# MRI Plug & Pay (MPP)

## Hosted Payments Guide

January 2018

Every released version of MRI products gets its own release notes. However, guides are only updated when changes have been made to product features that require changes to documentation. If there is no guide specific to your version, use the most recent corresponding document (which may refer to an earlier version of the software).

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# Hosted Payments Introduction

MRI Plug & Pay (MPP) offers hosted payment functionality with payment providers for Prospect Connect, Resident Connect, and Tenant Connect. When using hosted payments, users are redirected to a payment provider to enter and confirm payment options. With this functionality, MRI can support many payment provider solutions, and you can choose an optimal payment solution that best fits your organization's needs.

This feature establishes Payment Card Industry (PCI) compliance within the MRI Connect products' payment processes. The PCI standard was established to increase controls around cardholder data to reduce credit card fraud. Although the PCI standard focuses on credit cards, the added security is also beneficial to ACH transactions. Your organization will benefit from improved security and reduced risk by having credit card and bank account information stored with industry-expert, PCI-compliant payment providers.

# Preparing for Hosted Payments

As early as February of 2017, credit and debit card issuers could move from 16-digit to 19-digit primary account numbers (PANs). The legacy Resident Connect payment integration will not support this industry change, and MRI Software recommends switching to the hosted payment solution as soon as possible. After **December 31, 2017**, the legacy Resident Connect payment integration will no longer be available.

# Canceling Recurring Payments for Resident Connect

The legacy Resident Connect payment integration only supports the processing of recurring payments using ProfitStars. With MPP, multiple payment providers can be used to process recurring payments.

For properties that have been set up to use MPP hosted payments for recurring payments, when a resident with a legacy recurring payment set up logs on to the Resident Connect portal, a message appears stating that the recurring payment process has changed. The message displays the following text:

"The payment process at your property has been updated. If you wish to continue making recurring payments, you must set up a new recurring payment schedule at this time. By selecting the check box below and clicking Continue, your existing recurring payment information will be removed from the system, and you will be directed to set up a new recurring payment."

When this message appears, the resident can acknowledge the message by selecting the **I Acknowledge** check box, and then clicking **Continue**. Once they click **Continue**, their existing recurring payment information is removed from the system. After acknowledging the message, if the resident wants to continue making recurring payments, they can then create a new recurring payment with the hosted payments provider. If the resident clicks **Cancel** on the message, the message closes, but continues to appear when the resident navigates to any page in Resident Connect until they acknowledge it.

Alternatively, you can remove all legacy recurring payments for your residents at one time. You should notify residents of this change and provide them with instructions about how to establish a new recurring payment schedule.

To cancel the legacy recurring payments in bulk, you must run the following stored procedure, where **TL** is the property ID and **201712** is the year and month in which the payments should end:

```
exec prc_rpx_DisableRecurringPayments 'TL', '201712'
```

## Setting Up the Payment Router

Before you can use hosted payments, you must set up the Payment Router Information interface (PAYROUTER) and synchronize the available payment providers.

To set up the Payment Router Information interface, follow these steps:

1. Go to **Setup > Setup and Maintenance**.

2. Go to **Administrative Options > Interface Setup**.

3. In the row containing the Payment Router Information interface (PAYROUTER), click the **Detail** link. The **Interface Detail** page appears.

4. Verify that the **Payment Router URL** field is set to **https://payments.saas.mrisoftware.com**.

5. In the **Shared Secret** field, enter the unique token provided by your MRI administrator.

   **Note**

   If you do not have a shared secret, you can request one by submitting a Support case on the [myMRI Client Portal](#).

6. To update the payment providers that are available on the **Interface Setup** page, click **Synch**.

7. Click **Save**, and then click **Save** at the bottom of the page to return to the **Interface Setup** page.

## Assigning Payment Providers to Buildings or Properties

For information about assigning a hosted payment provider to a Prospect Connect property, refer to the "Setting Up Prospect Connect Property Details" topic in the web Help (**Prospect Connect > Property Setup > Setting Up Prospect Connect Property Details**).

For information about assigning a hosted payment provider to a Resident Connect property, refer to the "Setting Up Hosted Payment Provider Assignments" topic in the web Help (**Residential Management (RM) > Resident Services > MRI Resident Connect > Billing > Setting Up Hosted Payment Provider Assignments**).

For information about assigning a hosted payment provider to a Tenant Connect building, refer to the "Setting Tenant Connect Building Options" topic in the web Help (**Commercial Management (CM) > Tenant Connect > Setting Tenant Connect Building Options**).

# Payment Providers

Although MRI has worked to ensure that the transition to hosted payments is as seamless as possible for your organization, you will need to contact your preferred payment provider to obtain instructions for setting up and testing hosted payments and to confirm the necessary field values on the corresponding **Interface Detail** pages. Contact information and interface setup instructions for supported payment providers are provided in the following sections.

**Note**

- Unless otherwise specified, all payment providers can only be used in the United States.

- Once you activate a provider for an entity, you must still select that provider in the corresponding building or property settings, as described in the "Assigning Payment Providers to Buildings or Properties" section on page 6.

## Aptexx



Aptexx provides hosted one-time payments for Prospect Connect, Resident Connect, and Tenant Connect on MRI version X.3.6 and higher and X.4.1 and higher, and supports ACH, credit card, and debit card payment methods.

### Pricing and Contact Information

For pricing and contract information, contact Aptexx via www.aptexx.com.

### Interface Setup

To set up the Aptexx interface details, follow these steps:

1. Go to **Setup > Setup and Maintenance**.

2. Go to **Administrative Options > Interface Setup**.

3. In the row containing the Aptexx Payment Provider interface (Aptexx), click the **Detail** link. The **Interface Detail** page appears.

4. On the **Interface Setup** tab, on the **Provider Settings** subtab, enter the hosted payment URL provided by Aptexx in the **Hosted Payment URL** field.

5. On the **Property Settings** subtab, for each entity that you want to include Aptexx as an available payment provider, complete the corresponding

columns with the building or property information provided by Aptexx, and then select the **Active** check box.

6. Click **Save** under the grid, and then click **Save** at the bottom of the page to return to the **Interface Setup** page.

# ClickPay



ClickPay supports ACH, credit card, and debit card payment methods on MRI version X.2.6 and higher and X.3.2 and higher.

ClickPay offers the following payment types per application:

- **Prospect Connect**—Hosted one-time payments

- **Resident Connect and Tenant Connect**—Hosted one-time payments and recurring payments

## Pricing and Contact Information

For pricing and contract information, contact ClickPay via [www.clickpay.com](www.clickpay.com), or contact John Redmond using one of the following methods:

- **Email**—[jredmond@clickpay.com](mailto:jredmond@clickpay.com)
- **Phone**—(347) 907-3522

## Interface Setup

To set up the ClickPay interface details, follow these steps:

1. Go to **Setup > Setup and Maintenance**.

2. Go to **Administrative Options > Interface Setup**.

3. In the row containing the ClickPay Payment Provider interface (ClickPay), click the **Detail** link. The **Interface Detail** page appears.

4. On the **Interface Setup** tab, on the **Provider Settings** subtab, complete the following fields:

    - **Hosted Payment URL**—Enter the hosted payment URL provided by ClickPay.

    - **Landlord ID**—Enter the portfolio ID provided by ClickPay.

    - **Fee Collection Reference ID**—Enter the fee collection reference ID provided by ClickPay.

5. On the **Property Settings** subtab, for each entity that you want to include ClickPay as an available payment provider, complete the corresponding columns with the building or property information provided by ClickPay, and then select the **Active** check box.

6. Click **Save** under the grid, and then click **Save** at the bottom of the page to return to the **Interface Setup** page.

# EVO Snap



For clients based in the United States or Canada, EVO Snap provides hosted one-time payments for Prospect Connect, Resident Connect, and Tenant Connect on MRI version X.3.8 and higher and X.4.1 and higher.

## Pricing and Contact Information

For pricing and contract information, contact EVO Snap via www.evosnap.com.

## Interface Setup

To set up the EVO Snap interface details, follow these steps:

1. Go to **Setup > Setup and Maintenance**.

2. Go to **Administrative Options > Interface Setup.**

3. In the row containing the EvoSnap Payment Provider interface (EvoSnap), click the **Detail** link. The **Interface Detail** page appears.

4. On the **Interface Setup** tab, on the **Provider Settings** subtab, enter the transaction URL provided by EVO Snap in the **Transaction Url** field.

5. On the **Property Settings** subtab, for each entity that you want to include EVO Snap as an available payment provider, complete the corresponding columns with the building or property information provided by EVO Snap, and then select the **Active** check box.

6. Click **Save** under the grid, and then click **Save** at the bottom of the page to return to the **Interface Setup** page.

# NWP ePay

NWP ePay supports ACH, credit card, and debit card payment methods on MRI version X.2.4 and higher.

NWP ePay offers the following payment types per application:

- **Prospect Connect**—Hosted one-time payments
- **Resident Connect**—Hosted one-time payments and recurring payments

## Pricing and Contact Information

For pricing and contract information, contact NWP via www.realpage.com, or contact Mark Gentile using one of the following methods:

- **Email**—mgentile@nwpsc.com
- **Phone**—(949) 253-3287

## Interface Setup

To set up the NWP interface details, follow these steps:

1. Go to **Setup > Setup and Maintenance**.

2. Go to **Administrative Options > Interface Setup**.

3. In the row containing the NWP Payment Provider interface (NWP), click the **Detail** link. The **Interface Detail** page appears.

4. On the **Interface Setup** tab, on the **Provider Settings** subtab, complete the following fields:

   - **Hosted Payment URL**—Enter the hosted payment URL provided by NWP.

   - **Portfolio ID**—Enter the portfolio ID provided by NWP.

5. On the **Property Settings** subtab, for each entity that you want to include NWP ePay as an available payment provider, complete the corresponding columns with the property information provided by NWP, and then select the **Active** check box.

6. Click **Save** under the grid, and then click **Save** at the bottom of the page to return to the **Interface Setup** page.

# PayLease



PayLease supports ACH, credit card, and debit card payment methods on MRI version X.1 and higher and X.2.4 and higher.

PayLease offers the following payment types per application:

- **Prospect Connect**—Hosted one-time payments
- **Resident Connect**—Hosted one-time payments and recurring payments

## Prospect Connect and Direct Posting

When using PayLease to process payments for Prospect Connect, payments can be posted directly to the resident ledger as cash receipts, instead of relying on Prospect Connect to post the receipts. After a prospect makes a payment, this feature helps to ensure that the payment will be processed even if an interruption occurs, such as closing the browser too early. Direct posting also helps prevent duplicate payments from being posted.

For more information about this feature, refer to the *Prospect Connect PayLease Direct Posting Configuration Guide*.

**Note**

The PayLease direct posting feature is only available for Prospect Connect clients using MRI Property Management version 10.4.3.2 and higher.

## Pricing and Contact Information

For pricing and contract information, contact PayLease via [www.paylease.com](www.paylease.com), or contact Chris Elardo using one of the following methods:

- **Email**—[celardo@paylease.com](celardo@paylease.com)
- **Phone**—(858) 500-4908

## Interface Setup

To set up the PayLease interface details, follow these steps:

1. Go to **Setup > Setup and Maintenance**.

2. Go to **Administrative Options > Interface Setup.**

3. In the row containing the PayLease Payment Provider interface (PayLease), click the **Detail** link. The **Interface Detail** page appears.

4. On the **Interface Setup** tab, on the **Provider Settings** subtab, enter the hosted payment URL provided by PayLease in the **Hosted Payment URL** field.

5. On the **Property Settings** subtab, for each entity that you want to include PayLease as an available payment provider, complete the corresponding columns with the property information provided by PayLease, and then select the **Active** check box.

6. Click **Save** under the grid, and then click **Save** at the bottom of the page to return to the **Interface Setup** page.

# ProfitStars SmartPay Express (SPE)



ProfitStars SPE supports ACH, credit card, and debit card payment methods on MRI version X.3.8 and higher and X.4.1 and higher.

ProfitStars SPE offers the following payment types per application:

- **Prospect Connect**—Hosted one-time payments
- **Resident Connect and Tenant Connect**—Hosted one-time payments and recurring payments

## Pricing and Contact Information

For pricing and contract information, contact your MRI account executive, who can send you an email invitation to the ProfitStars Contract Portal for enrollment. For more information about ProfitStars, refer to www.profitstars.com.

## Interface Setup for Commercial

To use ProfitStars SPE for Tenant Connect, the Web Services user designated in the **MIX Username** field, described in Step 5 of this section, must have access to the following APIs:

- MRI_S-PMCM_AutoClose
- MRI_S-PMCM_NSFs
- MRI_S-PMCM_TenantPayments

For information about how to request APIs, refer to the *MRI Partner Integrations Process Guide*.

To set up the ProfitStars SPE interface details for Tenant Connect, follow these steps:

1. Go to **Setup > Setup and Maintenance**.

2. Go to **Administrative Options > Interface Setup**.

3. In the row containing the ProfitStrsCm Payment Provider interface (ProfitStrsCm), click the **Detail** link. The **Interface Detail** page appears.

4. On the **Interface Setup** tab, on the **Provider Settings** subtab, complete the following fields:

   - **Hosted Payment URL**—Enter the following URL: https://smartpay.profitstars.com/express/securegateway

   - **Payment Vault URL**—If you are using polling, enter the following URL: https://ssl.selectpayment.com/PV/TransactionReporting.asmx

   - **Store ID**—Enter the store ID provided by ProfitStars.

   - **Store Key**—Enter the store key provided by ProfitStars.

5. If you are using ProfitStars SPE for recurring payments, complete the following fields:

   - **MIX Username**—Enter your Web Services user name for MIX.

   - **MIX Password**—Enter your Web Services password for MIX.

   - **MIX Endpoint**—Enter your MRI-provided MIX endpoint.

6. ProfitStars may ask you to update the **Test Mode** check box, **Test Store ID**, **Test Store Key**, **Test Merchant ID**, and **Test Location** fields for testing. For more information about these fields, contact ProfitStars.

7. To enable polling, which allows users to enable regular transaction syncing, select the **Enable Polling** check box.

8. On the **Property Settings** subtab, for each entity that you want to include ProfitStars as an available payment provider, complete the corresponding columns with the property information provided by ProfitStars, and then select the **Active** check box.

9. Click **Save** under the grid, and then click **Save** at the bottom of the page to return to the **Interface Setup** page.

## Interface Setup for Residential

To use ProfitStars SPE for Prospect Connect or Resident Connect, the Web Services user designated in the **MIX Username** field, described in Step 5 of this section, must have access to the following APIs:

- MRI_S-PMRM_AutoCloseBatches

- MRI_S-PMRM_NSF

- MRI_S-PMRM_PaymentDetailsByPropertyID
- MRI_S-PMRM_Reversal

For information about how to request APIs, refer to the *MRI Partner Integrations Process Guide*.

To set up the ProfitStars SPE interface details for Prospect Connect or Resident Connect, follow these steps:

1. Go to **Setup > Setup and Maintenance**.

2. Go to **Administrative Options > Interface Setup**.

3. In the row containing the ProfitStars Payment Provider interface (ProfitStars), click the **Detail** link. The **Interface Detail** page appears.

4. On the **Interface Setup** tab, on the **Provider Settings** subtab, complete the following fields:

   - **Hosted Payment URL**—Enter the following URL: https://smartpay.profitstars.com/express/securegateway

   - **Payment Vault URL**—If you are using polling, enter the following URL: https://ssl.selectpayment.com/PV/TransactionReporting.asmx

   - **Store ID**—Enter the store ID provided by ProfitStars.

   - **Store Key**—Enter the store key provided by ProfitStars.

5. If you are using ProfitStars SPE for recurring payments, complete the following fields:

   - **MIX Username**—Enter your Web Services user name for MIX.

   - **MIX Password**—Enter your Web Services password for MIX.

   - **MIX Endpoint**—Enter your MRI-provided MIX endpoint.

6. ProfitStars may ask you to update the **Test Mode** check box, **Test Store ID**, **Test Store Key**, **Test Merchant ID**, and **Test Location** fields for testing. For more information about these fields, contact ProfitStars.

7. To enable polling, which allows users to enable regular transaction syncing, select the **Enable Polling** check box.

8. On the **Property Settings** subtab, for each entity that you want to include ProfitStars as an available payment provider, complete the corresponding columns with the property information provided by ProfitStars, and then select the **Active** check box.

9. Click **Save** under the grid, and then click **Save** at the bottom of the page to return to the **Interface Setup** page.

# Migrating from the Legacy ProfitStars Integration

If you have already set up the legacy ProfitStars or ProfitStars Commercial integrations (Profit_Star or ProfitStarCM) and are switching to their hosted payments solution, follow these steps:

1. If you are using ProfitStars for Resident Connect recurring payments, cancel those recurring payments, as described in the "Canceling Recurring Payments for Resident Connect" section on page 5.

2. Create an MRI Support case to request the ProfitStars Integrated Smart Pay Express (ISPE) contract addendum, and then complete the form and return it to MRI Support.

3. Set up branding for your new ProfitStars ISPE site. If you do not have the ProfitStars guide on ISPE branding, contact MRI Support.

   **Note**

   To set up branding, you need the ProfitStars SmartPay Admin role. If you do not have access to this role, contact ProfitStars Support.
   MRI Software recommends contacting MRI Global Professional Services (GPS) for assistance with setting up branding.

4. Set up the new ProfitStars interface, as described for Tenant Connect in the "Interface Setup for Commercial" section on page 12, or for Prospect Connect and Resident Connect in the "Interface Setup for Residential" section on page 13.

5. For each building or property where you want to use ProfitStars as the hosted payment provider, select the new ProfitStars interface in the building or property settings, as described in the "Assigning Payment Providers to Buildings or Properties" section on page 6.

# RentPayment

RentPayment provides hosted one-time payments for Prospect Connect and Resident Connect on MRI version X.3.8 and higher and X.4.1 and higher, and supports ACH, credit card, and debit card payment methods.

## Pricing and Contact Information

For pricing and contract information, contact RentPayment via www.rentpayment.com.

## Interface Setup

To set up the RentPayment interface details, follow these steps:

1. Go to **Setup > Setup and Maintenance**.

2. Go to **Administrative Options > Interface Setup**.

3. In the row containing the RentPayment Payment Provider interface (RentPayment), click the **Detail** link. The **Interface Detail** page appears.

4. On the **Interface Setup** tab, on the **Provider Settings** subtab, enter the transaction URL provided by RentPayment in the **Transaction Url** field.

5. On the **Property Settings** subtab, for each entity that you want to include RentPayment as an available payment provider, complete the corresponding columns with the property information provided by RentPayment, and then select the **Active** check box.

6. Click **Save** under the grid, and then click **Save** at the bottom of the page to return to the **Interface Setup** page.

# RentTrack

RentTrack supports ACH, stored cash card, credit card, and debit card payment methods on MRI version X.2.7 and higher and X.3.5 and higher.

RentTrack offers the following payment types per application:

- **Prospect Connect**—Hosted one-time payments
- **Resident Connect**—Hosted one-time payments and single sign-on (SSO) recurring payments

## Pricing and Contact Information

For pricing and contract information, contact RentTrack via www.renttrack.com, or contact Curtis Knieval using one of the following methods:

- **Email**—cknievel@renttrack.com
- **Phone**—(866) 841-9090

## Interface Setup

To set up the RentTrack interface details, follow these steps:

1. Go to **Setup > Setup and Maintenance**.

2. Go to **Administrative Options > Interface Setup**.

3. In the row containing the RentTrack Payment Provider interface (RentTrack), click the **Detail** link. The **Interface Detail** page appears.

4. On the **Interface Setup** tab, on the **Provider Settings** subtab, complete the following fields:

   - **Hosted Payment URL**—Enter the hosted payment URL provided by RentTrack.

   - **Holding ID**—Enter the holding ID provided RentTrack.

5. On the **Property Settings** subtab, for each entity that you want to include RentTrack as an available payment provider, complete the corresponding columns with the property information provided by RentTrack, and then select the **Active** check box.

6. Click **Save** under the grid, and then click **Save** at the bottom of the page to return to the **Interface Setup** page.

# TransFirst



TransFirst provides hosted one-time payments for Prospect Connect, Resident Connect, and Tenant Connect on MRI version X.1 and higher and X.2.4 and higher, and supports ACH, credit card, and debit card payment methods.

## Pricing and Contact Information

For pricing and contract information, contact TransFirst via www.transfirst.com, or contact Brent Barg using one of the following methods:

- **Email**—bbarg@transfirst.com
- **Phone**—(262) 439-8627

## Interface Setup

To set up the TransFirst interface details, follow these steps:

1. Go to **Setup > Setup and Maintenance**.

2. Go to **Administrative Options > Interface Setup**.

3. In the row containing the TransFirst EFT Provider interface (TransFirst), click the **Detail** link. The **Interface Detail** page appears.

4. On the **Interface Setup** tab, on the **Provider Settings** subtab, complete the following fields:

    - **Hosted Payment URL**—Enter the hosted payment URL provided by TransFirst.

    - **Reporting URL**—Enter the reporting URL provided by TransFirst.

5. On the **Property Settings** subtab, for each entity that you want to include TransFirst as an available payment provider, complete the corresponding columns with the property information provided by TransFirst, and then select the **Active** check box.

6. Click **Save** under the grid, and then click **Save** at the bottom of the page to return to the **Interface Setup** page.