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PayLease

ZEGO (Powered by PayLease) PAYMENTS GUIDE



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PAYMENTS

Transactions

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



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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

View Transactions

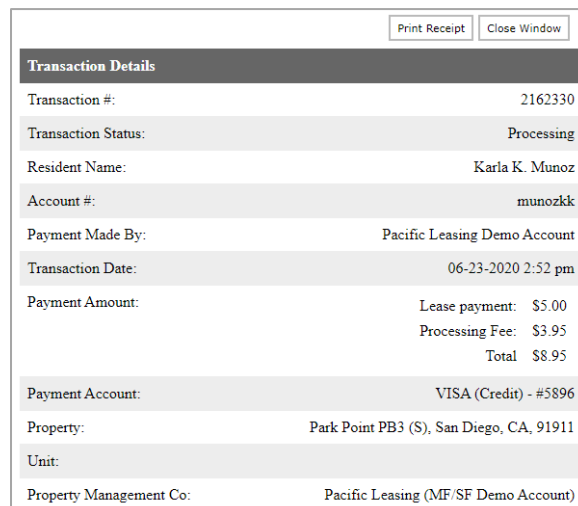
You can select a number of canned reports readily available to you. From the **Search Bar** you can filter the data using the following:

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

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

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



Transaction Details

Transaction #: 2162330

Transaction Status: Processing

Resident Name: Karla K. Munoz

Account #: munozkk

Payment Made By: Pacific Leasing Demo Account

Transaction Date: 06-23-2020 2:52 pm

Payment Amount:

Lease payment:	\$5.00
Processing Fee:	\$3.95
Total	\$8.95

Payment Account: VISA (Credit) - #5896

Property: Park Point PB3 (S), San Diego, CA, 91911

Unit:

Property Management Co: Pacific Leasing (MF/SF Demo Account)

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.

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Transactions

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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	
2162830	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.



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Deposits & Debits

Report: Deposits & Debits ▾

Search by: Bank Account: ▾

Enter Account Name or last 4 ... ▾



Property: Search Name, City, State, Zip, Ref ID

Start Date: 2020-07-01

End Date: 2020-07-23

Clear
Submit

Expand All Rows

Bank Account	Date	Total	Trans #	Resident	Property	Unit	Primary Account #	Init Date	Type	Bill Type	Batch ID	Amount
⊖ #6777	07-17-2020	\$686.00										
			194724147	Eric Layos	Sundance Apartments	103	12347	07-16-2020	RDC	Check #1050		\$1.00
			194724148	Ashley Heath	Sundance Apartments	101	12345	07-16-2020	RDC	Check #1175512738		\$100.00
			194724149	Brandon Mears	Sundance Apartments	102	12346	07-16-2020	RDC	Check #3129		\$585.00
	07-17-2020	\$686.00		View Email	Re-Send Email							
⊕ #6777	07-21-2020	(\$1.00)										



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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

I. 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.

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Managed Deposits

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Report: Batch Date/Status/Type ▾ Start Date: End Date: Group Status: Open (Default) ▾

Grouped Type: Standard ▾ Bank Account (Last 4 Digits):

Deposit Group: 43535

External Batch Type: YAVO

Batch Status: OPEN

Account # (Last 4): 6789

Batch ID: -111

Deposit Created: 11-06-2019 10:27:54

External Batch Status: OPEN

Payment Type: Bank Account

Deposit Total: \$5,341.80

Deposit Closed: N/A

Property: Park Point PB3 (S) (EE)

Transaction ID	Initiation Date/Time	Batch ID	First Name	Last Name	Ref ID	Unit Number	Amount
2162173	2019-08-20 11:34:01	-111	Frederman	Urrutia	urrutiaf		\$1024.51
2162180	2019-08-22 11:34:01	-111	Frederman	Urrutia	urrutiaf		\$650.00
2162255	2019-10-24 15:19:03	-111	Frederman	Urrutia	urrutiaf		\$1068.09
2162259	2019-11-06 10:09:32	-111	Frederman	Urrutia	urrutiaf		\$1068.09
2162316	2020-03-04 08:19:08	-111	Frederman	Urrutia	urrutiaf		\$1531.11

Deposit Group: 43536

External Batch Type: YAVO

Batch Status: OPEN

Account # (Last 4): 6789

Batch ID: -111

Deposit Created: 11-06-2019 10:27:55

External Batch Status: OPEN

Payment Type: Bank Account

Deposit Total: \$1,546.67

Deposit Closed: N/A

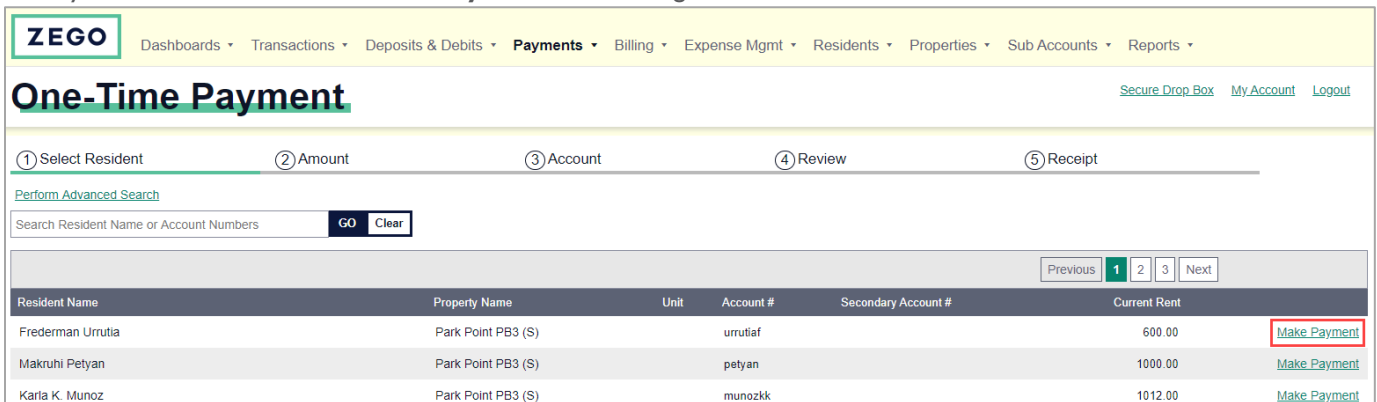
Property: Loring Ave. Apartments (ZZ)

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.



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One-Time Payment

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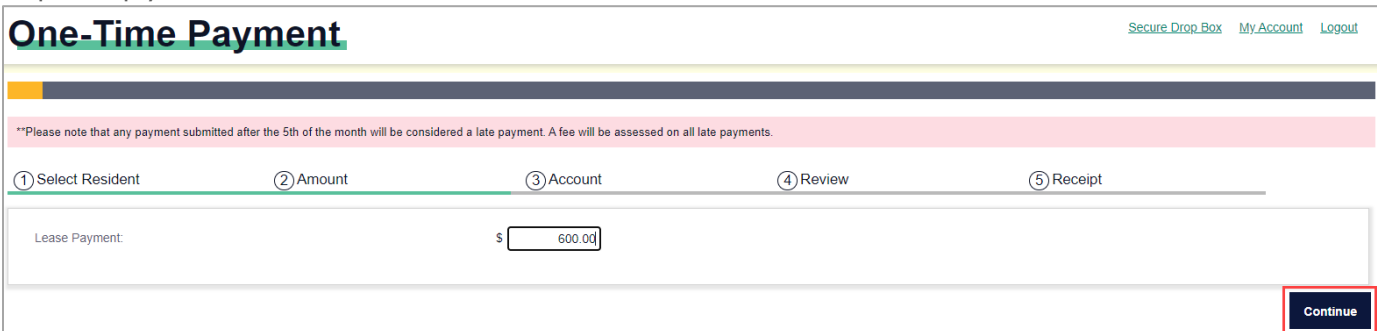
① Select Resident ② Amount ③ Account ④ Review ⑤ Receipt

[Perform Advanced Search](#)

Search Resident Name or Account Numbers

Resident Name	Property Name	Unit	Account #	Secondary Account #	Current Rent	
Frederman Urrutia	Park Point PB3 (S)		urrutiaf		600.00	Make Payment
Makruhi Petyan	Park Point PB3 (S)		petyan		1000.00	Make Payment
Karla K. Munoz	Park Point PB3 (S)		munozkk		1012.00	Make Payment

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



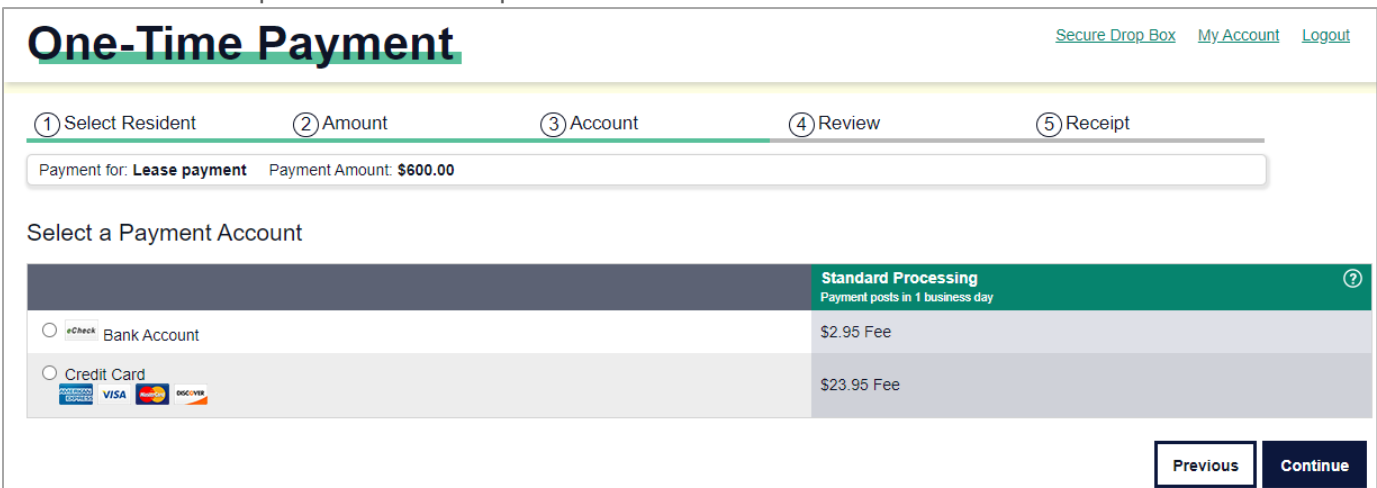
One-Time Payment

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① Select Resident ② Amount ③ Account ④ Review ⑤ Receipt

Lease Payment: \$

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.




One-Time Payment

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① Select Resident ② Amount ③ Account ④ Review ⑤ Receipt

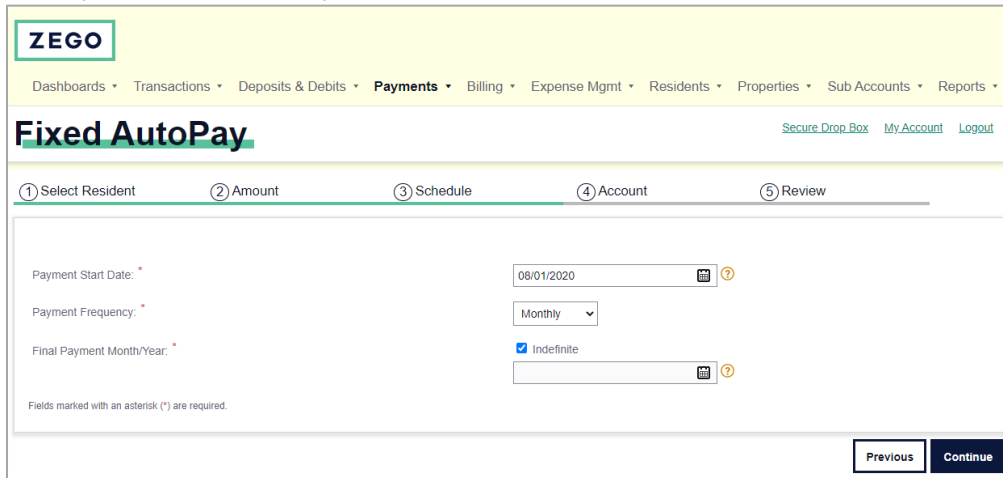
Payment for: **Lease payment** Payment Amount: **\$600.00**

Select a Payment Account

	Standard Processing Payment posts in 1 business day
<input type="radio"/> eCheck Bank Account	\$2.95 Fee
<input type="radio"/> Credit Card 	\$23.95 Fee

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.



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Fixed AutoPay [Secure Drop Box](#) [My Account](#) [Logout](#)

① Select Resident ② Amount ③ **Schedule** ④ Account ⑤ Review

Payment Start Date: * 08/01/2020 ⓘ

Payment Frequency: * Monthly ▾

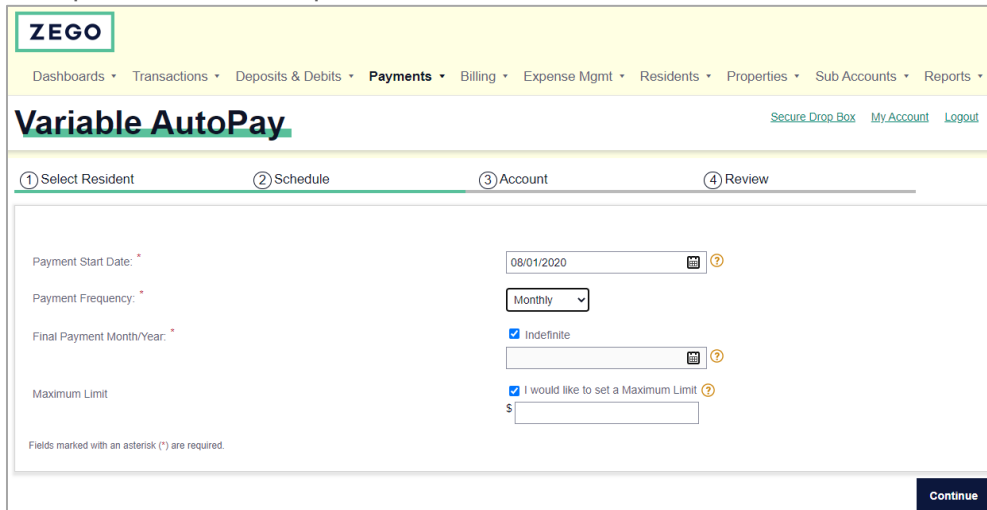
Final Payment Month/Year: * Indefinite ⓘ

Fields marked with an asterisk (*) are required.

Previous **Continue**

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.



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Variable AutoPay [Secure Drop Box](#) [My Account](#) [Logout](#)

① Select Resident ② **Schedule** ③ Account ④ Review

Payment Start Date: * 08/01/2020 ⓘ

Payment Frequency: * Monthly ▾

Final Payment Month/Year: * Indefinite ⓘ

Maximum Limit I would like to set a Maximum Limit ⓘ

Fields marked with an asterisk (*) are required.

Continue

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.

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Fixed AutoPays

Secure Drop Box My Account Logout

Active ▾
Resident:
Property:

Creation Date From:
Creation Date To:
 View only Skipped AutoPays

Status	Start Date	End Date	Creation Date	Last Updated	Ref ID	Resident Name	Property	Debit Day	Freq	Account	Amount	
Active	Mar 2020	Indefinite	03-04-2020	03-04-2020 08:21:57	urru1af	Frederman Urrutia	Park Point PB3 (S)	5	Monthly	navy fed #3456	\$1,531.11	Skip Edit Cancel
Active	Mar 2020	Dec 2020	03-04-2020	03-04-2020 08:18:45	urru1af	Frederman Urrutia	Park Point PB3 (S)	5	Quarterly	navy fed #3456	\$1,531.11	Skip Edit Cancel
Active	Mar 2020	Indefinite	03-04-2020	03-04-2020 08:17:45	urru1af	Frederman Urrutia	Park Point PB3 (S)	5	Monthly	navy fed #3456	\$1,500.00	Skip Edit Cancel
Active	Mar 2020	Jan 2021	02-20-2020	03-04-2020 08:13:54	urru1af	Frederman Urrutia	Park Point PB3 (S)	1	Monthly	navy fed #3456	\$1,181.01	Cancel Skip Edit Cancel

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.

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Variable AutoPays

Secure Drop Box My Account Logout

Active ▾
Resident:
Property:

Creation Date From:
Creation Date To:
 View only Skipped AutoPays

Status	Start Date	End Date	Creation Date	Last Updated	Ref ID	Resident Name	Property	Debit Day	Freq	Account	Max Limit	
Active	Mar 2020	Indefinite	03-04-2020	03-04-2020 08:20:34	urru1af	Frederman Urrutia	Park Point PB3 (S)	5	Monthly	navy fed #3456	Up to \$1,700.00 max	Skip Cancel
Active	Apr 2019	Indefinite	04-01-2019	04-01-2019 12:07:07	11017864	Rachell Martinez	Loring Ave. Apartments	2	Monthly	Navy fed #1737	Up to \$1,500.00 max	Skip Cancel
Active	May 2019	Indefinite	04-01-2019	04-01-2019 12:06:05	17841543	Charlotte Myers	Clearwater Estates	1	Monthly	Mike's Checking #4446	Variable	Skip Cancel