



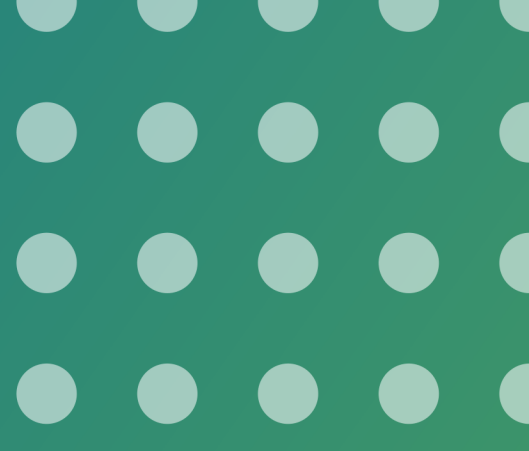
TOP 5



CONSIDERATIONS FOR PAYMENTS PARTNERS:

A Guide for Community
Management Companies





Partnering with the right software and payment partner is crucial for property management businesses to optimize operations and enhance customer satisfaction. This e-book outlines our top five considerations for payment partners; we hope it provides you with valuable insights to make informed decisions. By focusing on these key factors and asking the right questions, you can choose a software and payment provider that aligns with your business goals and propels you towards peak performance.





1. TRUST & TRANSPARENCY

When evaluating a potential software or payments partner, you should look for indicators that demonstrate trustworthiness and transparency. Determine if your payment provider aligns with your values and is dedicated to meeting your needs.

Here's what to ask



➤ **What is their reputation?**

A strong track record and positive feedback are indicative of a trusted partner.

➤ **Do they communicate effectively with their customers?**

Transparent partners are open and honest in their communication, providing clear information about their services, pricing, and any potential limitations or risks involved.

➤ **Are their contracts and agreements transparent?**

A trusted partner will have transparent terms and conditions, clearly outlining the services they provide, the fees involved, and any contractual obligations. They should be open to discussing and clarifying any concerns or questions you may have.

2. VALUE, INNOVATION & PERFORMANCE

A good software or payment provider will demonstrate a commitment to delivering value, innovation, and performance. Look for revenue-specific initiatives, technology-forward features that can delight homeowners and streamline operations, and reliable customer support.

Here's what to ask



➤ **Can they provide initiatives that will boost your revenue and support your business growth?**

A valuable partner will offer strategies and resources to help property management companies optimize their revenue streams and enhance financial performance.

➤ **What are they building to ensure a user-friendly experience?**

Your partner should prioritize a seamless and user-friendly experience for both property management companies and homeowners. Look for intuitive payment interfaces, accessible customer support channels, and self-service options that enhance convenience and satisfaction.

➤ **Are they tailoring solutions to meet the industry's unique needs?**

A good payment partner should demonstrate an understanding of the industry's unique requirements and provide features and functionalities that address these needs effectively.

3. CUSTOMER-CENTRIC SOLUTIONS

Look for a provider that engages in in-depth engagement and advisory with a collection of core customers, ensuring that their insights shape the payment solution. A partner that takes a customer-centric approach means they are more likely to help you tailor your payment process to you and your own customers' needs.

Here's what to ask



➤ **How do they engage with their customers?**

A partner dedicated to understanding customers' priorities and preferences will actively seek feedback, conduct surveys, and hold advisory sessions to gather insights and shape their payment solutions accordingly.

➤ **Do they give customers opportunities to choose or customize based on their preferences?**

A partner that values customer preferences will offer customization options for their payment solutions. Ask about the flexibility they provide in tailoring the payment solution to suit your needs.

➤ **Are they dedicated to continuous improvement?**

Look for examples of how they have incorporated customer insights into their payment solutions and processes, and their willingness to adapt and evolve based on changing customer needs.

4. STRATEGIC PLAN & EXECUTION

Opt for a software or payment provider that integrates foresight and thought leadership into your client relationship. Focus on strategic planning for both the present and the future. Consider how the provider offers flexible business and operating terms and conditions. Evaluate their approach to homeowner (HO) access, customized installations, and intelligence reporting. Choose a payment provider that can adapt to your evolving needs and supports your long-term goals.

Here's what to ask



➤ **Do they value long-term customer relationships?**

Consider the partner's approach to nurturing long-term relationships. A strategic partner will prioritize ongoing collaboration and communication to understand your evolving needs and align their services accordingly.

➤ **What is their foresight and vision for the future of the industry?**

A strategic partner will demonstrate a deep understanding of the property management landscape and exhibit a clear vision for the future. They should be able to articulate how they anticipate and adapt to industry trends.

➤ **Are they flexible?**

Assess the partner's ability to offer flexible business and operating terms and conditions. This flexibility allows you to adapt to changing market dynamics and accommodate evolving needs.

5. COST & PRICING STRUCTURE

Evaluate the partner's pricing structure and fees associated with their payment services. Look for transparency and clarity in pricing to ensure that the costs align with your budget and provide value for the services rendered. Consider any additional fees, such as setup fees or transaction charges, to fully understand the financial implications.

Here's what to ask



➤ **Do they have a transparent fee structure?**

They should clearly outline all costs associated with their payment services, including setup fees, transaction fees, monthly fees, and any other applicable charges. Avoid partners that have hidden or ambiguous fees that can lead to unexpected expenses.

➤ **Is their pricing competitive?**

Compare the partner's pricing with industry standards and competitors. Pricing should always be competitive and offer good value for the services provided. Consider the overall package, including the quality of their payment solutions, customer support, and additional features.

➤ **Do they offer flexible pricing options?**

Different businesses have different transaction volumes and requirements, so a partner committed to flexible pricing will provide options such as tiered pricing, custom pricing, and revenue share plans. This flexibility allows property management companies to choose a pricing structure that aligns with their transaction volume and budget.



BUILDING TRUST, FOSTERING PARTNERSHIPS

At Vantaca, we embrace the power of transparency, empowering you with a clear understanding of our solutions, pricing, and associated fees. We believe in the strength of open and honest communication, nurturing enduring partnerships rooted in shared success. Our unwavering commitment to putting customers at the heart of everything we do means that we eagerly lend an ear to your feedback, constantly striving to create something we can all take pride in.



Contact us today to
discuss how Vantaca
can help you grow
your business with
transparency, trust
and innovation.

