

Online Owner Contributions

If you utilize online payments, your owners can securely contribute funds to the property of their choice through their Owner Portal via eCheck (ACH) or Credit or Debit card.

If you do not currently use online payments but want your owners to have this ability, please [enable online payments](#) to get started.

Owner contribution receipts are automatically created in AppFolio when an owner submits a payment, and those funds are automatically deposited into the operating bank account on the related property.

Owners can contribute up to \$15,000 per contribution.

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Fees for Making Owner Contributions

- **eCheck (ACH)** - Free!
- **Credit or Debit Card** - 2.9% of contribution amount. Applied to manage transaction costs, paid by the owner at the time of contribution.

Funds Settlement Time Frame

- **eCheck (ACH)** - Owner contributions made via eCheck in the Owner Portal before 1:00 pm EST will be received in your bank account on the same day. **Note**, not all banks participate in same-day ACH at this time, so it is recommended to contact your bank for more details.
- **Credit or Debit Card** - Owner Contributions made via credit or debit card are processed within 3-5 business days according to industry standards.

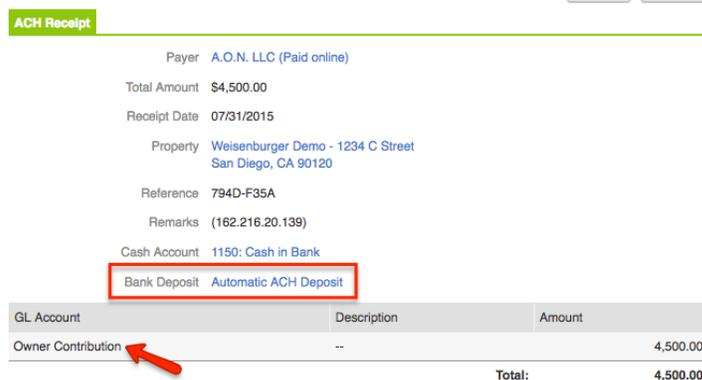
Preview the Owner's Process to Make a Contribution

- [View a copy of an Owner Portal](#) to see firsthand how the contribution feature works. Please note, your account must be enabled for online payments, otherwise you won't see the Contribution option in the Owner Portal.
- You can also see the owner's process here: [Owner Portal Overview: Make a Contribution](#). This is a public help page that you can share with your owners!

Your Process in AppFolio

When an owner submits an online contribution the following happens automatically in AppFolio. There is no work required on your end:

1. You will receive an **email notification** (see below to set up) of a successful online contribution.
2. An **Owner Receipt** is automatically created in AppFolio against your key Owner Contributions GL account. Find this on the **Receivables** page (Accounting > Receivables).



ACH Receipt

Payer: A.O.N. LLC (Paid online)

Total Amount: \$4,500.00

Receipt Date: 07/31/2015

Property: Weisenburger Demo - 1234 C Street
San Diego, CA 90120

Reference: 794D-F35A

Remarks: (162.216.20.139)

Cash Account: 1150: Cash in Bank

Bank Deposit: Automatic ACH Deposit

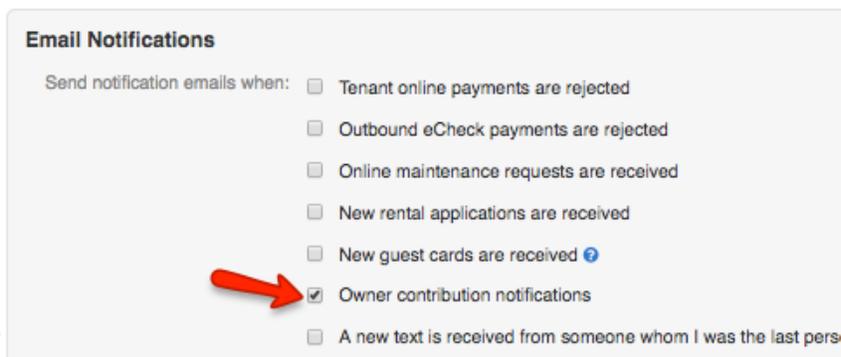
GL Account	Description	Amount
Owner Contribution	--	4,500.00
Total:		4,500.00

3. The contribution is automatically deposited into the bank account linked to the owner's property. eCheck contributions are deposited the next business day, while credit or debit card contributions are deposited within or 3- 5 business days. Find the automatic bank deposit linked on the contribution receipt, on the **Bank Deposits page** (Accounting > Receivables > Bank Deposits) or on the **Deposit Register report**.

Enable Owner Contribution Email Notifications

Get an email anytime an owner submits a successful contribution or if a contribution is rejected by the bank.

1. At the top right of AppFolio click your **Name** and select **My Settings**
2. In the **Email Notifications** section, select **Owner contribution notifications**.
3. Scroll to the bottom of the page and click **Save**. **You'll receive an email notification every time and owner makes and online contribution** (on a property you have access to in AppFolio.)



Email Notifications

Send notification emails when:

- Tenant online payments are rejected
- Outbound eCheck payments are rejected
- Online maintenance requests are received
- New rental applications are received
- New guest cards are received ⓘ
- Owner contribution notifications
- A new text is received from someone whom I was the last pers

FAQs

Does the owner get a confirmation of their contribution payment?

Yes. The owner receives a confirmation email immediately after they submit their payment. The email includes the

payment and fee amount (if applicable), a confirmation number, and what the payment will show up as on their bank statement so they know what to look out for.



Hi Property Owner,

Your contribution has been processed. You will see a transaction from Interwest Management Services on your bank statement.

The details of your contribution are as follows:

Bank routing number: *****0358

Bank account number: *****1111

Amount: \$50.00

Confirmation #: 88B2-1596

Time: December 08, 2017 10:20 AM PST

Thank you,
Interwest Management Services
[\(888\) 691-1988](tel:888-691-1988)

How much can an owner contribute?

Owners can pay up to \$15,000 per contribution.

Can the owner see a history of their contributions in their Owner Portal?

Currently there is no online contribution history recorded in the owner's portal.

What happens when an owner's online contribution is rejected by our bank?

When an NSF occurs, a negative receipt is created and deposited (negative deposit) to offset the original contribution so you can reconcile the funds leaving your account. If a contribution NSF's but the processing fee goes through, AppFolio will refund the processing fee to the owner as part of the NSF process.