

**HOW TO SUBMIT
YOUR HOUSING
RESERVATION
FEE ONLINE**



**PACA & TUBMAN
HOUSES**

RECEIVING THE LINK



- A link to pay the Paca & Tubman housing reservation fee online will be sent to the student email address provided in the Paca & Tubman housing application. This link will not be sent to the parental guarantor.
- Please note that submitting this reservation fee does not finish securing your space in Paca & Tubman. Students must also complete the housing paperwork as indicated in their offer email. Follow all instructions in that offer email to finish securing your space. Contact the Paca & Tubman Office if you should have any questions.

Paca & Tubman Contact Information

Office Phone: 410-704-7484

Office Fax: 410-704-7324

Office Email: pacatubman@cocm.com

PAYING THE RESERVATION FEE

- Once you click the online reservation fee link, please select 'prospect.' The student is considered the prospect.
- Fill in 'Prospect Last Name,' 'Prospect Email Address,' and 'Prospect Phone Number.'
- Click 'continue.'
 - Please note that your session may time out if you do not fill in the fields promptly. If this happens, click the online reservation fee link again and re-enter the information.

CAPSTONE MANAGEMENT
RESIDENT PORTAL Paca & Tubman Houses
Towson University Residential Community

SecureXchange™

Identify your Account

Type of Account Tenant Prospect

Prospect Last Name

Prospect Email Address

Prospect Phone Number

Quit

This information was obtained from sources believed to be reliable, but no representations or warranties, expressed or implied, as to the accuracy of the information are made. You are responsible for verifying the information and bear all risk for inaccuracies. Pricing and other details are subject to change. Contact the leasing office for the latest information.

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PAYING THE RESERVATION FEE

- Once on the payment screen, you will see the prospect name (student name) appear next to Name/Number.
- You have two options to pay online: Credit Card (Visa/Mastercard/Discover/Amex) or Bank Draft.
 - Please note that there is a 2.5% processing fee for all credit cards.
 - There is no fee to pay with a bank draft.

Account
Name/Number Carr, Michelle

Accepted Payment Methods * Required Field

Credit Card Bank Draft

Amount to Pay
*

Credit Card Information
Card Number *
Expiration Date * 01 2014
Name on Card *
Card Security Code *

Billing Information
Address *
Address 2
City / State / Zip *
Country
Phone *

Note: All payments made with Credit Cards are subject to a service fee. There are no service fees on payments made with Bank Drafts.

Note: All of these Credit Card types may be not accepted by your institution.

Quit Continue

Terms of Use!

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USING A CREDIT CARD TO PAY ONLINE

- To use your Credit Card:
 - Click ‘Credit Card’ under ‘Accepted Payment Methods.’
 - Enter 325.00 under ‘Amount to Pay.’ (All reservation fees are \$325.00)
 - Enter in all required fields under ‘Credit Card Information.’
 - Click ‘continue.’
 - This will bring you to a payment confirmation screen.
 - *Note: this confirmation screen is not confirmation that your payment has been approved. It is a confirmation that your payment has been submitted to Paca & Tubman. If your payment is declined, you will receive a follow-up email indicating that it has been declined and to re-submit your payment. Sometimes this email can go to a spam/junk inbox.*

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Enter Payment Information | Make the Payment | View Confirmation

Account
Name/Number Carr, Michelle

Accepted Payment Methods * Required Field
 Credit Card  
 Bank Draft

Amount to Pay
* 

Credit Card Information
Card Number *
Expiration Date * 01 2014
Name on Card *
Card Security Code *

Billing Information
Address *
Address 2
City / State / Zip *
Country
Phone *

 **Visa, MasterCard, Discover**
The last 3-digits printed on the back of the card are the security code.

Note: All of these Credit Card types may not be accepted by your institution.

Quit  Continue

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USING A BANK DRAFT TO PAY ONLINE

- To use a Bank Draft:
 - Click ‘Bank Draft’ under ‘Accepted Payment Methods.’
 - Enter 325.00 under ‘Amount to Pay.’ (All reservation fees are \$325.00)
 - Enter in all required fields under ‘Bank Draft Information.’
 - Click ‘continue.’
 - This will bring you to a payment confirmation screen.
 - *Note: this confirmation screen is not confirmation that your payment has been approved. It is a confirmation that your payment has been submitted to Paca & Tubman. If your payment is declined, you will receive a follow-up email indicating that it has been declined and to re-submit your payment. Sometimes this email can go to a spam/junk inbox.*

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SecureXchange™

Enter Payment Information | **Make the Payment** | **View Confirmation**

Account Name/Number Carr, Michelle

Accepted Payment Methods * Required Field

Credit Card  

Bank Draft

Amount to Pay * 

Bank Draft Information

Routing Number * Re-enter:
Account Number * Re-enter:
Name of Bank *
Name on Bank Account *

Billing Information

Address *
Address 2
City / State / Zip *
Country
Phone *

YOUR NAME 123 Main Street Anywhere, OH 00000 DATE 12/31/2012
PAY TO THE ORDER OF \$ DOLLARS

ROUTING NUMBER 0000123456789 **ACCOUNT NUMBER** 123456789 **CHECK NUMBER** 123

Quit  **Continue**

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COMMON REASONS FOR DECLINED PAYMENTS:

- Errant bank account information has been entered.
- Errant credit card numbers have been entered.
- There is a potential daily spending limit on the account.
- Insufficient funds.

If your payment has been declined, please re-submit only after verifying correct account/credit card numbers as well as sufficient balance.

(Note: this is not a comprehensive list of reasons why payments are declined. These are the most common.)

**QUESTIONS? CONTACT THE PACA &
TUBMAN OFFICE: 410-704-7484**