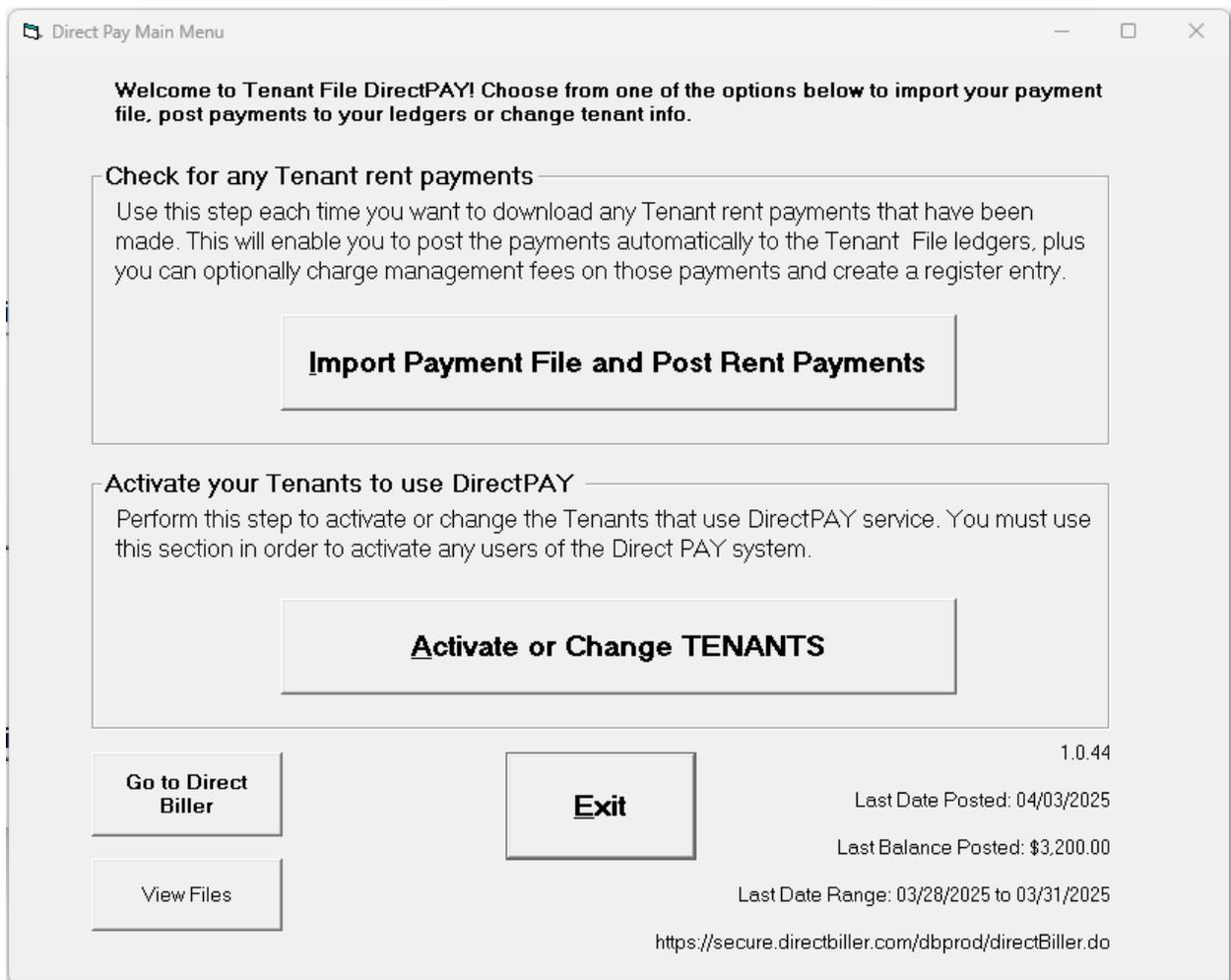# User Guide for DirectPAY

Welcome to DirectPAY by Tenant File Property Management Software!

The DirectPAY app is the way you can import processed transactions from your Direct Biller program by Aliaswire.

This is the Main Screen you will see. Note that on the bottom right you'll see the date of the last posting you made, the balance posted, and the range of

dates posted to the ledgers. Pay careful attention to those items so that your next download and date range will be correct.

Go to Direct Biller

Go to Direct
Biller

When you press this button, it will take you to your admin account, so that you can see transactions, make changes, view tenants and much more. To import transactions into the Tenant File, please follow the instructions below:

Tenant File Export Instructions from Direct Billing App

1. Log on to Direct Biller using your URL and credentials.
2. Click 'Reports' on the left side.
3. Click on 'Payment History Report'.
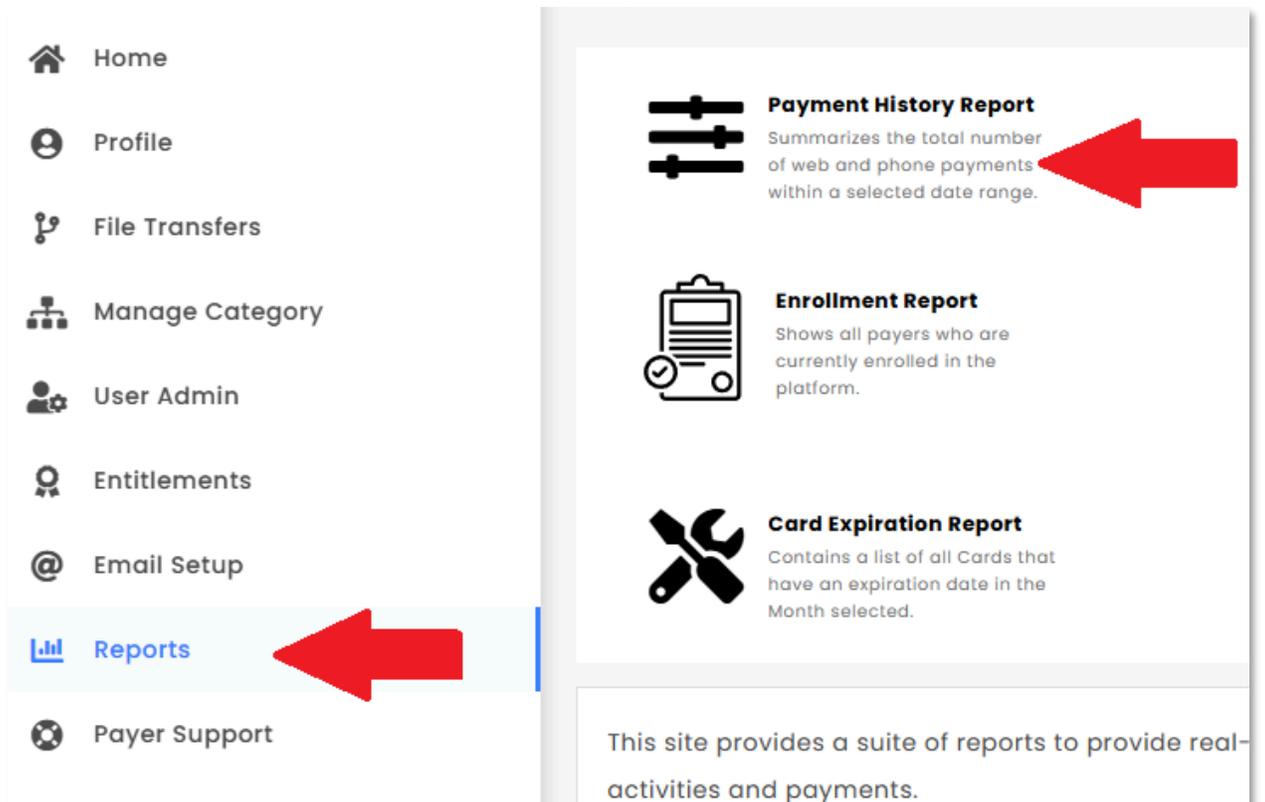
4. Enter the 'Start Date' and 'End Date' for the transactions that you want to export into the Tenant File.

5. Click on 'Run Report'.

Start Date	End Date		
03/08/2025	03/18/2025	**RUN REPORT**	

Payment Status Summary

Status	Number of Payments	Amount
Processed	2	$1,285.00
Cancelled	1	$1.00
Totals	3	$1,286.00

6. Under 'Payment Status Summary', click on the Number of Payments number next to '**Processed**'.

7. Click the green icon labeled 'CSV Export' on the right side of the screen. This will put the file named '**paymentHistory.csv**' in your 'Downloads' folder. The Tenant File will get the file from there for you.

Import Payment File and Post Rent Payments

You will get your processed ACH transactions by downloading the 'paymentHistory.csv spreadsheet from your DirectBiller account as explained above.

Next, you will open the Tenant File DirectPAY app and click the button below.

Import Payment File and Post Rent Payments

Your processed transactions will show along with other information. Review this information very carefully. The default payment type is 'Rent', but if a transaction is a 'Late Fee', you will need to edit that row and type the word 'Late Fee' instead. You also have choices to change the transaction remark, post management fees on rent received, and create a bank deposit. You may want to print the screen for later reference, however a file copy is saved for the last group processed. When all is set, click 'Update Tenant File Ledgers NOW'.

How to update your tenant info or add a new tenant

If you have new tenants to load into the DirectBiller system or need to update the current information, choose 'Activate or Change Tenants' from the Main DirectPAY screen.

You will see the familiar DirectPAY screen below:

Be sure that all Direct Pay tenants have the correct 'Y' or 'N' selection under 'Direct Pay' in the last column. If a tenant has a 'N', it will not be included in the file that is to be uploaded into the Direct Biller system.

All of this information on this DirectPAY screen is derived from the information you have entered in the Tenant File. If you edit the tenant name within your program, the TID (T Number) in the first column will still remain the same, but the info will change accordingly. If a tenant moves out and you complete the process of making the tenant inactive (by typing the word VACANT in all caps in the Tenant First Name field), again the 'T Number' will be the same as the old tenant, but the new tenant will now use that T Number instead. Once an existing DirectPAY tenant is made 'VACANT' in the Tenant File, there should still be a 'Y' in the Direct Pay column, however, in the Direct Biller system that

account will show as 'Inactive' until a new tenant is uploaded to the system. Be sure to go to your Direct Biller account and remove any information or bank info that might be there for the old tenant. Also, be sure to upload a new file whenever there is a tenant change.

If you added a new Owner, Property, or Unit, the Tenant File automatically creates a new 'T Number' and it will be on the displayed list. If they are going to be using ACH for rent, you'll need to be sure there is a 'Y' in the last column labeled 'Direct Pay'.

Upload into the Direct Biller system

Once everything is correct, click the button shown below:

This will create a file in your Tenant File folder called **'DirectPayTenantExport.csv'**. This is the file to be uploaded into the Direct Biller application.

How to upload the file into the Direct Biller system

First, log into your Direct Biller account by clicking on the 'Direct Biller' button on the left side of your DirectPAY screen.
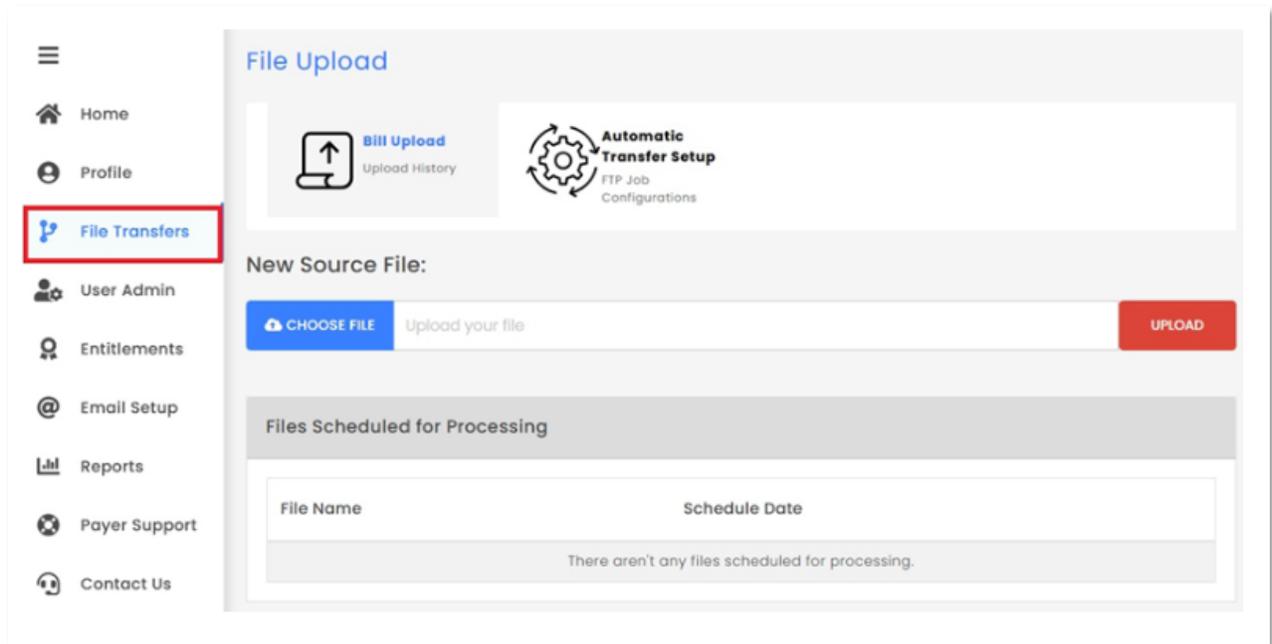
First click 'File Transfers' on the left, then click 'CHOOSE FILE' and browse to the 'DirectPayTenantExport.csv' file in your Tenant File folder.

VIRTUAL SERVER USERS NOTE: The path you will need to browse to is: **C:\Companies\(your company name)\TF4WIN\DirectPayTenantExport.csv**

DESKTOP USERS NOTE: To find the path to your Tenant File folder, right-click on the desktop icon (shortcut) for the Tenant File, choose 'Properties', and look at the 'Start in' path. That is where you will need to browse to later, adding the file name at the end, an example being:
 C:\Tenant File\TF4WIN\DirectPayTenantExport.csv

Next click the red 'UPLOAD' button. Click the 'Refresh' button on the right to see the results of the upload.
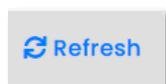
Your Direct Biller tenants should now be updated. You can view your tenants by clicking on the 'Payer Support' choice on the left side, or by running a report.

View Files

The 'View Files' button from the Main Screen will enable you to see the export file created, the current 'paymentHistory.csv' file, and the 'Last 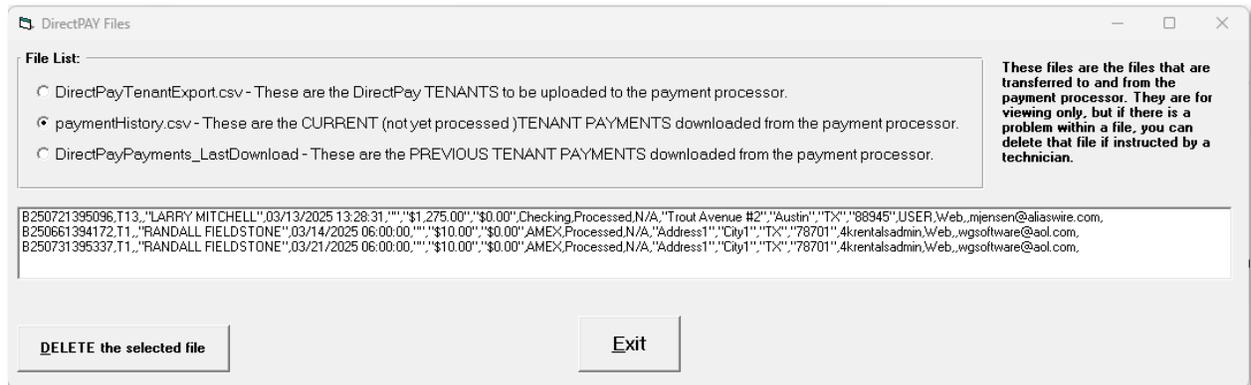Download' files which is the file saved after you update the ledgers. After you update the ledgers, the paymentHistory.csv file is deleted, so that you can import a new file to process. Here is the step-by-step process:

- You export a Payment History file containing processed transactions (in a date range) from the DirectBiller site (your admin portal).
- The exported file is named 'paymentHistory.csv', and will go to your 'Downloads' folder on your computer. The file opens in Excel.
- The Tenant File DirectPAY app will get the most recent 'paymentHistory.csv' file from your 'Downloads' folder which allows you to update your Tenant File ledgers.
- A copy of the posted transactions is saved in your Tenant File folder, named 'DirectPayPayments_LastDownload.csv. It can be accessed from the 'View Files' button.
- After updating, the Tenant File deletes the 'paymentHistory' file from your 'Downloads' folder.

  Note: Windows automatically numbers files in your 'Downloads' folder when a file with the same name already exists. For example if a file is named 'File.csv', it will create 'File(1).csv', File(2).csv, File(3).csv and so

on. The Tenant File will remove the numbering, and always find the newest file downloaded.

Support

The following pages will give you information on how to contact for support. For any problems with the Tenant File DirectPAY application, please contact Tenant File Web Support. To do that, click on the blue 'Help' icon on the Main Menu of the program and choose 'Web Support'. Otherwise, you can go to our website https://tenantfile.com and click on 'Support' at the top.

Direct Biller Support (for property manager)

Your internal team has the following support resources:

Knowledge Base: https://adminsupport.directbiller.com/

Email: mailto:ops_support@aliaswire.com

Web Portal:
https://aliaswire.atlassian.net/servicedesk/customer/portal/3

Phone: 617-393-5300 x2

The property manager will be the first point of contact for all payer (tenant) questions or issues.

Aliaswire is available to provide assistance as needed.

For Level One and Two issues, Aliaswire provides support Monday through Friday 8am – 6pm EST. Level one issues include Basic Functions and Transaction Inquiries. Level two issues include System Updates and Research.

For Level Three issues, Aliaswire provides 24/7 and 365 support. Level three issues include System Level Issues.

Merchant Onboarding Support (for the Property Manager)

For onboarding new merchant accounts and their ongoing concerns:

Email: mailto:merchant-support@aliaswire.com

Payer Support (for tenants)

Please visit this support site to find answers to most frequently asked questions.

Knowledge Base: https://payersupport.directbiller.com/

If your tenants need additional support, the property manager will be the point of contact.