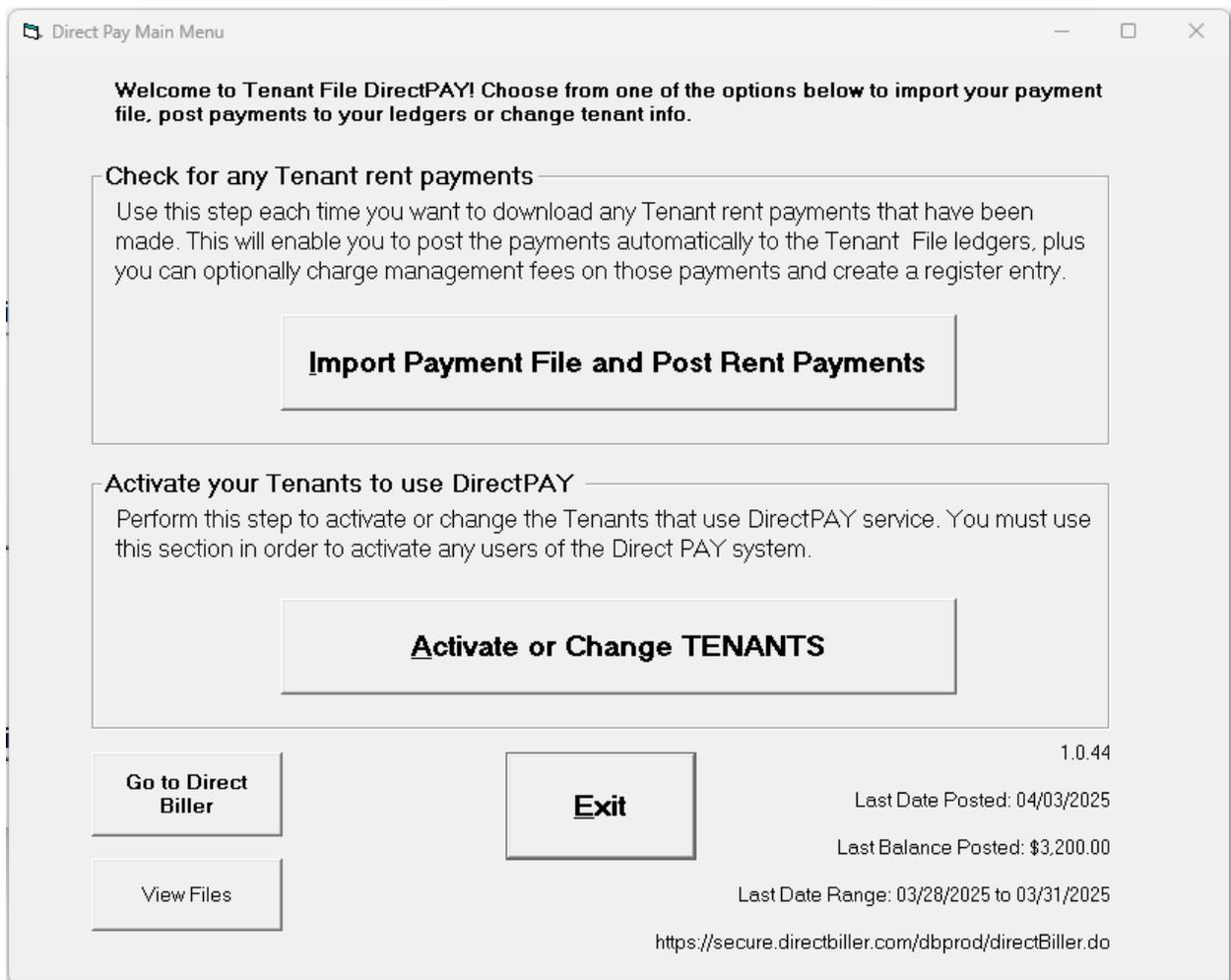


# User Guide for DirectPAY

## 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.

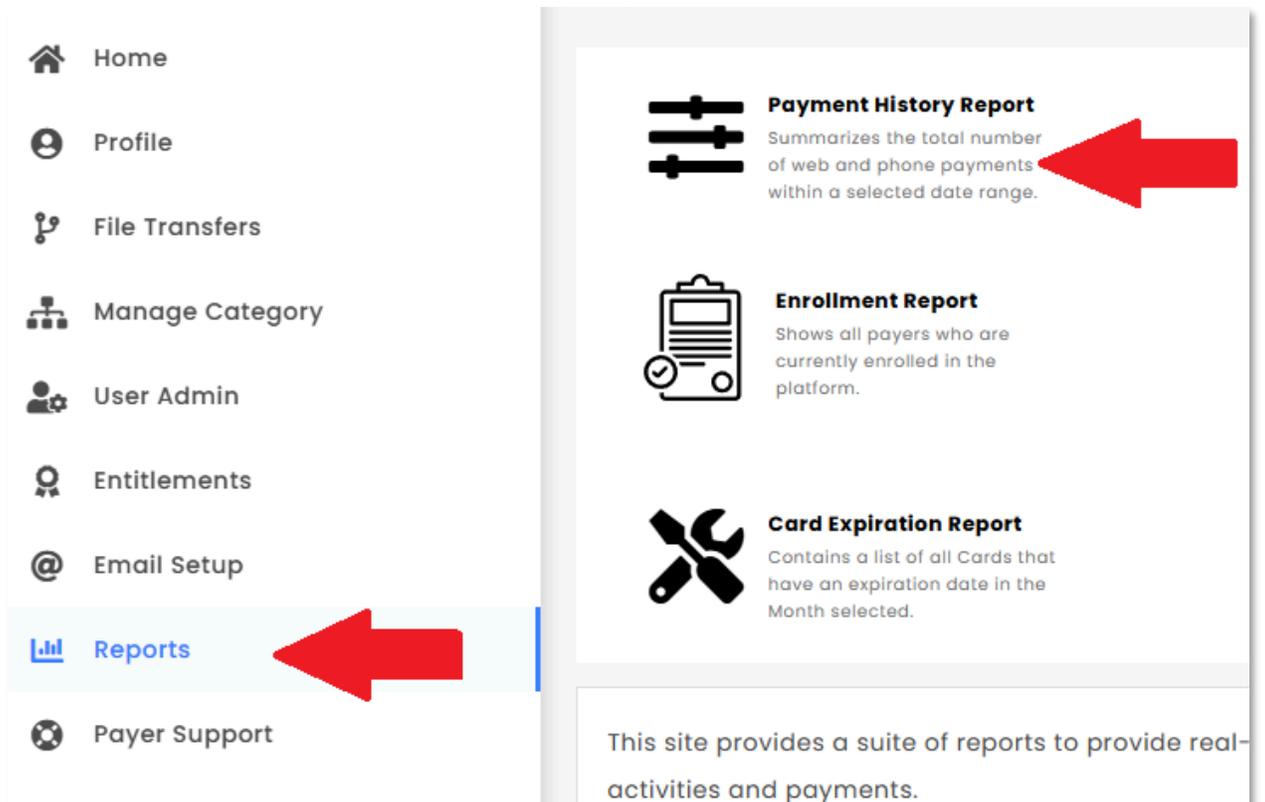
## Go to Direct Biller



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'.

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**

Direct Pay Payment Download

**Below are the Tenant deposits that have been retrieved from the Payment Processor, but have not been transferred into the Tenant File Program. Press 'Update Tenant File Ledgers' to enter these transactions into the Tenant File.**

Number of Direct Payments: 3                      Total of Direct Payments: \$1,295.00

TID	Rental Unit Address	Tenant Name	Amount	Date	Pmt Type	Transaction Number
T13	Trout Avenue #2	Mitchell, Larry	\$1,275.00	03/13/2025 13:28:31	Rent	B250721395096
T1	2093 Poplar Avenue	Fieldstone, Randall	\$10.00	03/14/2025 06:00:00	Rent	B250661394172
T1	2093 Poplar Avenue	Fieldstone, Randall	\$10.00	03/21/2025 06:00:00	Rent	B250731395337

Note: to delete a single row, press the 'record selector' button to the left of the row, then press the delete key ON YOUR KEYBOARD. To delete ALL the rows shown, click on the 'Delete ALL' button. You should not ever delete anything unless you are absolutely sure that you will post it manually later, or that it is a mistaken deposit and should not be posted. These transactions will be erased after you update the Tenant File Ledgers.

**Transaction Remark Choices:**

Use standard 'default' REMARK entered under 'Preferences'.

Use the 'Method' column entry for the Remark.

Use this Remark:

**Create Deposit:**

Yes, create a deposit using this deposit number:

**Post Management Fees**

Post a management fee on each rent income transaction.

**Update Tenant File Ledgers NOW**

Delete ALL

Print Screen

Exit

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.

**Activate your Tenants to use DirectPAY**

Perform this step to activate or change the Tenants that use DirectPAY service. You must use this section in order to activate any users of the Direct PAY system.

**Activate or Change TENANTS**

You will see the familiar DirectPAY screen below:

**Direct Pay Tenant Update**

This is where you can add or edit which tenants use the DirectPAY service. If you want a Tenant to be included, type a 'Y' in the 'Direct Pay' field. If an active tenant becomes 'VACANT' it will be inactivated at the Direct Biller site.

After you have updated this screen, you can then create an 'export' file. That export file can be imported into your DirectBiller (online) account to update your tenants.

Note: the TID is the unique Tenant ID needed for each Tenant's login.

**Choose one:**  
 Show Direct Pay Tenants  
 Show All Tenants

**Sort by:**  
 Owner Name  
 Property/Building Name  
 Rental Unit Address  
 Tenant Name  
 Direct Pay

Select or de-select ALL TENANTS for Direct Pay

TID	Rental Unit Address	Tenant Last	Tenant First	Payment	Direct Pay
2	1275 Cedar Trail Drive	Bradley	Gary	\$1,500.00	Y
1	2093 Poplar Avenue	Fieldstone - New Last	Randall - New First	\$1,700.00	Y
11	3307 Willow Street A	Paul	Gregory	\$800.00	Y
5	3307 Willow Street B	Garrett	Sharon	\$750.00	Y
25	3403 Riverview Court	Richardson	Randy	\$784.25	Y
28	Apt 101	Foster	Jane	\$875.00	N
29	Apt 102	Kemper	Kirk	\$895.00	N
30	Apt 103	Gabriel	Shawn	\$825.00	N
31	Apt 104	Michell	John	\$875.00	N
32	Apt 105	Talley	Virginia	\$875.00	Y
33	Cabin 1		VACANT	\$480.00	Y
34	Cabin 2	Deeders	James	\$200.00	Y
35	Cabin 3		VACANT	\$150.00	Y
26	Handyman Hardware A	Flowers To Go		\$3,550.00	Y
18	Handyman Hardware B	Worley	Paul	\$3,600.00	Y
27	Handyman Hardware C	Sharper Imagery		\$2,500.00	Y
12	Trout Avenue #1	Ramarez	Sandra	\$1,400.00	Y
13	Trout Avenue #2	Mitchell	Larry	\$850.00	Y
14	Trout Avenue #3	Robertson	Nathan	\$1,200.00	Y
15	Trout Avenue #4	Kevinson	Shawn	\$1,150.00	Y

Tenants Listed: 20

**Create DirectPay Tenant Export File** **Exit**

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**

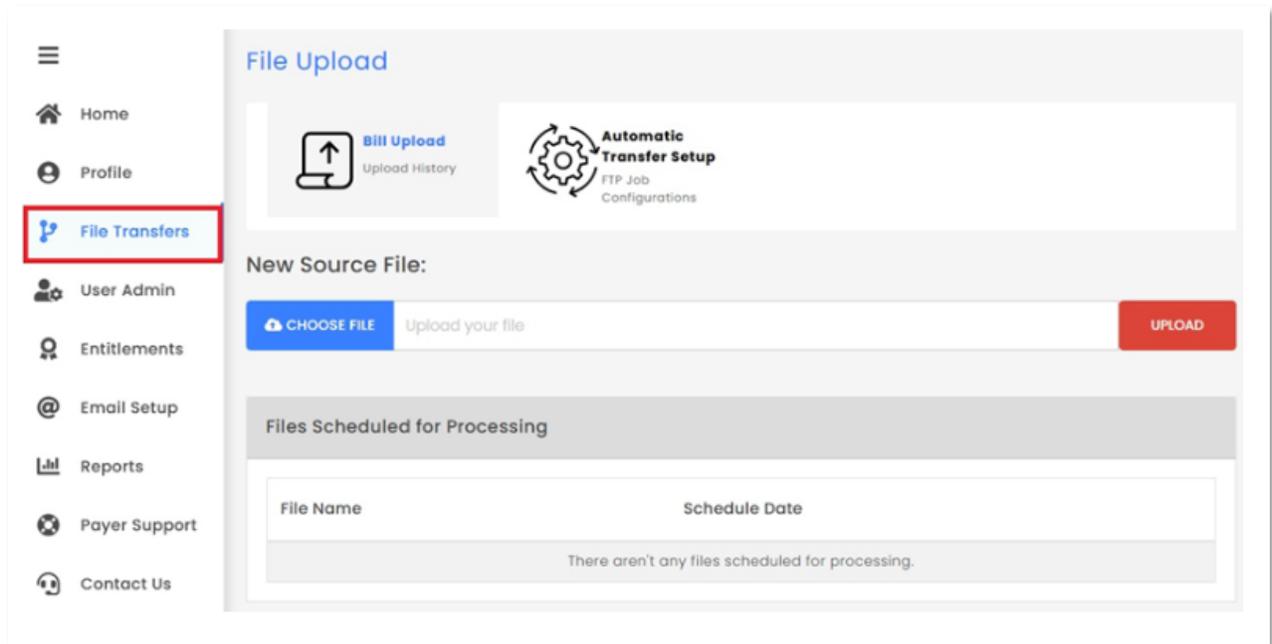
Once everything is correct, click the button shown below:



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.



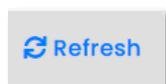
First click 'File Transfers' on the left, then click 'CHOOSE FILE' and browse to the 'DirectPayTenantExport.csv' file in your Tenant File folder.

**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:

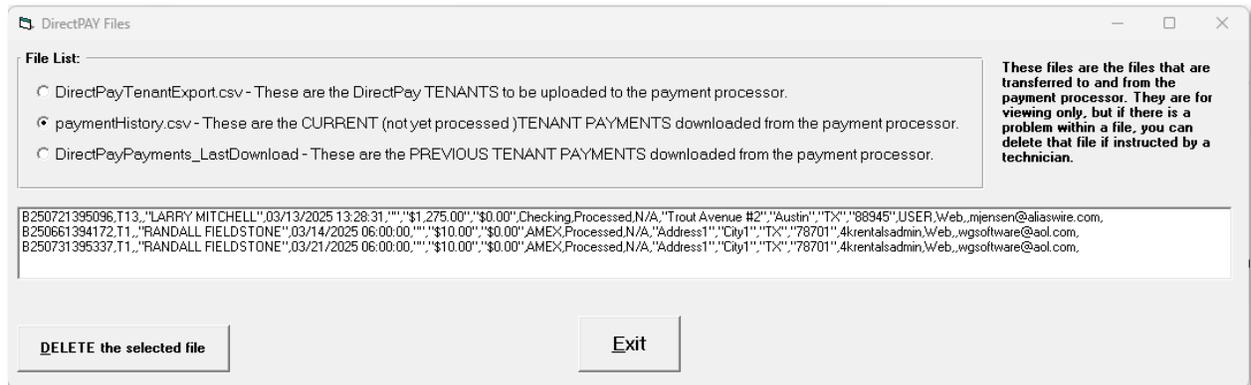
**C:\Tenant File\TF4WIN\DirectPayTenantExport.csv**

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](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.