Rental Housing Invoice Portal
User Guide

Updated: January 19, 2023

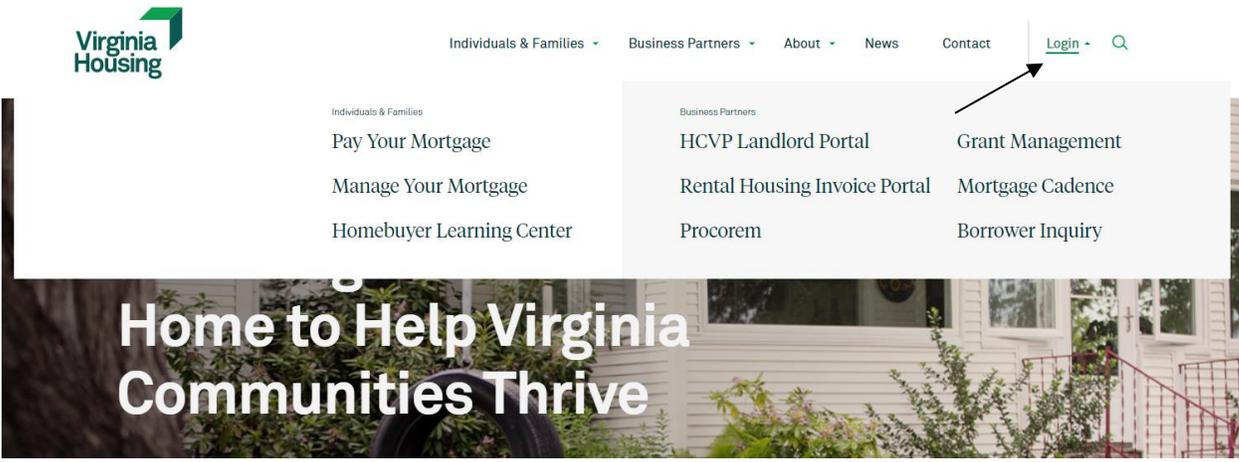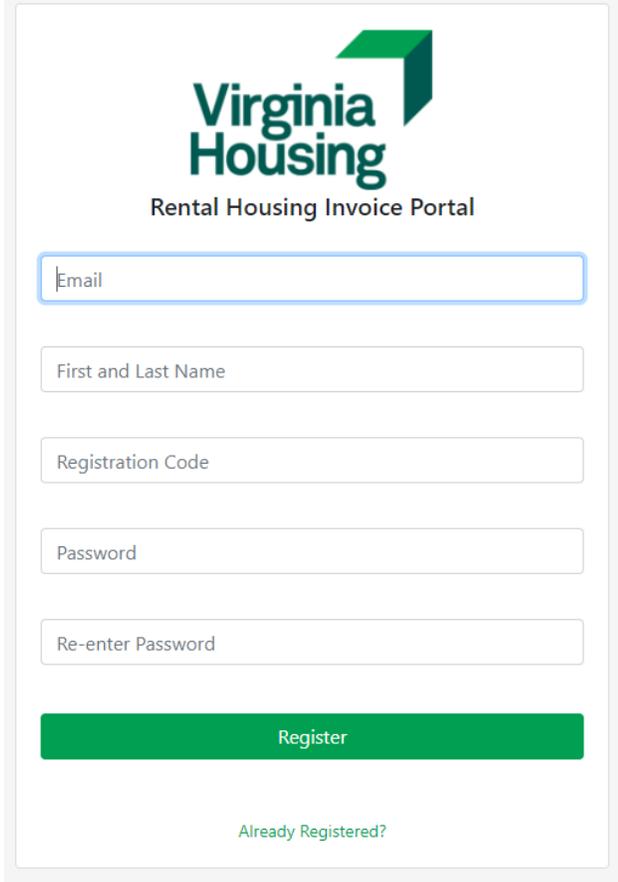# Table of Contents
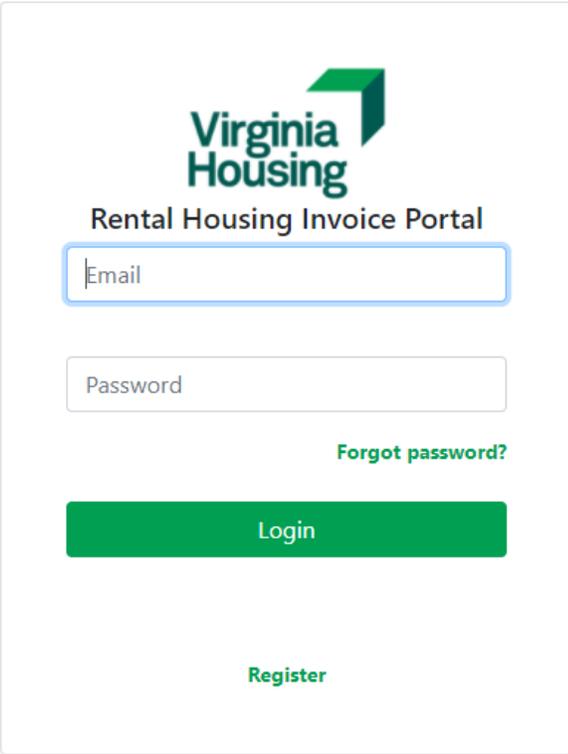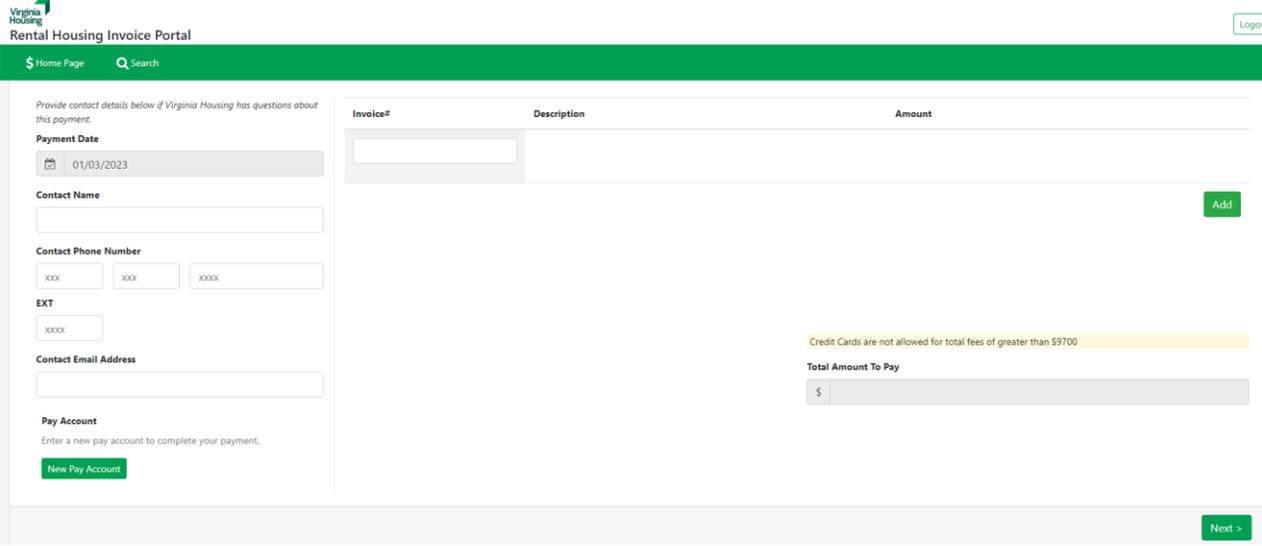
Rental Housing Invoice Portal

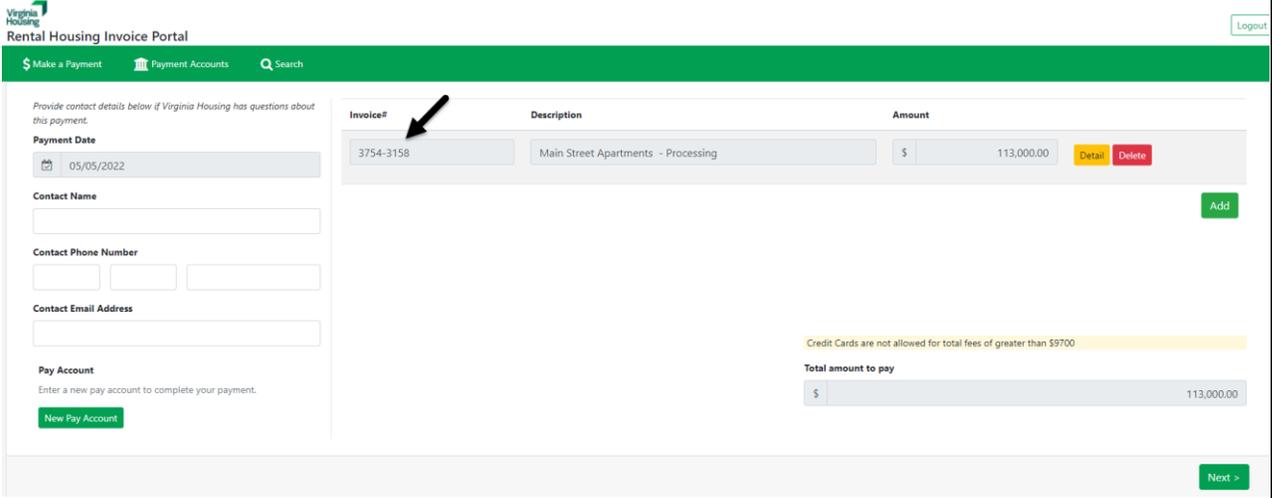## 1.1. What Is the Rental Housing Invoice Portal?

The Virginia Housing Rental Housing Invoice Portal is managed by REPAY. We provide invoicing information to REPAY and they process any transactions and send the payment and information to us quickly and electronically.

1.2. Access the Portal

Step	Action
1	In order to pay online, you will receive an invoice from Virginia Housing for fees due. Access the RH Invoice Portal from our website under Login or directly at **www.virginiahousing.com/RHInvoice**.

Step	Action
2	You are required to create an account to identify where to send the confirmation emails. No other information is saved within the portal. From this screen, create an account by completing the fields and click **Register**. The Virginia Housing registration code is provided on your invoice. To access the portal after the first time, click on **Already Registered.**

Step	Action
3	If you have already created an account, enter your email and password. Click **Login**.
4	Once logged in, you will be within Virginia Housing's secure invoice portal.

1.3. Selecting Invoices to Pay

Step	Action
1	Your invoice from Virginia Housing will contain one or more invoice numbers for fees due. Each department within Rental Housing may provide differing information but the invoicing process is the same.

Virginia Housing

INVOICE

Date: 5/26/2022

Deal #: 3754
Deal Name: Main Street Apartments
Virginia Housing Development Officer: Kimberly Staunton

Invoice #	Description	Amount due
3754-3158	Processing	$113,000.00
3754-3159	Financing	$123,000.00
	Total Amount Due:	$236,000.00

To pay these invoices online, go to our Rental Housing Invoice Portal at:
www.virginiahousing.com/RHInvoice

or send a check including copy of invoice to :

Virginia Housing
Registration Code

Step	Action
2	Enter an invoice number into Invoice#. Click anywhere in the screen and your information will populate.
3	Click **Add** to include additional invoices in your transaction. You can pay multiple invoices for the same development or any other development as long as they are being paid from the same banking source.

Step	Action
4	When each invoice is added, the **Total amount to pay** will update. 	Invoice#	Description	Amount	 3754-3158	Main Street Apartments - Processing	$ 113,000.00	Detail Delete 3754-3159	Main Street Apartments - Financing	$ 123,000.00	Detail Delete Add Credit Cards are not allowed for total fees of greater than $9700 **Total amount to pay** $ 236,000.00 Next >
5	To remove an invoice, click **Delete**. 	Invoice#	Description	Amount	 3754-3158	Main Street Apartments - Processing	$ 113,000.00	Detail Delete 3754-3159	Main Street Apartments - Financing	$ 123,000.00	Detail Delete Add Credit Cards are not allowed for total fees of greater than $9700 **Total amount to pay** $ 236,000.00 Next >

Step	Action
6	Click **Detail** to see more specifics about the fee included in this invoice#.
7	Provide Contact information in the section on the left. All fields except Extension are required. If Virginia Housing has any questions, they will contact this person. It may or may not be the person processing the invoice within the portal.

2. Provide Banking Information

2.1. Paying from a Bank Account

Paying from a Bank Account will result in a one-time ACH transaction with no additional processing fees.

Step	Action
1	You may add the banking information before or after selecting invoices to pay. Click on **New Pay Account**.

Step	Action
2	• Enter the Routing Number and Account Number to debit. The bank information will automatically display. (**NOTE:** REPAY WILL NOT SAVE THIS INFORMATION AFTER THE TRANSACTION IS COMPLETED) • Enter the Name on Account. • Select Account Types. • Click **SAVE** Account ✕ 🏛 Bank Account 💳 Credit Card **Bank Info** Bank Name: SOUTHSTATE BANK, N.A. Phone: 800-277-2175 Address: P O BOX 11806 CHARLESTON, SC 29423 Routing Number 053200983 ❓ Account Number 11101010 ❓ Name on Account Main Street Apartments LLC Account Type ⦿ Checking ○ Savings ○ Personal ⦿ Business Save
3	Once saved, an abbreviated banking message will appear. Click on **New Pay Account** to access information for edits. **Pay Account** Enter a new pay account to complete your payment. New Pay Account Using new account. ****1010
4	Click **Next** to finalize your payment.
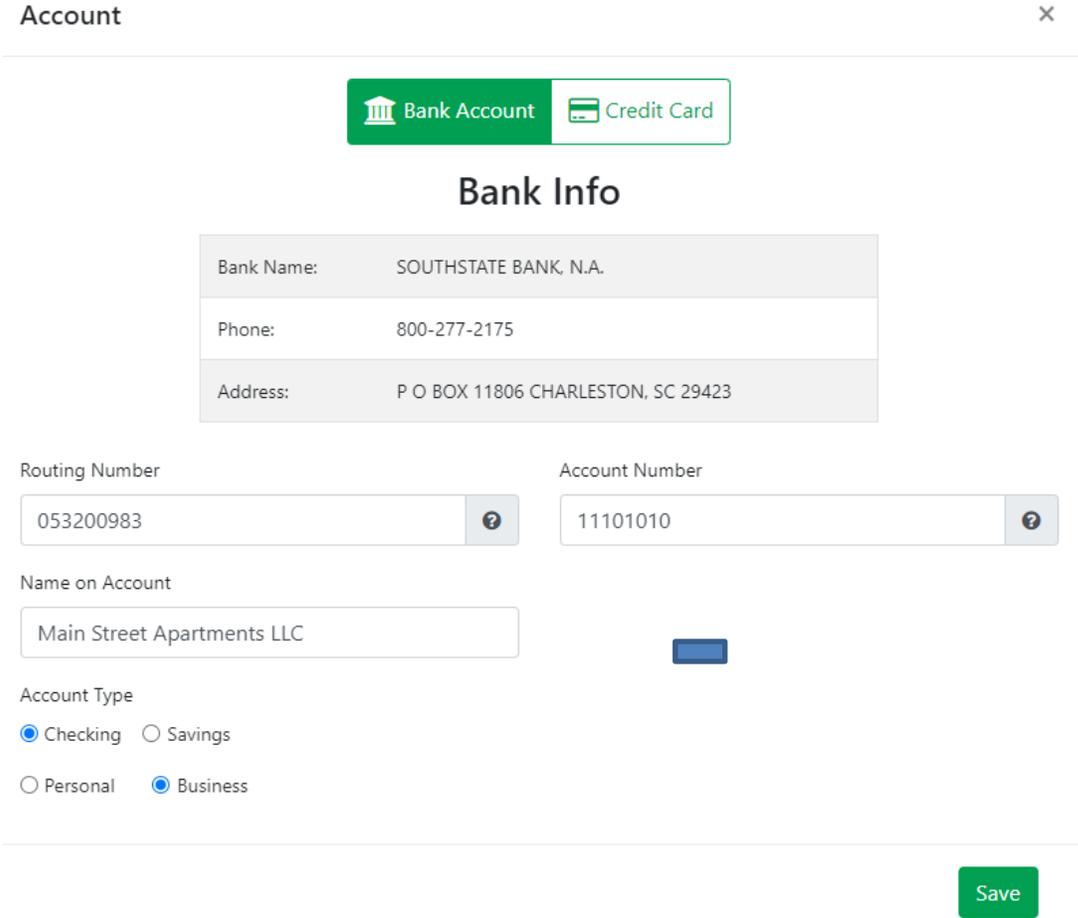
2.2. Paying by Credit Account

Virginia Housing is allowing payments by credit card with a 3% transaction fee. Our portal will only allow payments of invoices totaling up to $9700. This along with the transaction fee will be below our cap of $10,000.

Step	Action
1	You may add the banking information before or after selecting invoices to pay. Click on **New Pay Account**. *Provide contact details below if Virginia Housing has questions about this payment.* **Payment Date** 📅 05/05/2022 **Contact Name** **Contact Phone Number** **Contact Email Address** **Pay Account** Enter a new pay account to complete your payment. [New Pay Account]

Step	Action
2	• Click on **Credit Card** at the top of the window. • Enter all details requested as listed with your credit card issuer. (**NOTE:** REPAY WILL NOT SAVE THIS INFORMATION AFTER THE TRANSACTION IS COMPLETED) • Click **SAVE.** **Account** × 🏛 Bank Account 💳 Credit Card Name on Card: Main Street Apartments LLC Address 1: 123 Main Street Card Number: VISA 4000 0000 0000 0002 Address 2: Exp. Month: 12 Exp. Year: 2028 City: Richmond State: Virginia Zip Code: 23220 Save
3	Once saved, an abbreviated banking message will appear. Click on **New Pay Account** to access information for edits. **Pay Account** Enter a new pay account to complete your payment. New Pay Account Using new account. ***************0002
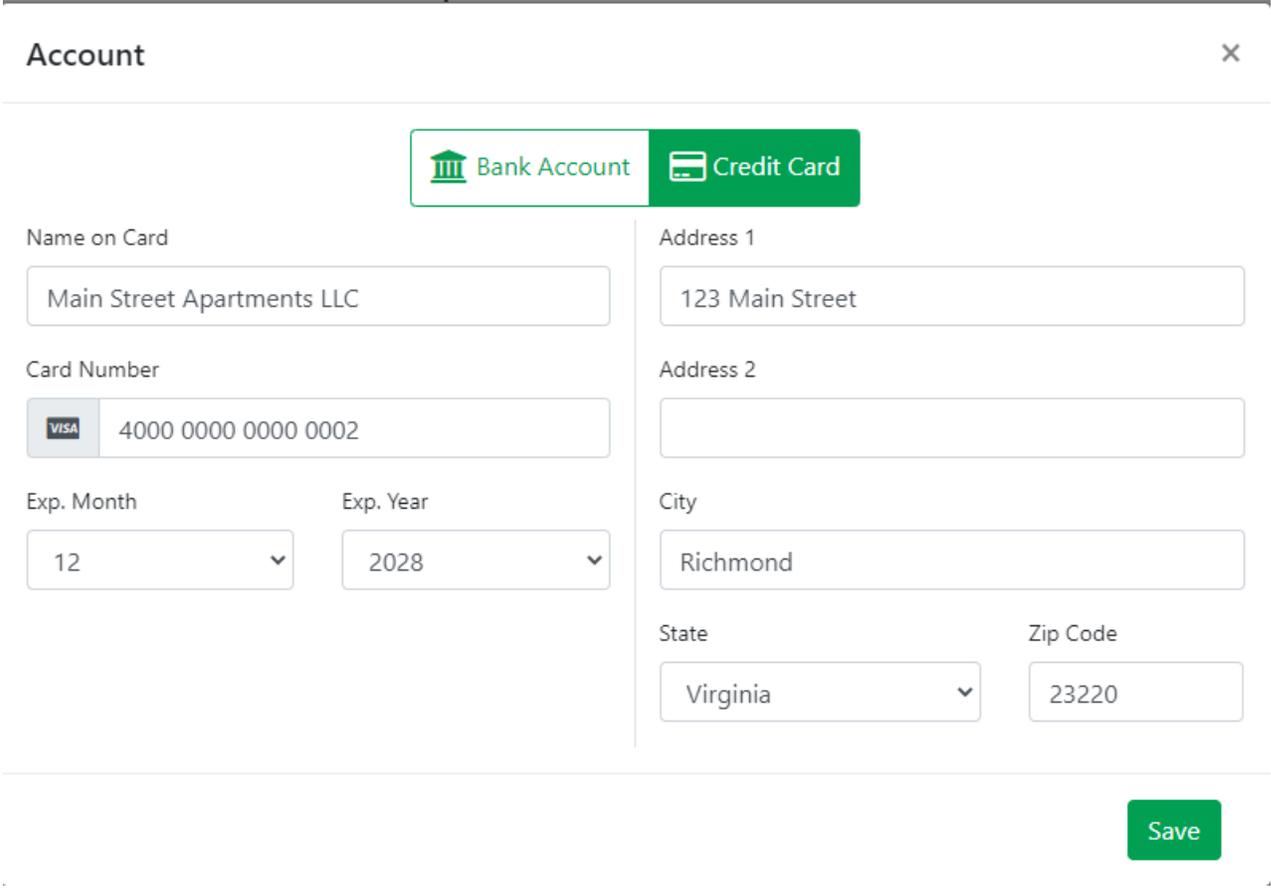
Step	Action
4	When a credit card account is selected, the transaction fee will appear above Total Amount to Pay and will update as invoices are added to the portal. **Transaction Fee** ❓ $ 0.00 Credit Cards are not allowed for total fees of greater than $9700 **Total amount to pay** $ 0.00 Next >
5	Click **Next** to finalize your payment.

3.   Finalizing your Transaction

3.1.   Finalizing your transaction

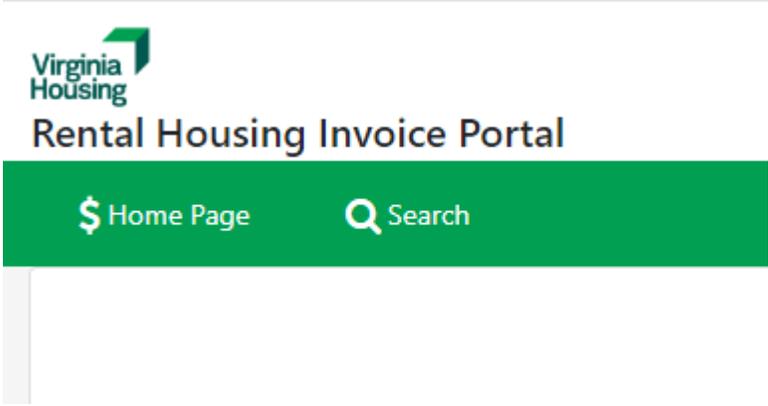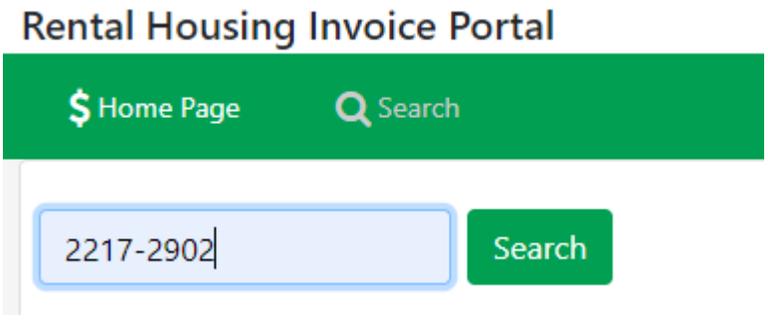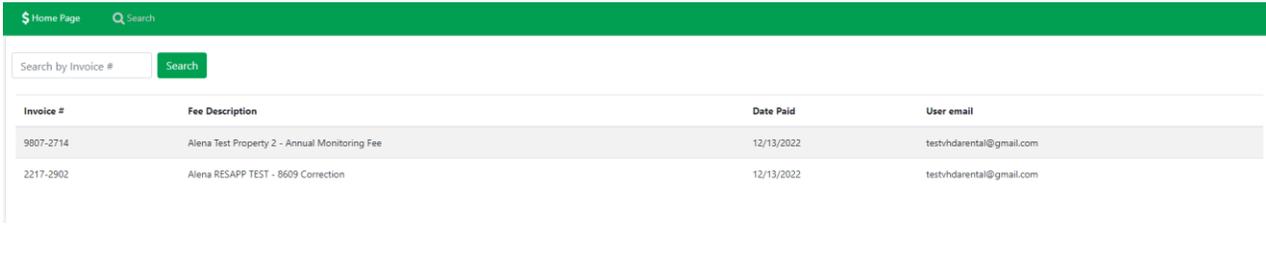| Step	Action
1	Once all of your invoices are entered and you have completed the information on the left, click on **Next**. Credit Cards are not allowed for total fees of greater than $9700 **Total Amount To Pay** $ 1,000.00 Next >
2	A summary of all of your invoices as well as a total amount to debit will display. If you agree to these terms and conditions and confirm you are an authorized signer on the above account, click **Authorize Payment.** Click **BACK** to return to the selection screen**.** By clicking "Authorize Payment" you are approving a One-Time Charge which will be processed according to the information below. Funds for this transaction must be available on the date the transaction is scheduled for payment. If you are making your payment after 5:00 p.m. (Eastern) on a business day or at any time on Saturday and Sunday, your payment will be processed on the next business day. Payment Date 01/03/2023 Payment Account Card Number: *************0002 Transaction Fee $30.00 **Amount to Debit** **$1,030.00** Invoice# Description Amount 3102-2904 Alena Sample Property 2023 - Application Fee $1,000.00 Total $1,000.00 An email will be sent to t************l@gmail.com once the payment has been posted. On 01/03/2023 you are authorizing Repay on behalf of Virginia Housing to make a one-time payment in the amount of $1,030.00 that includes a Transaction Fee of $30.00 from the account ending in ***************0002 that is in the name of Main Street Apartments LLC. Do you agree to these terms and conditions, and confirm you are an authorized signer on the above account? Authorize payment
3	If any of the invoices entered were previously paid, you will receive the following error. **Error** ❌ Logout **duplicate_invoice:** has been detected. The invoice 4450-2211 has already been paid for. Click **Back** and delete this invoice from your list.

Step	Action
4	If your payment is successful, a transaction message will display. **Thank You. The information detailed below has successfully submitted for processing** Transaction Date — 05/05/2022 Post Date — 05/05/2022 Tracking Number — 914903550 Amount to Debit — $236,000.00 Done Print
5	A confirmation email is sent from from VirginiaHousing to the email address used to log into the portal. The subject line will state Virginia Rental Housing Transaction Notice. Thank you for scheduling your payment! You have authorized Virginia Rental Housing to WITHDRAW a One-Time ACH Payment. Please review the information below and retain this email for your records. Processing Date: 05/06/2022 ACH Effective Date: 05/06/2022 ABA: 053200983 Bank Account: ************1010 Payment Amount: $236,000 Payment Tracking Number: 926217710 Payment Scheduled At: 05/06/2022 02:29PM EST Authorization Method: Scheduled on the Internet Reference Information Client Reference Number: Robert Smithton Description: This authorization is to remain in full force and effect for this transaction only and for the amount listed above. The specific debit to your account authorized herein may only be withdrawn on or after 05/06/2022. This authorization may only be revoked by calling Virginia Rental Housing directly at 800-783-6734 during normal business hours and PRIOR TO payment being sent for processing which may occur anytime of the day on 05/06/2022. Processing Date - means the date on which this payment will be sent to the ACH Network ACH Effective Date - means the date on or after the payment may be debited from your account NOTE: THIS E-MAIL ADDRESS IS NOT MONITORED PLEASE DO NOT REPLY TO THIS MESSAGE!

Step	Action
6	Provide the Tracking Number to Virginia Housing for proof of payment if requested due to time sensitive deliverables.
7	**Read the message carefully.** A similar notice will be sent if your payment fails to be processed.

4. Payment Verification

4.1. Verifying that invoice was paid

Step	Action
1	If you need to know if a payment was processed by someone in your organization, click on **SEARCH**
2	Enter an Invoice Number.
3	If that invoice was paid via the portal, it will display that invoice and any other invoices included in that transaction.
4	If it was not paid via the portal, no records will be found. If you think it was paid by another method, contact Virginia Housing for information.