



YOUR ACCOUNT PAYMENT OPTIONS

There are three easy ways you can pay for rent, parking, and other services at Steve Brown Apartments:

- 1. In person:** drop your check, money order, or certified check off at any of our office locations. Credit cards are also accepted, however there is a third party convenience fee for all credit card payments. For your security, we do not accept cash payments over \$50 at any of our offices.
- 2. By mail:** mail your check, money order, or certified check (payable to SBA Management) to our main office at 120 W. Gorham St., Madison WI 53703. Please do not mail cash. If your checks do not have your rental address on them, please add it to the memo line. Remember, your check needs to arrive on or before rent day so please allow time for the mailing process!
- 3. Online:** pay online for FREE right from your savings or checking account using the Online Resident Portal. Choose from one-time payments or automatic recurring payments. You can also make a one-time payment using a credit or debit card (there is a third party convenience fee for card payments).

USING THE ONLINE RESIDENT PORTAL TO PAY

Setting up your Portal account:

1. Go to www.SteveBrownApts.com and click on "Resident Portal" on the top right corner of the site.
2. Select "Click Here to Register" under the "Sign In" button.
3. Under "Personal Details," enter your First Name, Last Name, and your Registration Code or the phone number we have on file for you. Your Registration Code was sent to your by email about three weeks prior to your move in date and may be located in your junk/SPAM folder. The email is titled "Important Information for Steve Brown Apartments Residents." You can also call 608-255-7100 for your code.
4. Under "Account Information" enter the email address, password, and security question you would like associated with your rental portal account. This will become your primary login for future use.
5. Review and accept the Terms & Conditions and click "Register."
6. Upon registration, the system will send you a verification email. Open this email and click to verify your account. If you need your email verification resent please return to the main "Resident Portal" page and click "Resend Email Verification."
7. Congratulations! You are now a registered user and can access your Online Resident Portal at any time

Making a payment:

1. Go to www.SteveBrownApts.com and click on "Resident Portal" under the Resident Resources menu.
2. Enter your username and password and click the Login button.
3. Choose Make Payments from the icon menu
4. If you're new to our online payment system you'll be prompted to set up a Payment Account before moving forward. Follow the steps on the next page to add your checking, savings or credit account.
4. Once your bank account is entered you'll choose "Make A One-Time Payment" or "Set Up Automatic Recurring Payment". The steps for each method are outlined on the next page.

OVER 

Why Is There A Convenience Fee for Credit Card Payments? The company we use to process credit card payments charges a third-party service fee. Fee amounts vary and are disclosed before your card is charged. To avoid this fee, simply pay using your bank account online for FREE, or with a check, money order, or certified check by mail or in person.

DETAILED INFORMATION ON ONLINE RENT PAYMENTS

Remember: You can always pay rent even if your balance due is showing as zero. For instance, if you want to pay rent on the 26th instead of the 1st, simply enter the amount you want to pay in the “Extra Payment Amount” box.

How to add a bank account

1. Enter a name for the account, your financial institution’s routing number, the account number, and select either “Checking Account” or “Savings Account” from the drop down menu. Verify and click “Save”.
2. The newly-associated account should now be listed under the “Bank Accounts” section of the “Payment Accounts” tab. Note that you can edit or delete an account at any time.

How to add a credit card (Visa, Mastercard or Discover Card only)

Please note that credit cards cannot be used for automatic, recurring monthly payments. If you wish to pay monthly by credit card, it will have to be done manually as one-time payments.

1. To add a credit card for making one-time payments, click the “Add Credit Card” button under the “Payment Accounts” tab.
2. The credit card payment form will open in a new browser window (make sure to allow the pop-up).
3. Complete the form fields with accurate billing information for the card you wish to use. You will be asked whether you’d like to save the card for future use.

How to make a one-time payment

One-time payments may be made with either a checking or credit card account.

1. Any previously-stored payment accounts or credit cards will be available from the “Select Payment Account” drop-down menu. Select an existing account, or add a new banking or credit card account and confirm the payment amount. Click “Next.”
2. Confirm the payment amount, read and agree to the terms and conditions, and click “Submit Payment.”
3. A confirmation receipt will generate for printing and you will also receive a confirmation email.

How to set up automatic recurring payments

Automatic, recurring payments may only be set up using a checking or savings account. Monthly rent and any recurring fees/charges for your apartment are listed under the “Monthly Charge Description” and “Amount” columns.

1. Any previously-stored payment accounts or credit cards will be available from the “Select your Auto-Pay Account” drop-down menu. Select an existing account, or add a new banking or credit card account and confirm the payment amount. Click “Next.”
2. Confirm and/or edit the amount you would like automatically charged to your selected banking account and click “Next.” Make sure to review each individual charge.
3. Confirm each payment amount and check the box confirming you have read and accept the “Terms and Conditions.” Click “Setup Monthly Payment” to submit your auto-pay.
4. Charges will be applied to your account on a monthly basis on the date your rental installments are due.

Additional Information about Automatic Monthly Payments

- Recurring payments may not be canceled or changed on the day that rent is due.
- For your convenience, when your lease ends, your recurring payments will automatically stop.
- If you choose to renew your lease, please review your Automatic Recurring Payment info prior to the start of your new lease to confirm that payment information is correct and to update payment amounts.

A note re. “Bed Conversion” Charges:

You may see a “bed conversion” charge on your rental account. This is a term used by our accounting software to indicate that you are renting both “bed spaces” in your bedroom: every apartment has the potential to have two residents per bedroom – this charge indicates that we’ve “converted” it to house just one resident. It’s not an additional fee on top of your rent, it’s part of your rent. Simply add your “rent” and “bed conversion” charge together, and it will match the monthly installment amount in your lease.

If you have any other questions please call our offices at (608) 255-7100, or toll-free at (877) SBA-1300.