

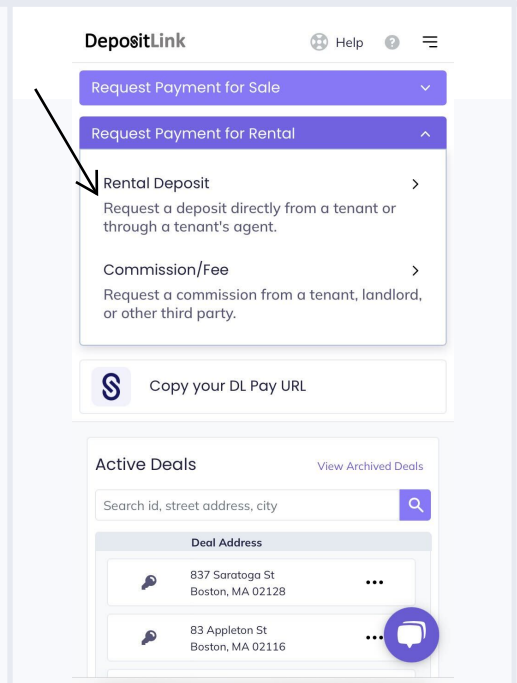
The DepositLink Rental Wallet feature allows rental companies and agents to park payments in a dedicated and secure account during the tenant approval process. Payments can be forwarded from the wallet if a tenant is approved, or quickly returned if a tenant is rejected.

### Important Notes:

- The dollar limit per payment is \$500,000.
- Tenants pay a non-refundable \$12 fee to send payments to the wallet (added on to requested amount).
- There is no cost to you, your company, or a landlord to request/receive a payment from a tenant.
- Payments clear into your company's secure rental wallet in 2 business days.
- Payments returned to tenants from the wallet will clear in 1 business day.
- Payments forwarded from the wallet will clear in 1 business day.

### Step 1

- Request a Payment for Rental and select **Rental Deposit**.



## Step 2

- Choose **Rental Wallet** as the payment destination.

DepositLink Help ? ☰

Enter payment information

Enter payment amount

Payment Amount  
0.00

Select a payment deadline  
If needed, the deadline can be edited later.

Sep 16, 2023 at 9:00 AM

Choose a payment destination

Company Bank Account

Another Recipient

**Rental Wallet**

Rental Wallet is a dedicated and secure account for your company where rental payments can be held temporarily until tenants are either approved or rejected. Payments from approved tenants can be forwarded, and payments from rejected tenants can be refunded quickly.

## Step 3

- When the tenant makes the payment, you will receive an email and see **Rental Deposit Pending** as the payment status.

### This is a summary of payment activity for **789 Shawmut Ave**

Link Home Realty powered by DepositLink

789 Shawmut Ave, Boston, MA 02119 **September 12, 2023**

**Rental Deposit Pending**

Transfer Type	<b>Bank Transfer</b>
Payer	<b>Sally Tenant</b>
Recipient	<b>Rental Wallet</b>
Amount	<b>\$3,000.00</b>
Memo	<b>Rental Deposit</b>

[View This Transaction](#)

Need help? Contact our support team.

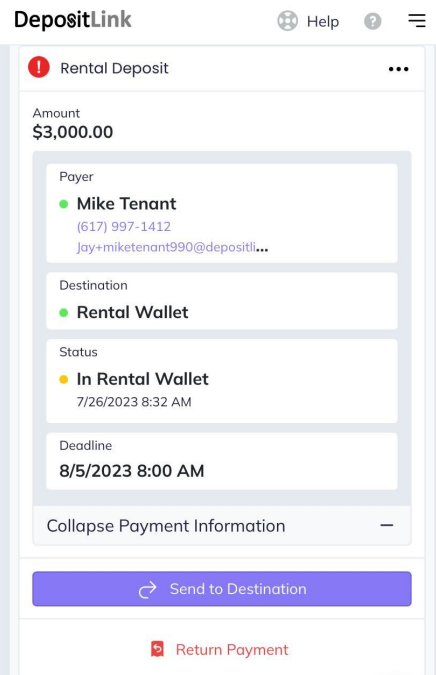
### Step 4

- The payment status will change to **In Rental Wallet** when the payment clears after 2 business days. All parties involved will receive an email with a receipt attached.



### Step 5

- You can now either forward the payment to a landlord, return the payment to the tenant, or send the payment to your company's bank account.



## Option 1: Forwarding a payment to a landlord from the wallet

Payments should not be forwarded unless you have the tenant's acceptance in writing.

- To forward a payment to a landlord from the wallet, go to the deal page, select **Send to Destination** next to the payment you would like to forward, and choose **Another Recipient** as the destination.
- Enter the recipient's contact information. The recipient will receive an email to accept the payment, and you will receive an email to approve the payment as a last step.

Send Payment to Final Destination

Amount \$3000.00

View More Details ▼

Choose a payment destination

Company Bank Account

**Another Recipient**

Email Address

First Name

Last Name

Company (Optional)

Phone Number (Optional)

**IMPORTANT:** Funds should ONLY be released to Landlord after you receive written acceptance of tenant who made the payment.

## Option 2: Returning a payment from the wallet

Payments should not be returned to a tenant unless you have the tenant's rejection in writing and approval from your broker.

- To return a payment from the wallet, go to the deal page and select **Return Payment** next to the payment you would like to return. The tenant will automatically receive an email and the payment will be returned to the same bank account the tenant made the payment from.

Are you sure you want to return this payment?

**IMPORTANT:** Funds should NOT be returned to a tenant unless you have a written rejection from a Landlord and an approval from your Manager/Broker.

Payment Details	<a href="#">See Transaction Details</a>
Payment Amount	3000.00
Payment Destination	Mike Tenant Jay+miketenant990@dep
Property Address	333 Eliot St Milton, MA, 02186
Source	Rental Wallet

What is this payment for?

Memo  
Rental Deposit

Cancel **Yes, return payment.**

## Option 3: Forwarding a payment to your company's bank account

Payments should not be forwarded unless you have the tenant's acceptance in writing.

- To forward a payment to your company's bank account go to the deal page, select **Send to Destination** next to the payment you would like to forward, and choose **Company Bank Account** as the destination.
- If your company has more than one bank account assigned to this workflow, be sure to select the correct bank account.

Send Payment to Final Destination

Amount \$3000.00

View More Details ▼

Choose a payment destination

**Company Bank Account**

Another Recipient

Select a bank account

UPDOER 003 ▼

What is this payment for?

Memo (Optional)  
Rental Deposit

Cancel Continue

## Reminder emails when a payment is in the wallet for more than 48 hours

- You (the agent who requested the payment) will receive reminder emails from DepositLink every 24 hours after a payment has been in your company's rental wallet for 48 hours. Payments in the wallet should be forwarded or returned to the payer.

**DepositLink** 9:00 AM  
To: Jay Rooney >

**Reminder: Payment in Rental Wallet**

**Link** Home Realty powered by  
DepositLink

September 6, 2023

**Payment in Rental Wallet Reminder**

The \$4,000.00 payment for 333 Eliot St is in your company's secure Rental Wallet. Please log in to your DepositLink account to forward the payment to the appropriate destination or return the payment to the payer.

<b>333 Eliot St, Milton, MA 02186</b>	
Payer	<b>Mike Tenant</b>
Amount	<b>\$4,000.00</b>
Date Paid	<b>July 26, 2023</b>

[View Deal to Complete Payment](#)