



# Training E-Newsletter

August 2005

Volume 2, Number 8

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## Daily Training Schedule

**Daily at 2:00pm CDT**  
(beginning 8/29/05)

### Monday

Ocius Overview

### Tuesday

Payment Preparation

### Wednesday

Auto Debits / Credit Cards

### Thursday

Utility Billing Reports

### Friday

FAQ / Troubleshooting

## Contact Us

<http://www.ocius.net>

[training@ocius.net](mailto:training@ocius.net)

## Watch Your Inbox for Important Notices from Ocius



Ocius would like to remind all our valued clients to keep an eye out for reminder emails. Every month we'll contact you via email and/or phone to let you know where we are in the billing process and if there are any items requiring attention from you. In order for us to provide you with the highest level of service we ask that you pay extra attention to these reminder emails and phone calls. This helps ensure your bills go out as quickly and accurately as possible. Thank you for your cooperation! As always if you require additional assistance please call our toll free line at (866) 850-3500.

## Daily Training Changes

Starting Monday, August 29, 2005 the Daily Trainings will all be held at 2:00pm CDT. We hope this change will help standardize the trainings and make it easier for properties to take advantage of them. The login instructions and a list of topics are available to you on your home page of the Ocius website. If you have any additional training needs or would like to schedule an individual training please contact Ocius at 866-850-3500 x 230 or e-mail us at [training@ocius.net](mailto:training@ocius.net).

## Conservation Tip of the Month

For the next several months, we will include a conservation tip of the month in the newsletter. Please feel free to pass them along to your residents! This month's tip...

*Turn off the water while brushing your teeth and save 300 gallons of water per month!*

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## Address Change Reminder for Check Processing Clients

We would like to remind all properties currently using Ocius to process paper payments of the new Bank One shipping addresses.

**Overnight Address:**

JP Morgan Chase  
Elgin Lockbox- Ocius 4469  
2500 Westfield Dr- Mail Code IL1-6030  
Elgin, IL 60123

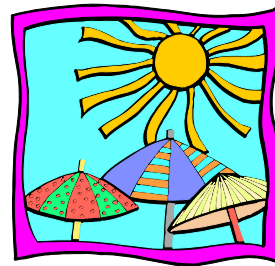
**Mailing Address:**

Ocius LLC  
P.O. Box 4469  
Carol Stream, IL 60197-4469

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## Credit Card Failure Report

Have you ever processed a credit card and gotten a failure notice? Did you wish you could find out why it failed when the resident was standing in front of you insisting it should have been approved? Great news! Now you can access the Credit Card Failure Report on the Ocius website. The report is located under Reports – E-Payments – Credit Card failures. Please contact Ocius at 866-850-3500 x 230 if you have any questions or need further assistance locating the report on the website.



Ocius will be closed on Monday, September 5<sup>th</sup> in observance of Labor Day

Contact Us

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