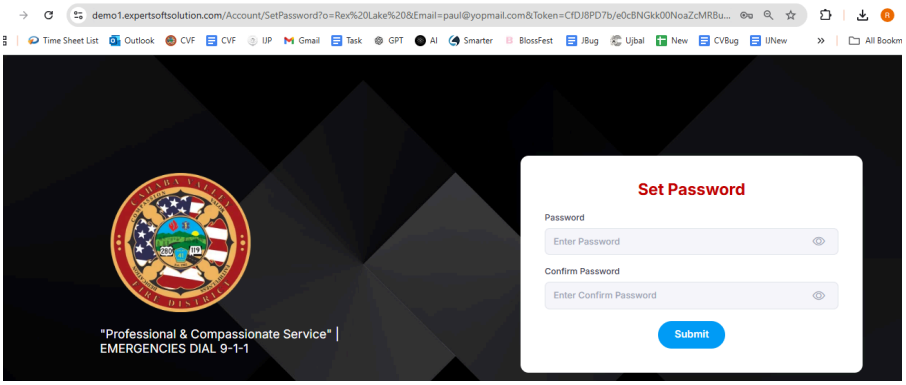
CVFD Owner Features

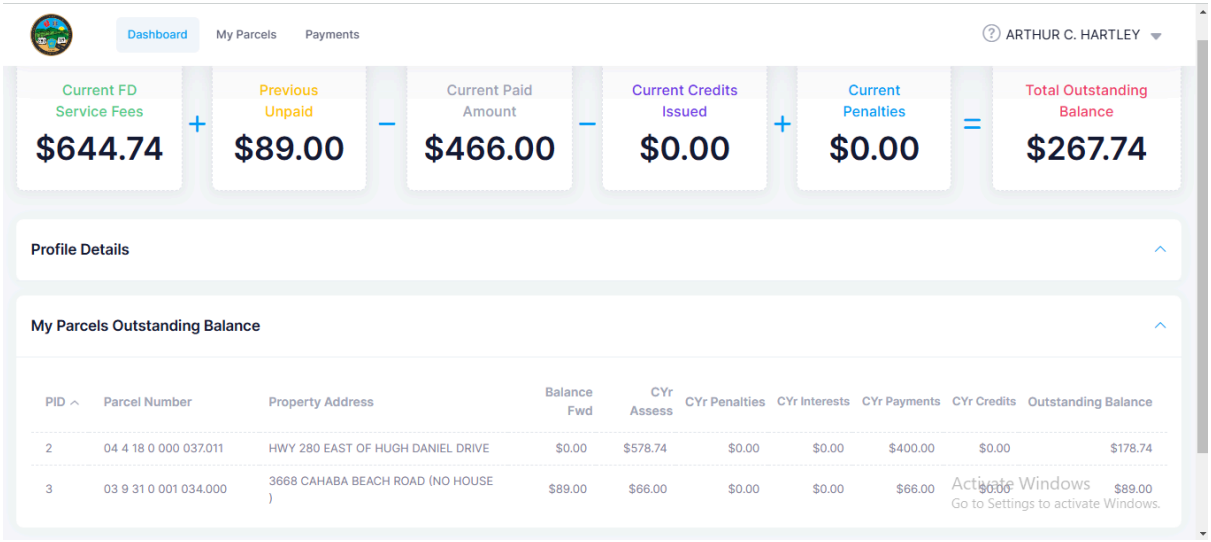
Owner -> Account Setup Email:

Owner will receive an account setup email when their claim is accepted or when the organization creates their account. When the owner click on ‘Click Here’ button their email will be verifed and they will be redirected to ‘Set Password’ screen. Once they submit password. Then can login into their owner account





Owner -> Owner Dashboard:

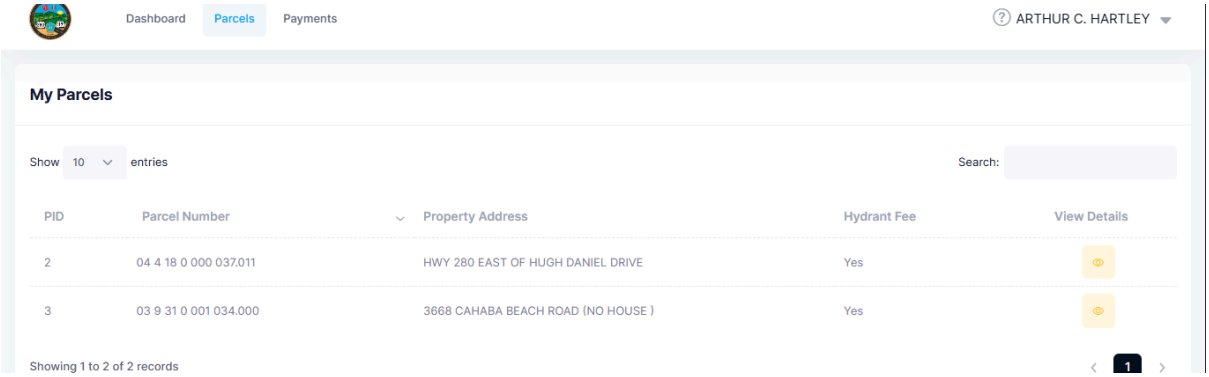


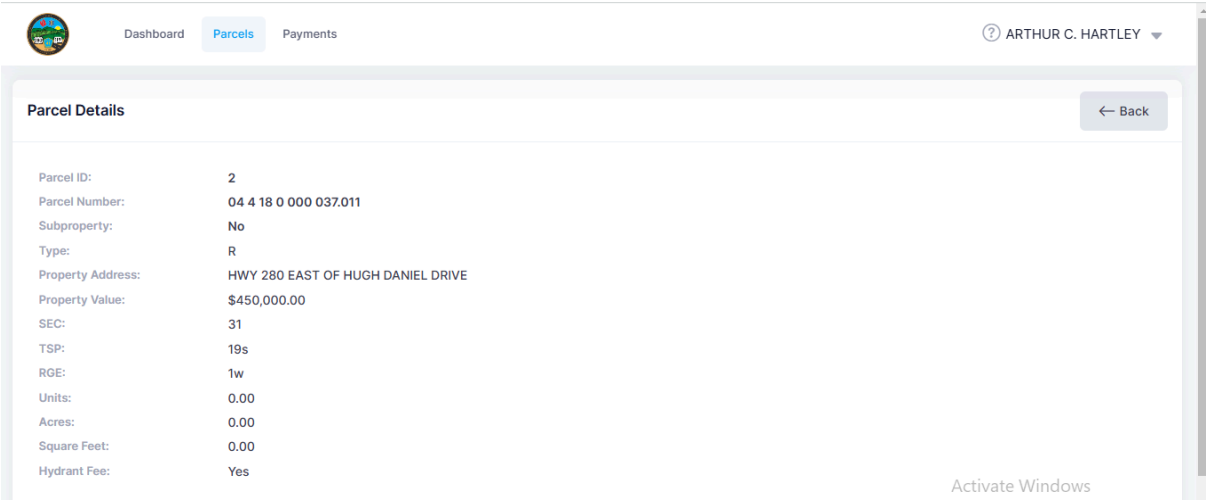
- **Current FD Service Fees:** Owner all parcels current fiscal year service dues.

- **Previous Unpaid:** Owner all parcels previous year unpaid balance
- **Current Paid Amount:** Owner all parcels current fiscal year service dues.
- **Current Credits Issued:** Owner all parcels current fiscal year credits issued
- **Current Penalties:** Owner all parcels current year penalties
- **Total Outstanding Balance:** Total amount pending from owner.
- **Profile Details:** Owner can view their profile information
- **My parcels outstanding balace:** Owner can view their parcels and due payments of all fiscal years.

Owner -> My Parcels:

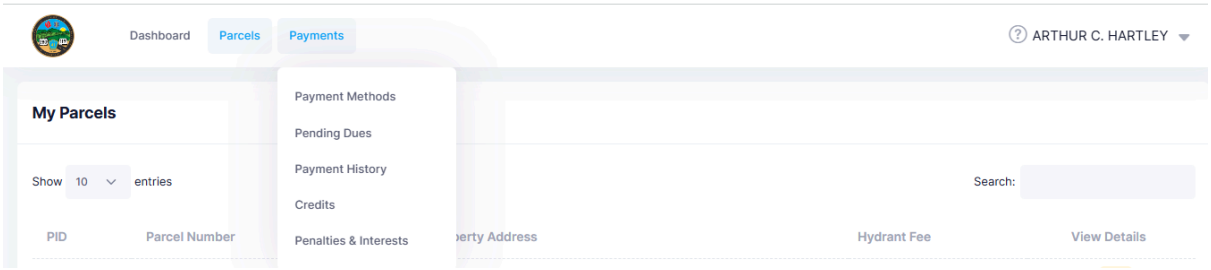
This screen displays all parcels assigned to owner. Owner can click on ‘View Details’ button to view full property detail.

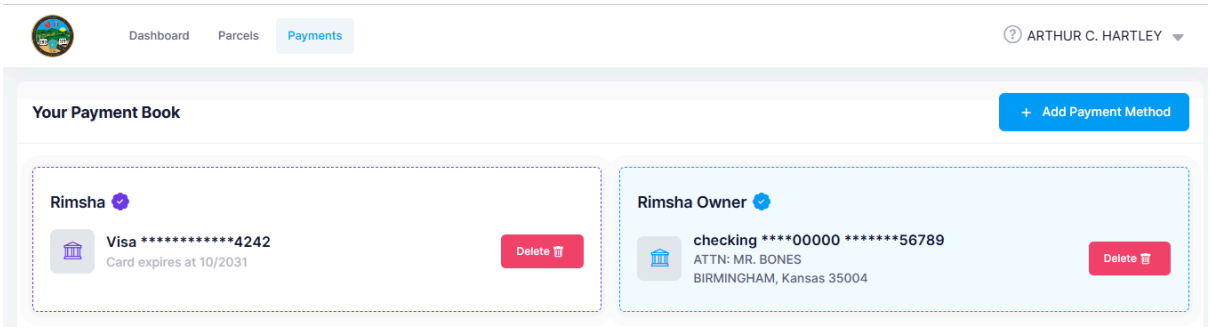




Payment-> Payment Methods:

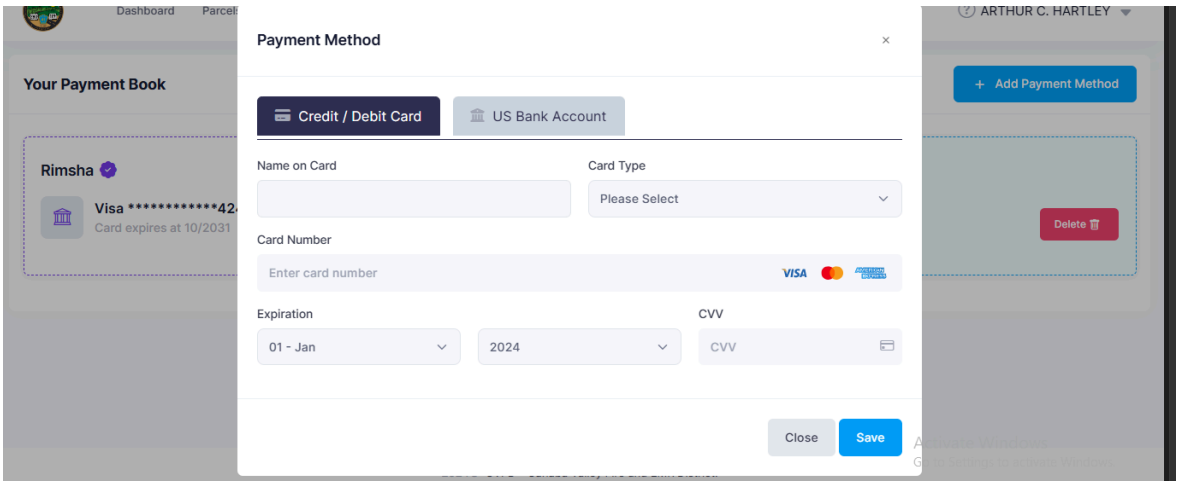
This screen displays the owner's payment methods. These payment methods are saved in a secure way.



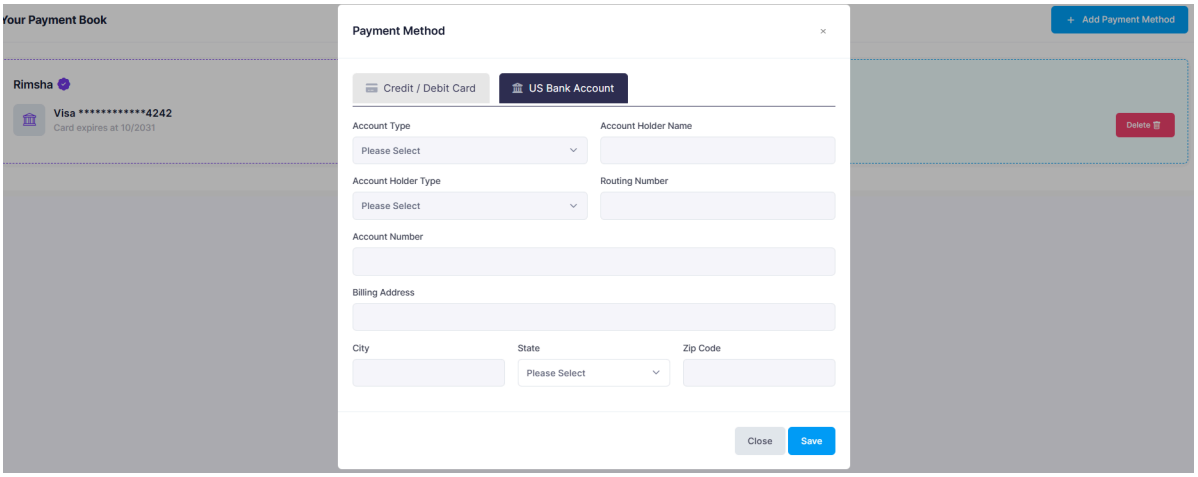


Key Features:

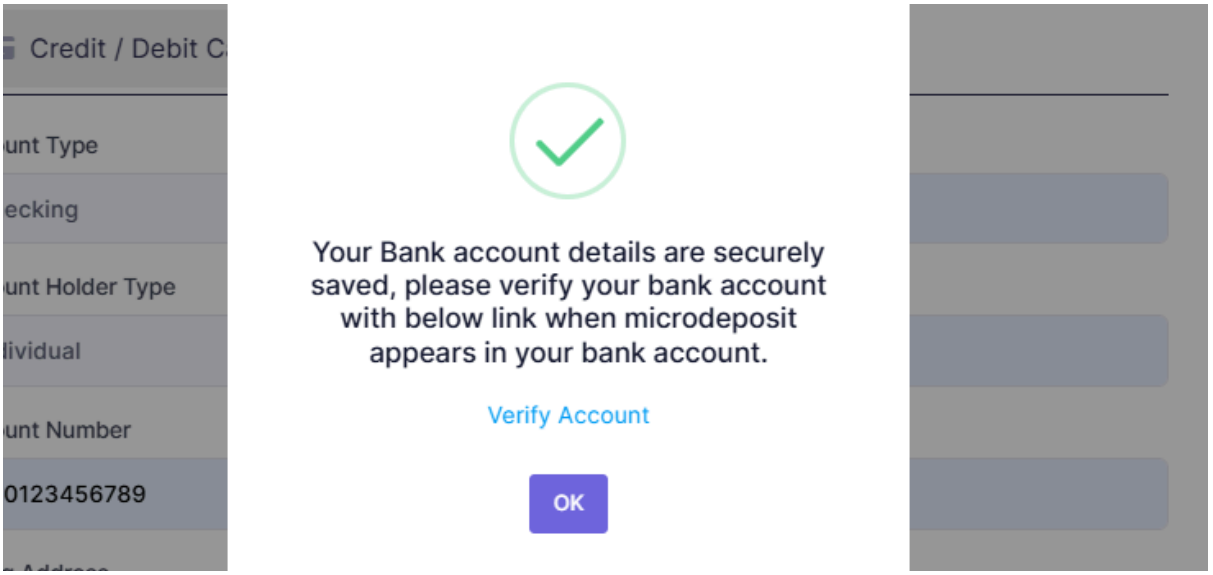
1. **Viewing Payment Method**: The screen displays a list (grid) of payment methods.
2. **Add Payment Method:** To add new, click the “Add Payment Method” button located at the top right corner of screen.It will display credit card and bank options if both options are enabled from organization setting screen,.
    - **Credit Card:** Enter your card number, name on card , select expiry month , expiry year and pin code/cvv number.

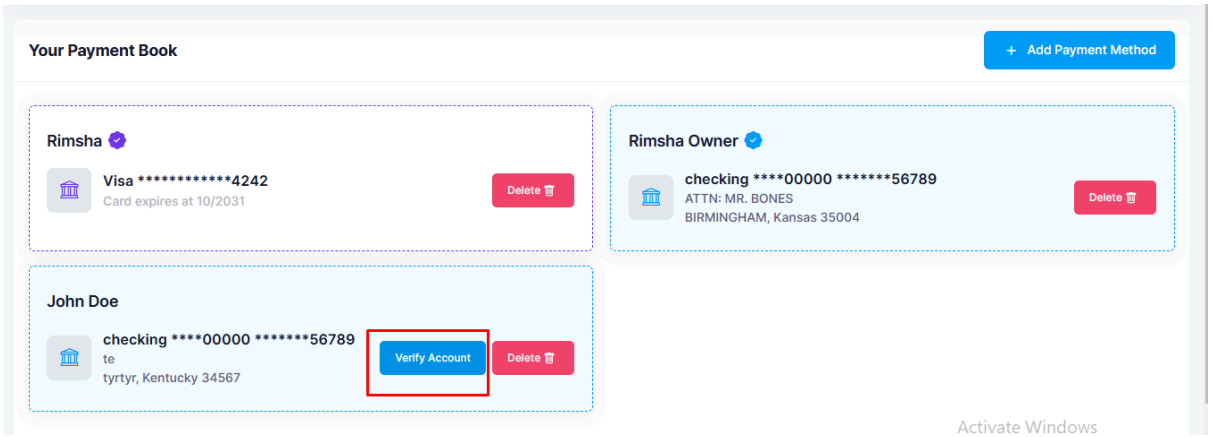


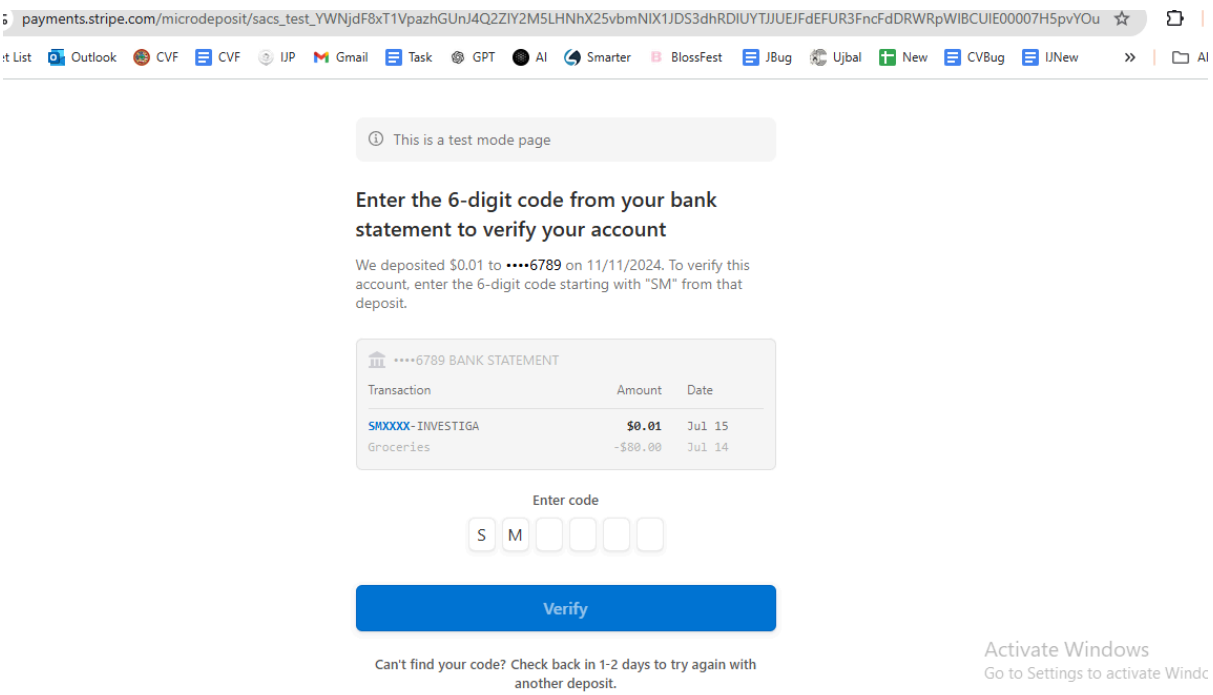
- **Bank Account: Enter:** Enter account number, account holder type, routing number, account type, account holder name and all other required fields. Click on submit button.



- **Verify Bank Account:** Stripe will send a microdeposit amount in your bank account. It will take 1-3 days to appear in your bank account. Once you receive amount, click on verify account button and fulfills the instruction.







- **Delete Payment Method:** Click on ‘Delete’ button to delete payment method from your payment book.

Important Notes:

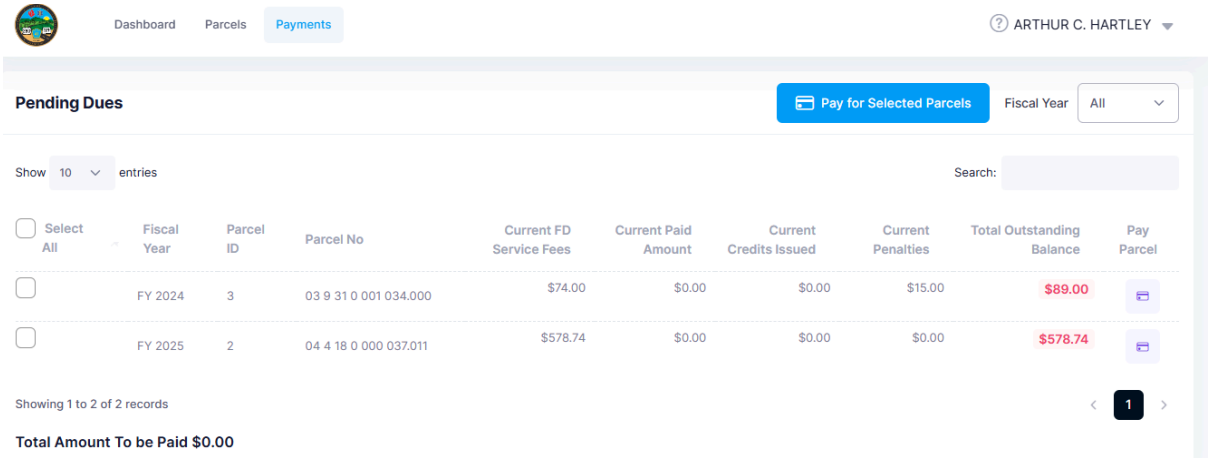
- For paying online service fees, first need to add a payment method.
- We are using stripe for online payment.
- When you add a bank payment method, it will take some days to verify.
- You can’t use an unverified payment method for paying dues..
- It will only verify your bank account using microdeposit
- Currently, we implemented stripe in test mode.

Benefits:

- You don’t need to enter card or bank details each time you need to pay.

Payment-> Pending Dues:

On this screen, remaining balance is displayed yearly for owner each property.

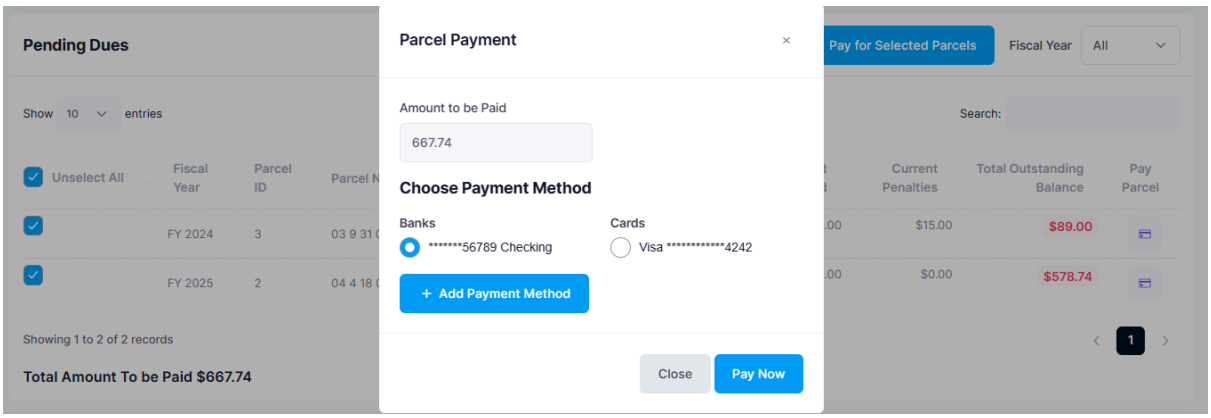


Key Features:

1. **Viewing Payment Method**: The screen displays list of property due payments of all fiscal years. You can click on fiscal year dropdown to filter records yearly.
2. **Pay Parcel Dues:**

Pay for selected parcels:

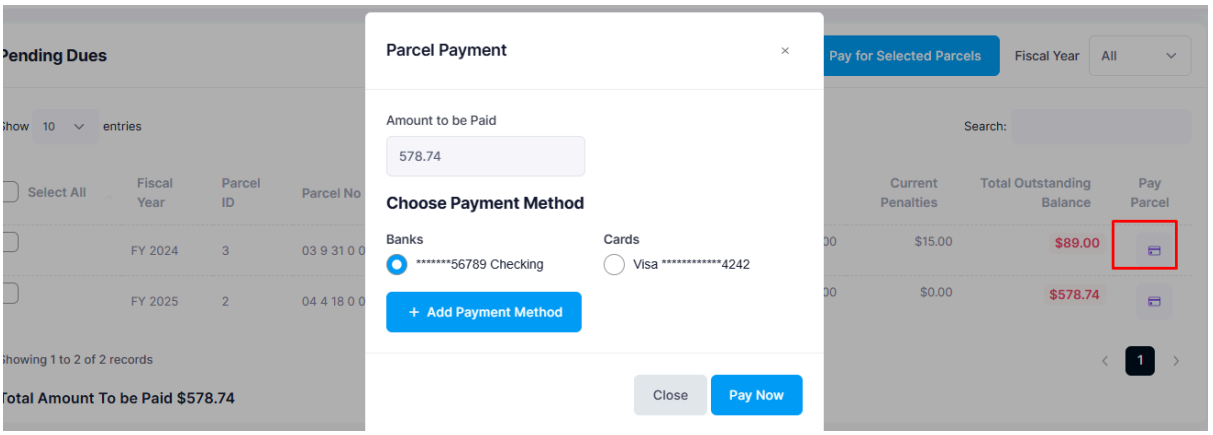
- Select the records from the grid. It will calculate total amount to be paid
- Clicks on “Pay for selected parcels” button from top left corner of screen, a popup will appear.
- It auto display the total amount in ‘Amount to be Paid’. You can reduce this amount if you want to pay partially.
- Choose “payment method” from verfied payment methods. If you have no payment method “Clicks on
- Click on “Pay Now: button.



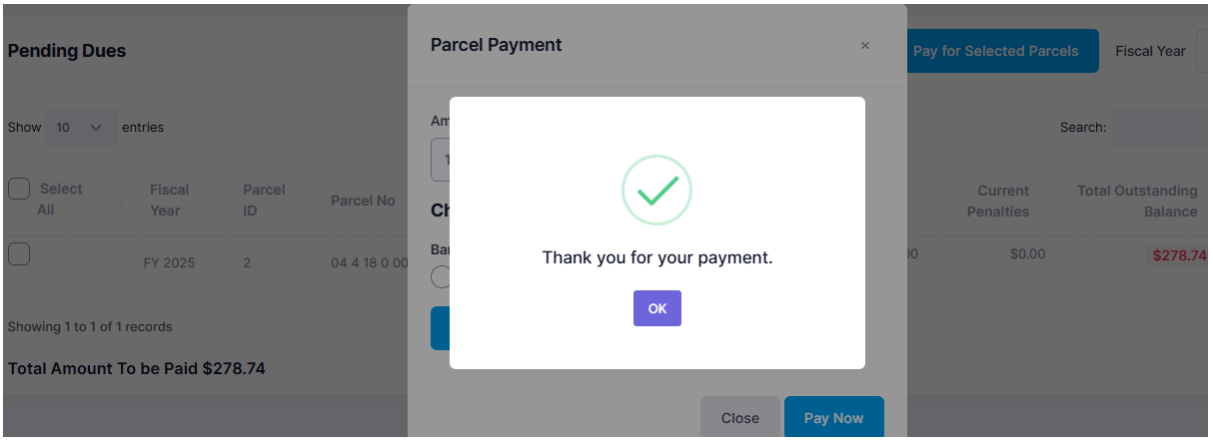
Pay Parcel button:

- Clicks on “Pay Parcel” button, a popup will appear.

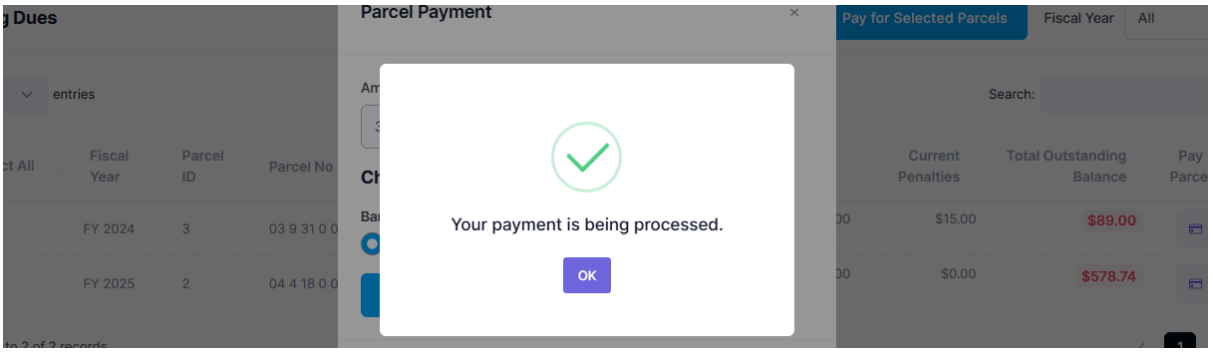
- It auto display the total amount in ‘Amount to be Paid’. You can reduce this amount if you want to pay partially.
- Choose “payment method” from verfied payment methods. If you have no payment method, you add new payment method from payment method screen.
- Click on “Pay Now: button.



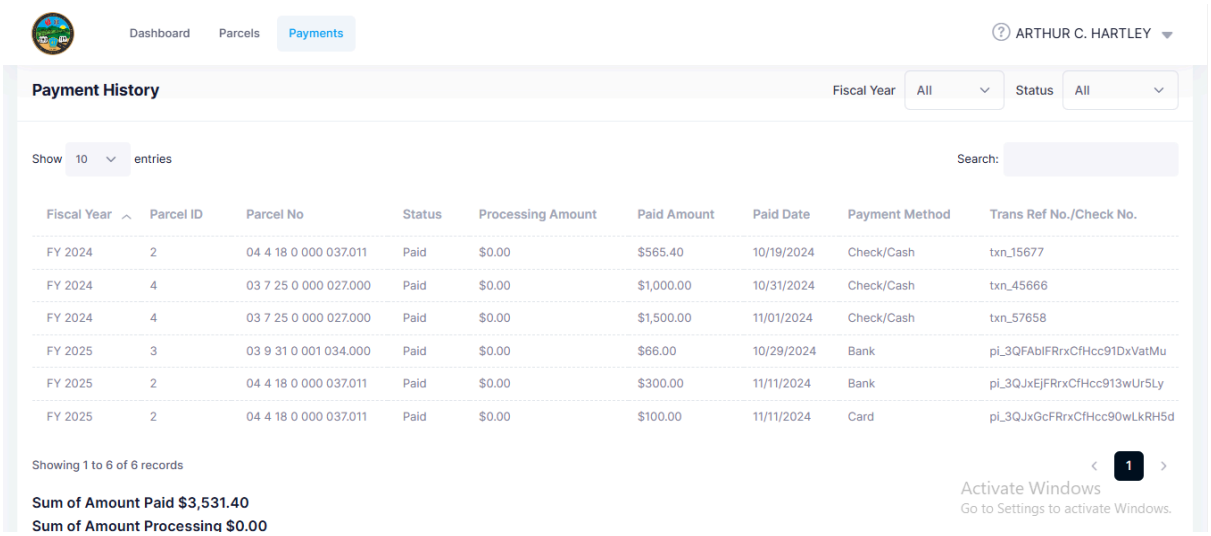
Pay by Credit Card: If your card payment is successfully, it will display below popup.



Pay by Bank: Bank payments may take a few days to process from your bank and appear in the Stripe account. When you clicks on “Pay Now”, pop-ups will display indicating that your payment is in processing. Once the payment is successful, it will be deducted from the owner's outstanding balance. If the payment fails, you will need to try again.You can view these transaction from Payment History screen.



Payment-> Payment History

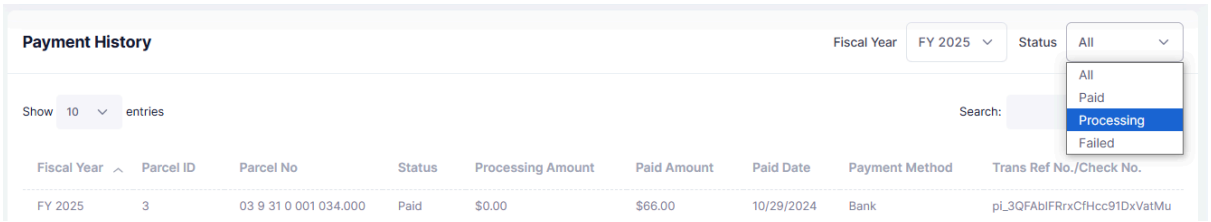


Key Features:

1. Viewing Payment History: The screen displays list of all payment of owner's parcels either pay from card, bank or check..You can click on fiscal year dropdown to filter records yearly.

2. Status Filters:

- **Paid:** All payments successfully received to organizations.
- **Processing:** For bank payments, payment can take a few days. During this time, the payment will be in a "Processing" state. Once the payment appears in your Stripe account, it will move to the "Paid" state. The processing amount will then be transferred to the "Paid Amount. If payment processing fails, then it will move to "Failed" state.
- **Failed:** In case of card or bank, if payment transaction fails.

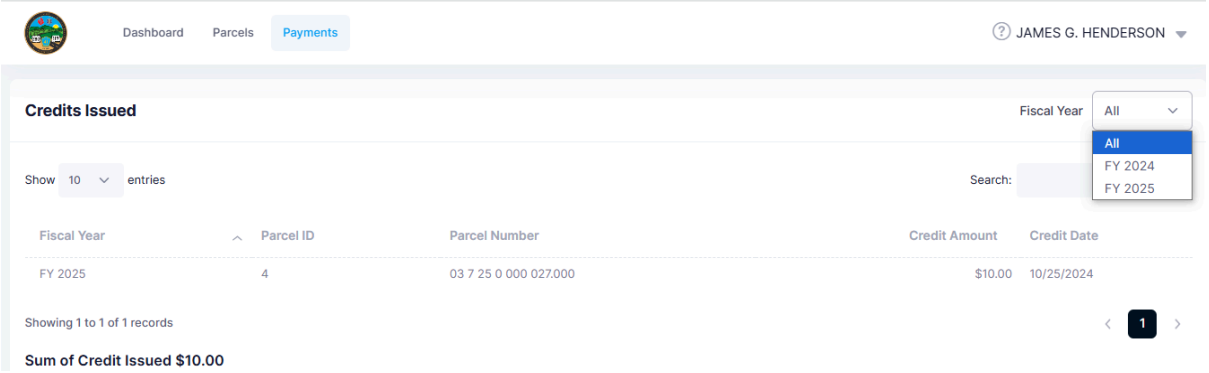


Payment->Credits

This screen display list of credits issued to owner for their property.

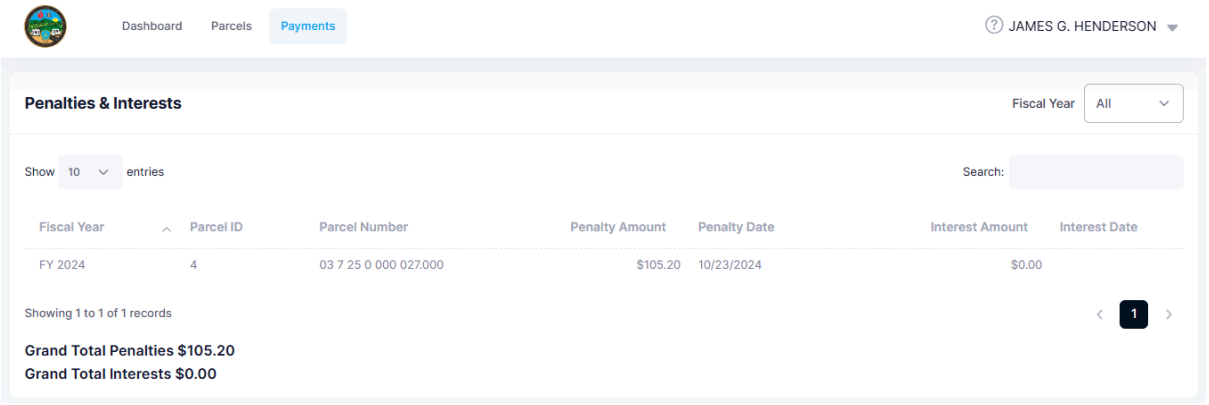
Key Features:

1. Viewing Credits: By default current year credits will be displayed. Owner can use fiscal year dropdown to view closed year credits.



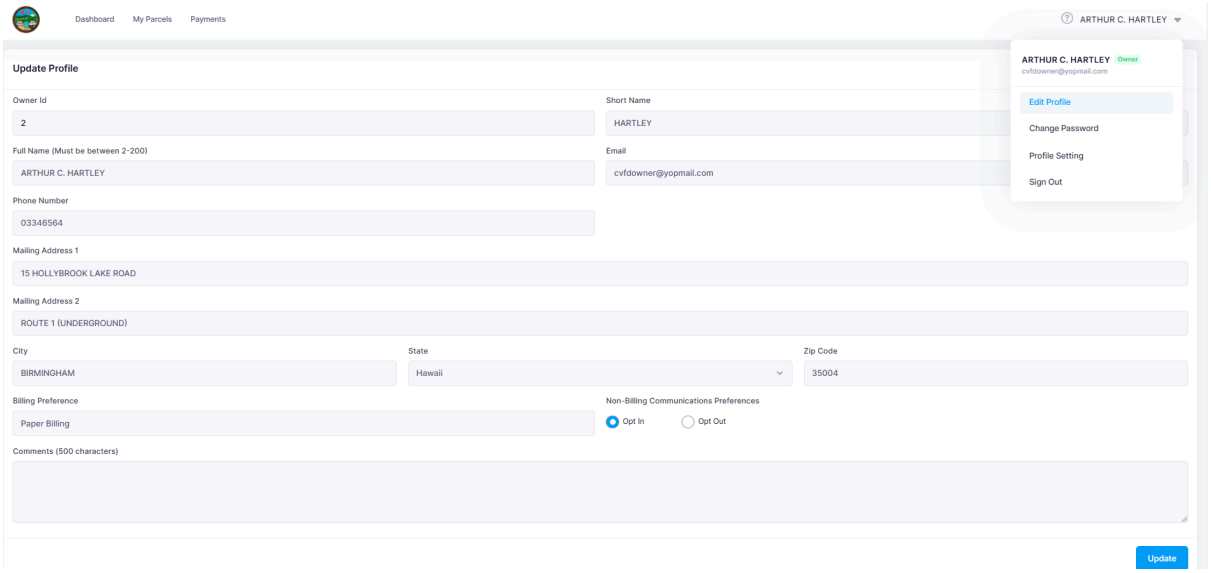
Payment-> Penalties & Interests

This screen displays a list of penalties on the owner's properties. By default, current year penalties will be displayed. Owner can use fiscal year dropdown to view prior years penalties.



Owner -> Edit Profile

This screen displays owner information. Owners can update their details as needed.



Change Password

Any logged-in user can change their password using the change password screen. If the password is changed, they will need to log in again with the new password.

