QUESTIONS & ANSWERS

Who can log in and use PayLease?

Anyone that has a resident number can register and use PayLease.

Can past resident/owners log onto PayLease after they have moved out / closed?

Yes, they have a resident number. Once you have completed the move out or purchase process and all payments are posted, we would suggest you put the account on "Do Not Accept" or "None"

How do they log into PayLease?

Make sure that the owner/resident is using the correct resident number, starts with a small "t" followed by 7 digits. They also have to enter in the last name exactly as it is in Yardi (including all punctuations, etc)

Go to TowneProperties.com click on "Make A Payment" at the top left hand corner. Under the Make a Payment section of the website there is a link "Click Here" when they click on it, it will redirect them to the PayLease website to Log in or Register if they are a new user to pay their monthly dues.

Can a resident/owner have one log in and link multiple accounts?

Yes. After registering with one account they can click on "Manage Accounts" located on the home screen in PayLease under the Property/Property Management information at the top left. The next screen will ask the owner to enter in the Resident Number you wish to link to the main account.

They have registered but receive a message that the account is blocked, what now?

If an owner/resident has gone through the registering process and receives an error that the account is blocked, look at the account in Yardi.

- Are they on Do Not Accept or None for the Payment Method?
    - Is the owner on TOWNE's Autopay? If so they cannot set up PayLease
    - Is the resident under Eviction? If so they should be set to Do Not Accept and cannot log into PayLease
    - Check the memo's, any account that is set to Do Not Accept / None should have a memo if it is not either of the options above.

They have registered but receive a message that the account is blocked, what now? (cont'd)

- Is this a new property? Has the banking account been established?
    - o There are multiple steps that need to take place in order for the account to be set up and all owners integrated into PayLease. If you have concerns with a new property set up please contact Sarah Prieshoff.

- Is this a property we no longer manage?
    - o When we lose a property PayLease is contacted and the account is deactivated the date that we have lost management. There could be a day overlap and any payments that happened to get through during that time frame will be manually posted and the admin notified.

We have exhausted all options above and the resident/owner still cannot log in, who do we contact?

- Email your AR rep at the home office the contact information and resident information, we will try to troubleshoot or contact PayLease to get further assistance.

Can the resident/owner see their ledger?

At this time, no. They do see a snapshot of the total due on the account and a breakdown of charges. **It is very important that all accounts are charged correctly to ensure proper payments are made.

What payment types are accepted at PayLease?

- All major credits cards
- ACH – routing / banking account

What is the processing fee structure?

- One time credit card payment = % of payment (formula upon request)
- Reoccurring credit card payment = $10.95
- ACH payments / reoccurring or one time = $1.95

Does the resident see the processing fee prior to paying?

Yes. It is listed as the processing fee prior to clicking submit and is listed on the receipt that is generated.

Is there a report in Yardi that will indicate who is set up for reoccurring payments?

No. This is a PayLease payment option.

Are ACH payments returned for insufficient funds?

Yes. When this happens you will be notified by your AR representative here at the home office and the returned payment charge will be added to the ledger. You will need to contact the resident/owner to notify them of the return.

S. Prieshoff 1.26.2017