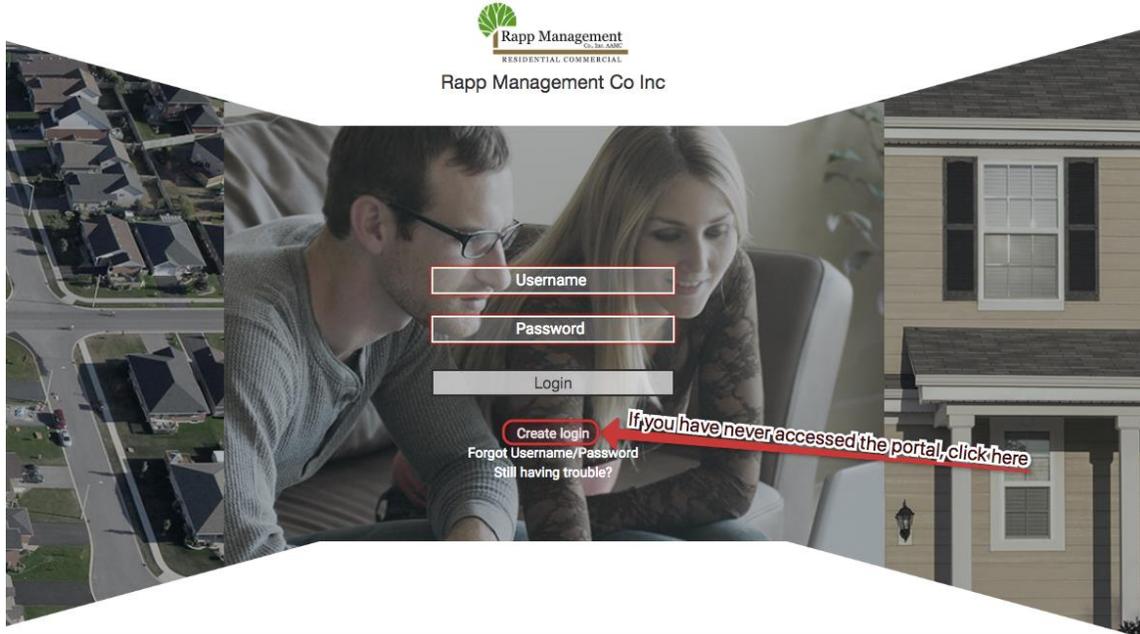


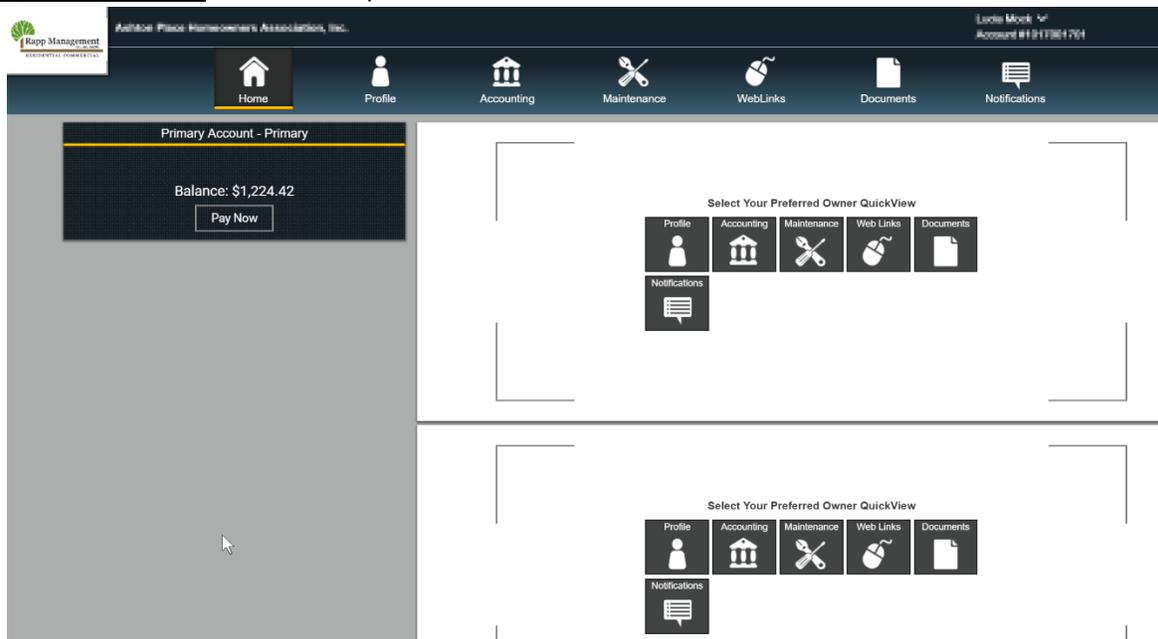
Instructions for Owner Payments through Caliber Portal – Rapp Management

1. Login to the Caliber Portal: https://caliber.cloud/CaliberWeb2_Rapp

If you have never accessed the portal, please click Create Login. You will need your account number and email that we have on file to create your login. If you use a different email address than what we have on file or if we don't have an email on file for you, you will receive an error. Please contact us if you have any issues and make sure that we have the correct email(s) on file for you.



2. Once logged in, you will see a screen like this with your current balance listed on the left. You can select “Pay Now” here to begin setting up a one-time payment or automatic payments. **E-Check payments are free for the owners.** This is a sample balance in the screenshot below:



3. If you click on the “Accounting” tab on the top, it will bring you to a page that will show your account balance history:

The screenshot shows the 'Accounting' tab selected in the top navigation bar. On the left, under 'Accounts and Balances', the 'Primary' account is highlighted with a 'Pay' button and a balance of \$1,224.42. Below this is a 'Show 10 items per page' dropdown and a 'Print' button. The main area displays the 'Account History' table:

Date	Description	Amount	Balance
01/01/2019	January 2019 - 2019 Monthly Assessment	\$645.09	\$1,224.42
01/01/2019	January 2019 - 2019 SBA Assessment	\$130.05	\$579.33
01/01/2019	January 2019 - 2019 - 4 Mo Special Assmt	\$449.28	\$449.28
12/23/2018	Payment Reversal Correction	\$52.46	\$0.00
12/01/2018	December 2018 - Monthly Assessment	\$529.77	(\$62.46)
12/01/2018	December 2018 - SBA Loan Assessment	\$130.05	(\$592.23)
11/30/2018	Rental Payment	(\$723.18)	(\$722.28)
11/02/2018	Payment Received	(\$658.72)	\$0.90
11/01/2018	November 2018 - Monthly Assessment	\$529.77	\$659.62
11/01/2018	November 2018 - SBA Loan Assessment	\$130.05	\$129.85

4. You can also click the “Pay” link on the left here as well which will bring you to the Payment setup page. You have the option of setting up a one-time payment or automatic payments. **E-Check payments are free for the owners.** You can also click on the additional tabs to review payment information and history.

The screenshot shows the 'Pay Now' page. At the top, it says 'Caliber Payment Gateway' and '(Click this link to open in a new window)'. Below that, there are navigation tabs: Home, One-Time Payment, Recurring Payment, Payment History, My Payment Accounts, My Profile, and Help. The 'Home' tab is active. The main content area is divided into two columns. The left column has a 'Make a Payment Now' section with a 'Payment Amount' field set to '\$ 1224.42' and a 'Make One-Time Payment' button. Below that is a section titled 'Want to set up automatic payments?' with the text 'Schedule an AutoPay at the frequency of your choice.' and a 'Get Started' button. The right column has a 'Recent Payment History' section with a table header: Trans #, Date, Amount, Status. Below the header, it says 'There are currently no Payments'. Below that is an 'Active AutoPays' section with a table header: Amount, Account, Debit Day, Freq. Below the header, it says 'Click here to set up a new AutoPay.'

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The image shows a payment process flow diagram at the top with four steps: Amount, Account, Review, and Receipt, connected by right-pointing chevrons. Below this is a form titled "Select a Payment Account". At the top of the form, it says "Payment for: Payment amount" and "Payment Amount: [input field]". The form has two radio button options: "eCheck Bank Account" and "Debit/Credit Card" with logos for VISA, MasterCard, and DISCOVER. At the bottom are three buttons: "Cancel", "Previous", and "Continue". A red arrow points from the "eCheck Bank Account" option to a callout box on the right. The callout box has an orange header "Standard Processing" with a question mark icon and the text "Payment posts in 1 business day". Below the header, it says "FREE" and "Fee Charged Typically 2.5-3%".

Troubleshooting:

We have had a few owners who mention that when they click the “Pay Now” button, that they get another login page that they don’t have the credentials to access. If this occurs, please click the “[Click this link to open in new window](#)” link on your screen and you should be able to continue with making your payments without issue.

If you have trouble with this, please reach out to info@rappmanagement.com and we will be happy to assist.