Billing ID-Lease ID - Enter Account Number**

Building ID-Lease ID\* :

Suite Number\* :  Please enter your Suite Number.

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- Under Account Summary, tenant can select “Link Additional Accounts”. Tenant will enter the Building ID, Lease ID, and Suite number for the account(s) you are linking, the same way you did when you initially registered. Once the accounts are linked, all accounts will be shown on the tenant’s main page.

the following accounts are linked to your profile. If you want to remove an account from your profile please select De-Link account


**Manage Linked Accounts**

| Building ID-Lease ID | Name On Account | Action                          |
|----------------------|-----------------|---------------------------------|
| 0624-T00500          | Dr. XX Lease 1  | <a href="#">De-Link Account</a> |
| 0154-T04859          | Dr. XX Lease 2  | <a href="#">De-Link Account</a> |

- If a tenant is registered and a lease renewal is executed, you will either have to link the new lease ID to the current registered account (per the instructions above) or re-register with the new lease information.

# Cancel Enrollment

Ifeanyi Obianyo M.D. | 0624-T00500 A A A | [Sign Out](#)



**Account Summary** | Payments | Statements


Account Summary | My Profile | Link Additional Account | **Cancel Online Bill Pay**

**Confirm Cancellation**

Are you sure you want to cancel your enrollment in the online tenant bill presentment and payment service? Please note that by canceling this Service any unprocessed payments will also be cancelled. If you would like to proceed, click Cancel Enrollment.

[Exit](#) [Cancel Enrollment](#)

- Under Account Summary there is a header labeled “Cancel Online Bill Pay”. Tenant should click the “Cancel Enrollment” button to confirm cancellation. Tenant will now be un-enrolled.



**Account Summary** | Payments | Enroll

[Link Additional Accounts](#)

**Enrollment Cancellation**

✓ You have successfully cancelled your enrollment in the Online Bill Pay Service and can now close this window.

- Once enrollment is cancelled, tenant will receive the above notification and an email confirming cancellation.

## Password Re-Set

- Under Account Summary and My Profile, tenant can update password.

|                                 |                          |                            |  |
|---------------------------------|--------------------------|----------------------------|--|
| <a href="#">Account Summary</a> | <a href="#">Payments</a> | <a href="#">Statements</a> |  |
|---------------------------------|--------------------------|----------------------------|--|

[Account Summary](#) **[My Profile](#)** [Link Additional Accounts](#) [Cancel Online Bill Pay](#)

---

**Manage Profile**

---

Email Address : LMACMULLIN@GMAIL.COM [Change Email](#)

---

Login Id : Smith111  
Password : \*\*\*\*\* [Change Password](#)

---

Security Question1 : What is your Mother's maiden name  
Answer1 : \*\*\*\*\*  
Security Question :  
Answer : \*\*\*\*\*  
Security Question :  
Answer : \*\*\*\*\* [Change Security Answer\(s\)](#)

- If tenant updates password, 2 additional security questions will be required.

