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brightsidespace.com 503 754 2636

## Managing Payments

Brightside Coworking does not accept payment by Credit or Debit card due to the high transaction processing fees associated with this payment methods on recurring subscription plans. We do accept the following forms of Payment:

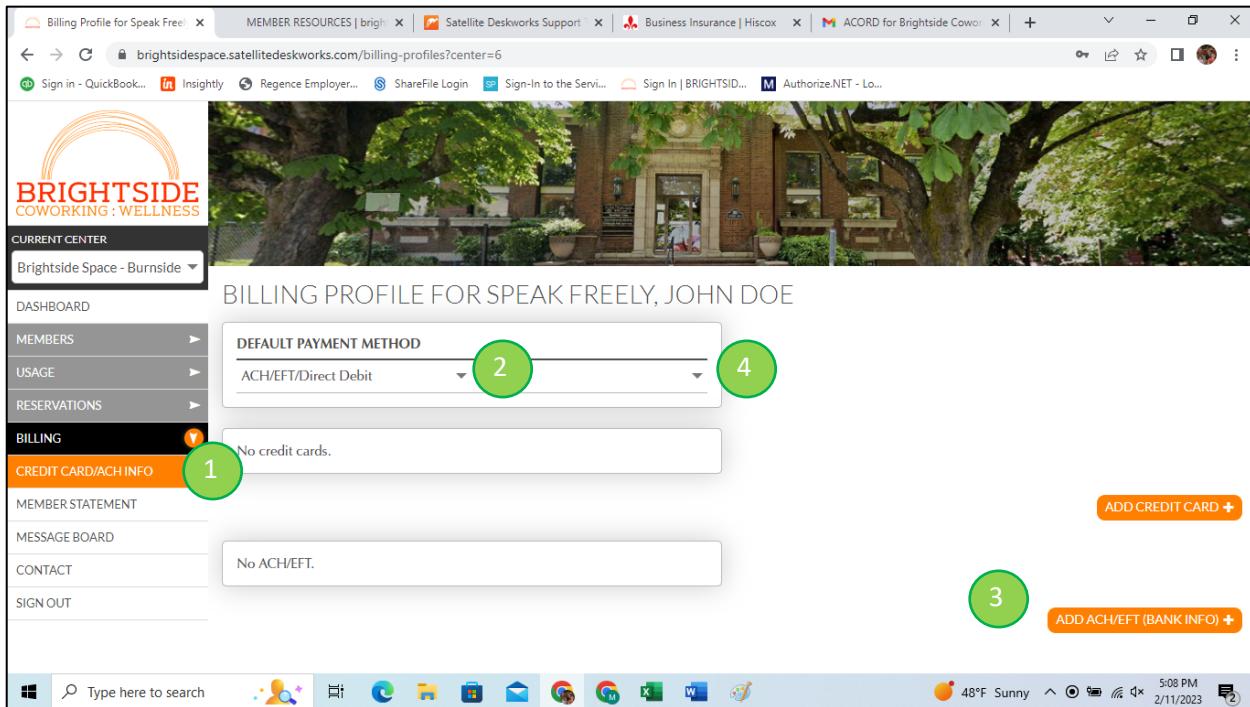
- **Venmo** – Our payment handle is **@kristin-schuchman**. The last four of the Venmo profile phone number is **2636**.
- **Check** – Make checks payable to **Brightside Coworking**. Check payments can be dropped in our payment drop box, the metal lockbox mounted on the wall in the mailroom. For scheduled payments from your bank or mailed payments, please mail to: **Brightside Coworking, 1110 SE Alder Street, Suite 301, Portland OR 97214**.
- **ACH/EFT** – You can setup ACH/EFT payments through Satellite Deskworks. Payments are processed automatically on the due date for the amount shown on any open invoices. Off-cycle payments are performed manually. This occurs if you enter ACH/EFT payment after the due date.

**Tip!** Please remember that usage in excess of your monthly reservations passes will incur additional charges; you'll need to view your monthly invoice to verify that the base subscription charge is the correct amount.

Brightside Coworking has a 5-day grace period from the first of the month to collect all payments. Late payments may incur a late charge. NSF payments may also incur charges. Please note that ACH/EFT payments may be reversed by your bank subsequent to payment processing for a variety of reasons including non-sufficient funds or incorrect entry of account information. Brightside Coworking incurs fees when these transactions are reversed, and will pass those charges on to the member.

**Warning!** If an ACH/EFT transaction is reversed for any reason, the account cannot be used to reprocess the payment until the root cause is resolved. If you report a transaction as fraudulent to your bank, then the ACH/EFT functionality is permanently blocked for that account. Please work with us to resolve any concerns before reporting fraud to your bank – we want to do the right think, and we're pretty reasonable people! Thanks.

## Setting up ACH/EFT Payments in Satellite Deskworx



1. Choose **BILLING > CREDIT CARD/ACH INFO** on the site menu.
2. Select **ACH/EFT/Direct Debit** for the Default Payment Method.
3. Click the **ADD ACH/EFT (BANK INFO)** button and fill out the required fields for your payment account. All fields must be completed accurately, or your payment will be reversed, resulting in processing fees.
4. Select Account you just entered in the field under **DEFAULT PAYMENT METHOD**.

Once these tasks are completed, your account will be set for automatic payment processing on payment due dates.

**Tip!** If you need to change your account, just follow the steps above to add the new account information first. After you add new account information, you'll be allowed to delete your prior entry if desired.

**Warning!** We do not accept or nor can we process CREDIT CARD payments. The options to enter credit cards on this screen are not valid and cannot be removed due to limitations in the software. Please do not supply any credit card information.