ZEGO (Powered by PayLease) PAYMENTS GUIDE

CONTENTS

PAYMENTS

Transactions

This section describes how to access resident transactions and download transaction receipts.

View Transactions
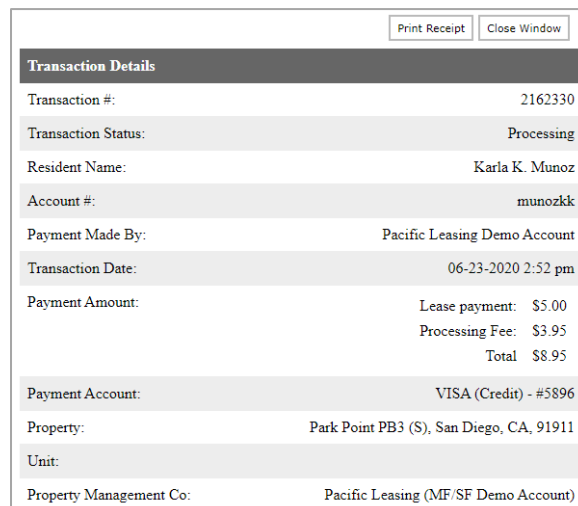
You can select a number of canned reports readily available to you. From the **Search Bar** you can filter the data using the following:

Report	Last 30 Days, All Status; Last 7 Days, Paid Out; Last 7 Days, Returns; Last Day, Paid Out; OR Last Day NSF, Returns
Status	All Payments, Processing, Paid Out, Returned, NSF, Reversed, Declined Credit Card, Cancelled, OR Refunded
Property	Property Name, Address, OR Reference ID
Resident	Resident Name OR Account Number
Trans #	Payment Transaction Number **The Transaction # is the unique identifier for Zego payments. If you are calling/or emailing support, it is important that you have this transaction number as it ensures the correct transaction is located.

Print Transaction Receipt

1. From the top menu, select **Transactions** > **View Transactions**.
1. From the Transactions table, on the left hand side under **Trans #**, select the specific payment transaction.
2. A separate window will show with the transaction details populated, select **Print Receipt**.

Voiding a Transaction

You can void a payment directly from the site for any transactions made through Zego.

1. From the top menu, select **Transactions** > **View Transactions**.
2. From the Transactions table, select **Void** on the right hand side for the selected transaction.
    - 💡 Depending on your integration type, you may have to manually adjust the transaction in your Accounting software.

Refunding a Transaction

You can request refunds directly for any transactions that has been paid out.

3. From the top menu, select **Transactions** > **View Transactions**.
4. From the Transactions table, select **Refund** on the right hand side for the selected transaction.
    - 💡 If **Refund** is colored gray and disabled, this indicates that the transaction cannot be refunded.

ZEGO   Dashboards ▾   **Transactions** ▾   Deposits & Debits ▾   Payments ▾   Billing ▾   Expense Mgmt ▾   Residents ▾   Properties ▾   Sub Accounts ▾   Reports ▾

Transactions

Secure Drop Box   My Account   Logout

| Report: | Choose Report | Status | All Payments | Property: | Search Name, City, State, Zip, Ref ID | Resident: | Search Resident Name or Account Numbers |
| Trans # | | Start Date: 06/23/2020 | | End Date: 07/23/2020 | | | |

Clear   Submit

Trans #	Status	Initiation Date	Resident	Property	Unit	Primary Acct #	Secondary Acct #	Bill Type	Amount	Type	AutoPay	
2162330	Processing	06-23-2020 2:52 pm	Karla K. Munoz	Park Point PB3 (S)		munozkk		Lease payment	5.00	Visa (Credit)	NO	Refund

Deposits and Debits

This section will show deposits and debits made to your various bank accounts for your properties and let you tie out the payments made through Zego.

Viewing Deposits and Debits

From the **Search Bar** you can filter the data using the following:

Report	Deposits and Debits, Deposits Only, OR Debits Only
Search By	Last four digits of a Bank Account, Deposit Total, OR Transaction # **Searching by Deposit Total is great if you have a bank statement in front of you with a deposit total from Zego, you can enter that amount and find the transaction that corresponds with the deposit.
Property	Property Name, Address, OR Reference ID

1. From the top menu, select **Deposits and Debits** > **View Deposits and Debits**.
2. To view individual transactions that make each daily deposit, select the '**+**' icon on the left hand side to expand.
   - 💡 These transactions are batched daily and separated by property and payment type: ACH, Credit Card, and/or CashPay.

Managing Deposits

This section describes how to utilize the Manage Deposits feature if your Accounting software is integrated with Zego. From the **Search Bar** you can filter the data using the following:

Report	Batch Date/Status/Type OR Search By: Batch ID, Transaction #, or Property Reference ID
Group Status	Open (Default), Closed, OR All (Open and Closed) Deposits
Grouped Type	All (Standard and Exception), Standard, OR Exception

1. From the top menu, select **Deposits and Debits** > **Managed Deposits**.
   - 💡 From here you can tie out the Yardi batch number with the deposit total which will show all the transactions associated with the batch and reconcile those payments.
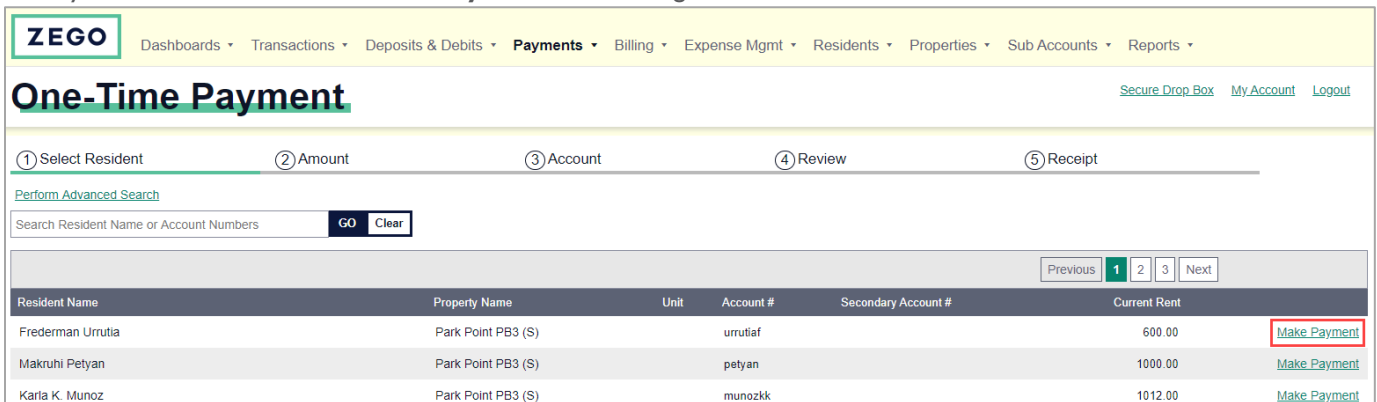
In Office Payments

This section will show which payment services you have activated for your properties. The following payment services are: One-time payments, Fixed auto-pay, Variable auto-pay, CashPay, OR Check scanning. These services allow you to receive payments on-site from your residents or to create auto-pays on their behalf. Contact your Zego representative for additional information.

One-Time Payments

1. From the top menu, select **Payments** and select **One-Time Payment**.
2. Find your resident and select **Make a Payment** from the right-hand side.

3. Input the payment amount and select **Continue**.

4. Select the payment method and/or account that the resident would like to pay from.
5. Select **Continue** and print or save the receipt.
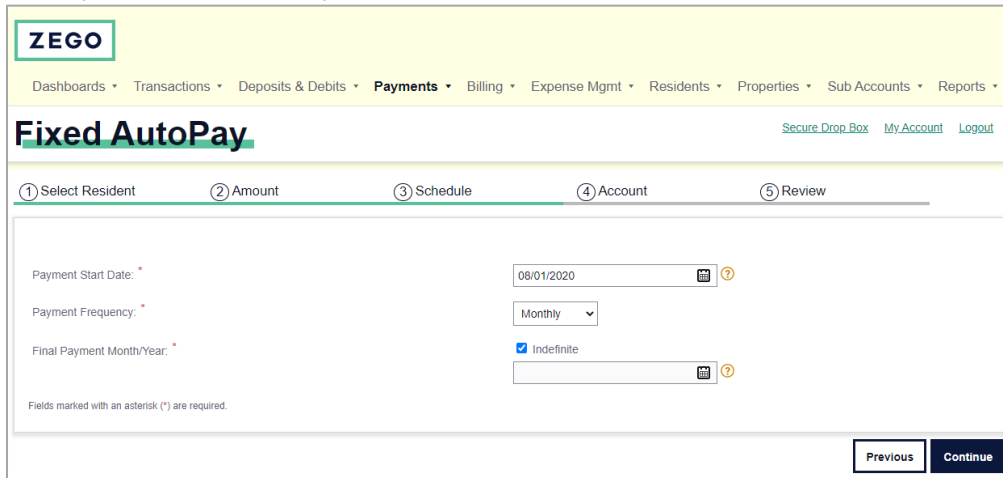
Creating a Fixed AutoPay

1. From the top menu, select **Payments** and select **Create Fixed AutoPay**.
2. Find your resident and select **Schedule AutoPay** from the right-hand side.
3. Input the payment amount and select **Continue**.
4. Select **Payment Start Date**, **Payment Frequency**, and when you would like the AutoPay to stop running under **Final Payment**.
   - 💡 We suggest scheduling payment dates for the day after your property and utility charges are imported into your resident ledgers.
5. Select the payment method and/or account that the resident would like to pay from.
6. Select **Continue** and print or save the receipt.

Creating a Variable AutoPay

1. From the top menu, select **Payments** and select **Create Variable AutoPay**.
2. Find your resident and select **Schedule AutoPay** from the right-hand side.
3. Select **Payment Start Date**, **Payment Frequency**, and when you would like the AutoPay to stop running under **Final Payment**.
   - 💡 We suggest scheduling payment dates for the day after your charges are imported into your resident ledgers.
4. Optional: Select **I would like to set a Maximum Limit** and input the maximum amount your resident would like to be charged.
5. Select the payment method and/or account that the resident would like to pay from.
6. Select **Continue** and print or save the receipt.

Viewing Active AutoPays

This section describes how to access the list of all of your residents with active Fixed AutoPays and Variable AutoPays. You can also skip and cancel active autopays from this page.

View Fixed AutoPays

From the top menu, select **Payments** and select **View Fixed AutoPays**.
- Optional: Find your resident and select **Skip** from the right-hand side to skip the payment for the current month.
- Optional: Find your resident and select **Edit** from the right-hand side to edit the payment amount.
- Optional: Find your resident and select **Cancel** from the right-hand side to delete the resident's autopay.

View Variable AutoPays

From the top menu, select **Payments** and select **View Variable AutoPays**.
- Optional: Find your resident and select **Skip** from the right-hand side to skip the payment for the current month.
- Optional: Find your resident and select **Cancel** from the right-hand side to delete the resident's autopay.