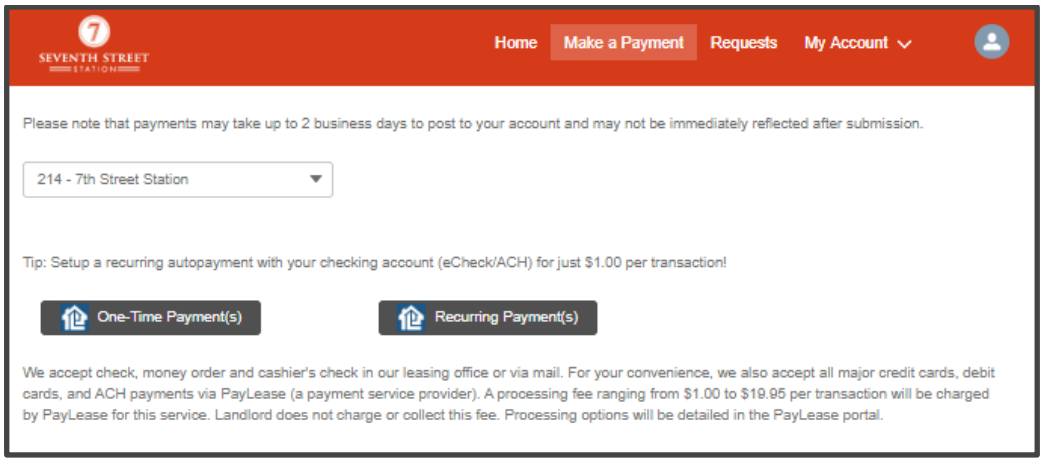
Introduction

The Community Portal is where customers can make payments, submit service requests and view their account information. This guide will review various areas of the Community Portal and take a deeper look at the customer experience.

Make a Payment

By clicking the “Make a Payment” link, the customer can set up/manage recurring payments or make a one-time payment. Please be sure the customer selects the property name from the dropdown.

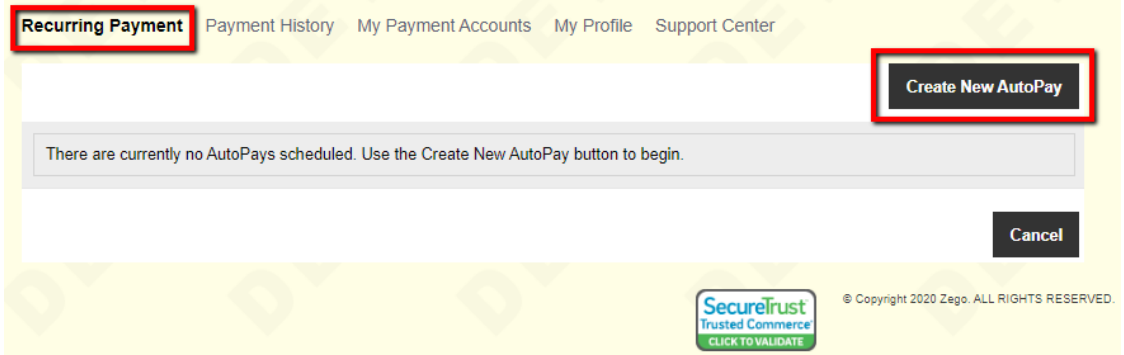


Setting Up / Managing Recurring Payments

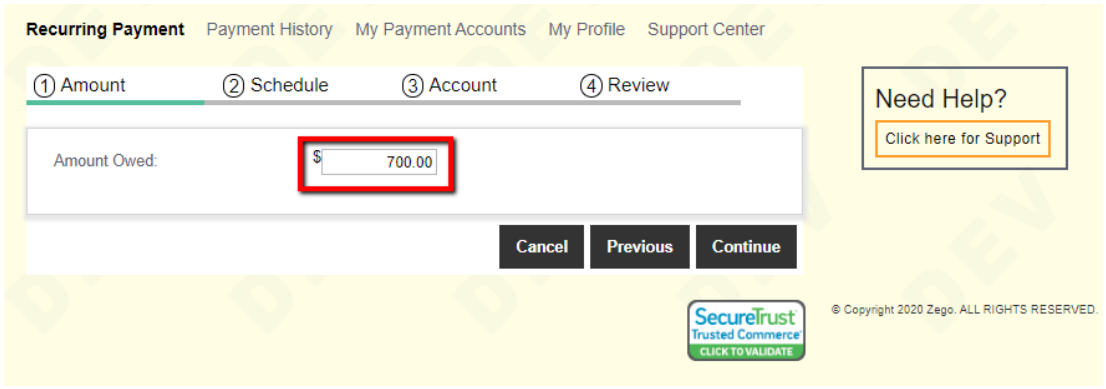
Once redirected to Zego Powered by PayLease from the “Recurring Payment(s)” button, a customer will have the option to create an autopay or manage an existing autopay. All recurring payments must be set up the day before the initial draft date.

Create New Autopay

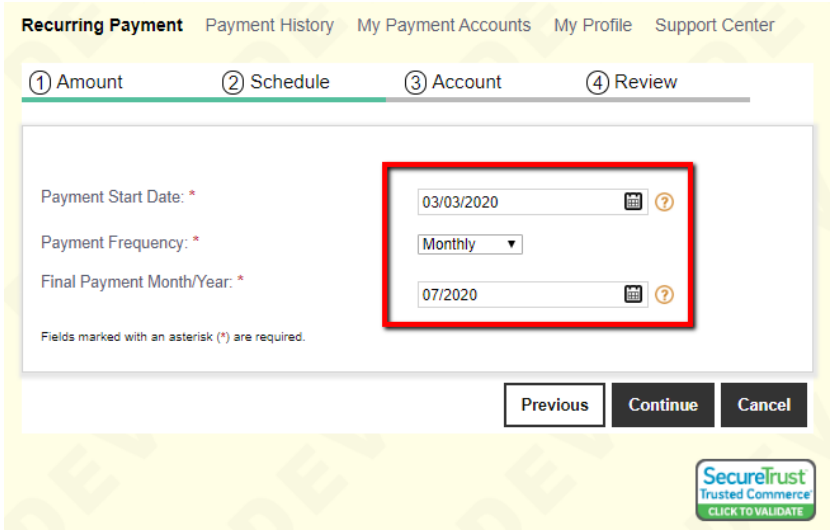
The customer can click “CREATE NEW AUTOPAY” under the Recurring Payment tab.



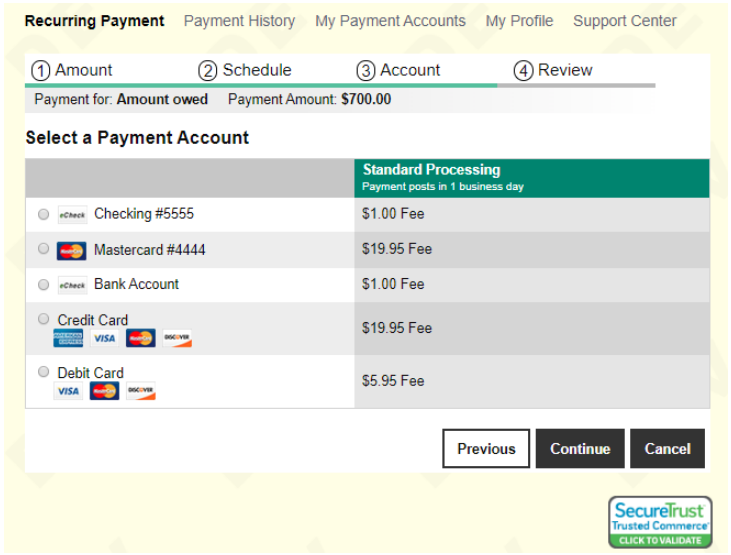
Autopays will withdraw the amount designated by the customer on the chosen day.



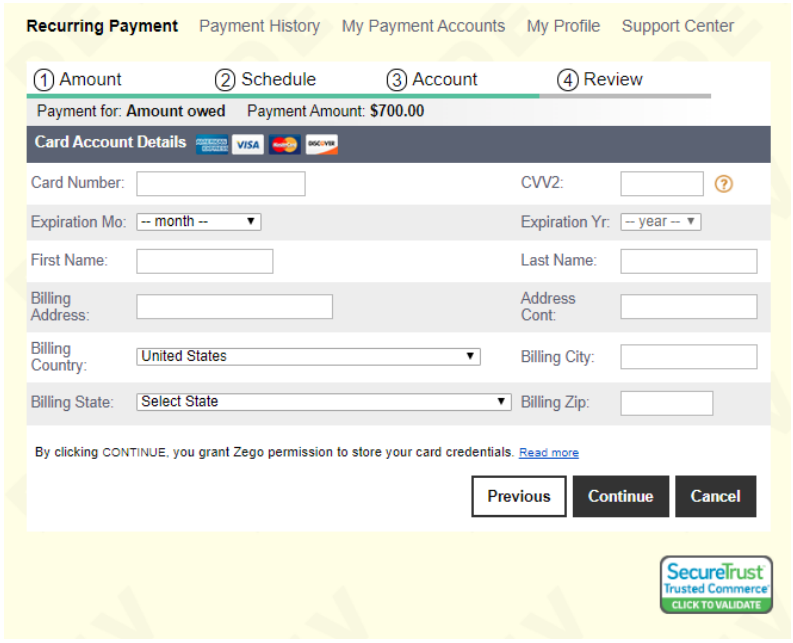
Customers can choose any day of the month for the recurring payment to withdraw. The selected start date will determine the "debit day" in which the recurring payment will occur. The customer will also have the option to select various pay frequencies (monthly is the most common for our customers). And lastly, the user will select a final payment month/year in which the autopay should end.
*(Example: If someone selects 3/**3**/20 as the start date with a **monthly** payment frequency, then the payment will withdraw on the 3rd of every month through the final payment month/year).*



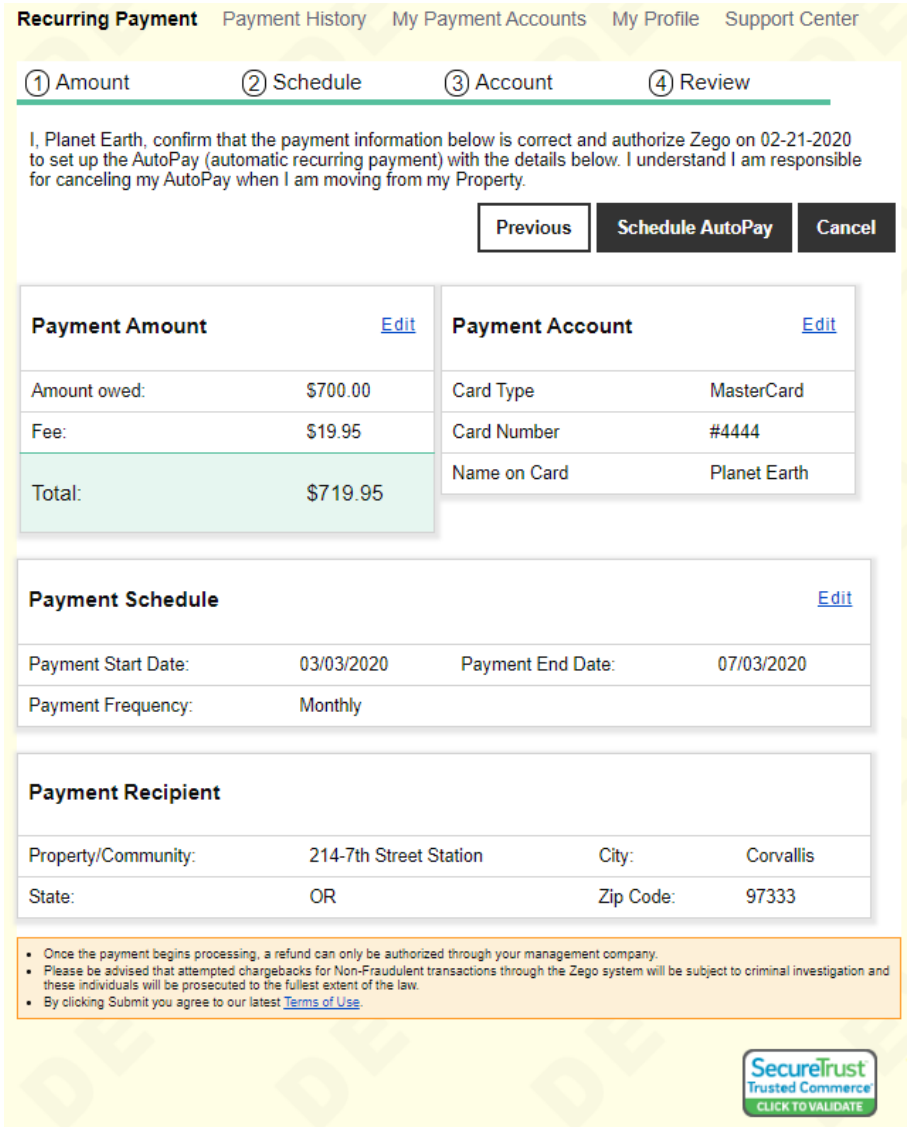
Customers will have the option to pay by Bank Account, Credit Card and Debit Card. The processing fees for each payment option will be listed accordingly. If there is an existing payment method on file, that will be displayed also.



Once a payment option is selected the customer will enter in the payment information for the payment type chosen.

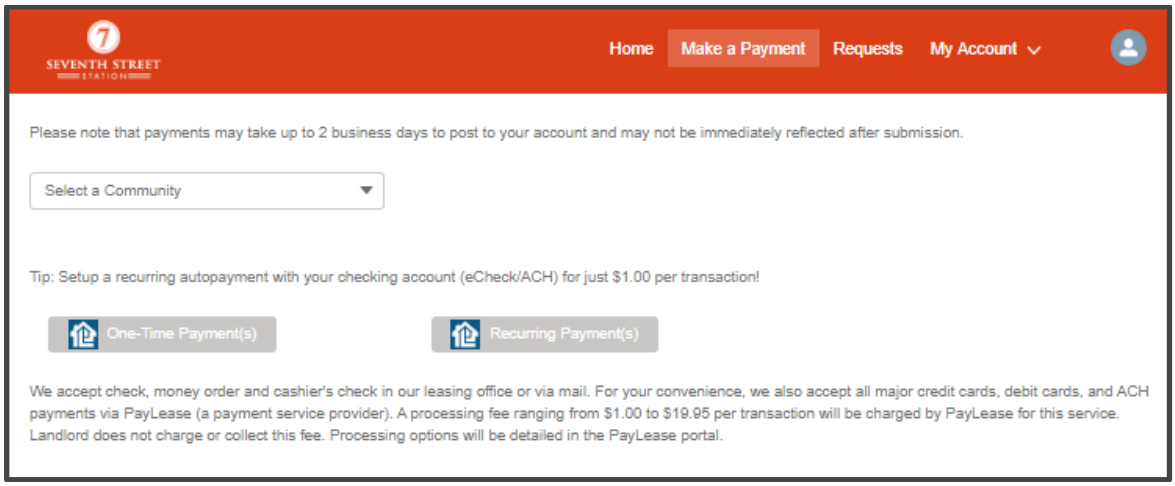


A confirmation screen will recap the autopay information before scheduling the autopay.



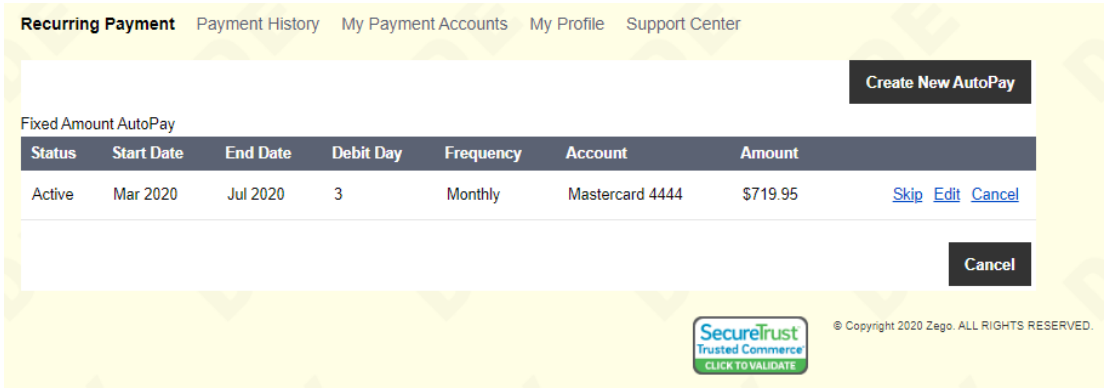
After scheduling the autopay, the user will see the messages "*Processing payment, please wait…*" and "*Payment successfully submitted.*" The messages just mean the autopay is being/has been set up.

After those messages, the user will be sent back to the Community Portal.



View Existing Autopay

Customers can also view/manage existing autopays from the "Recurring Payment(s)" button. If an autopay is already set up, the customer will see options to Skip, Edit or Cancel the autopay.

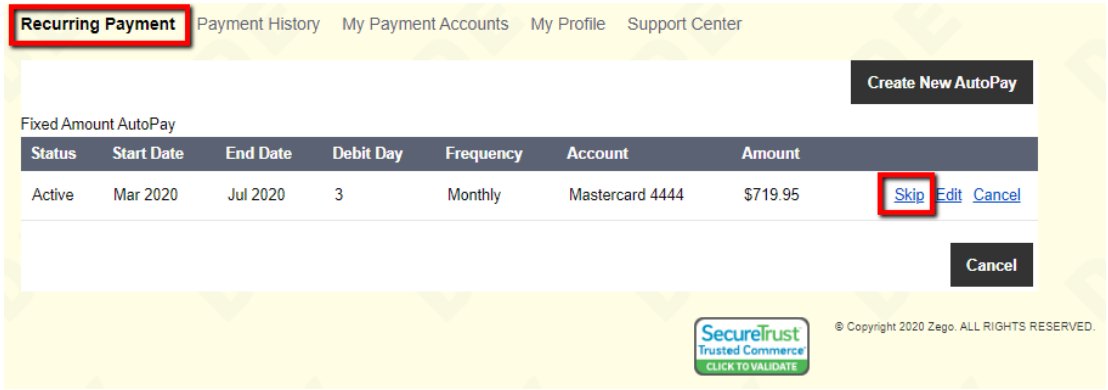


Skip Recurring Payment

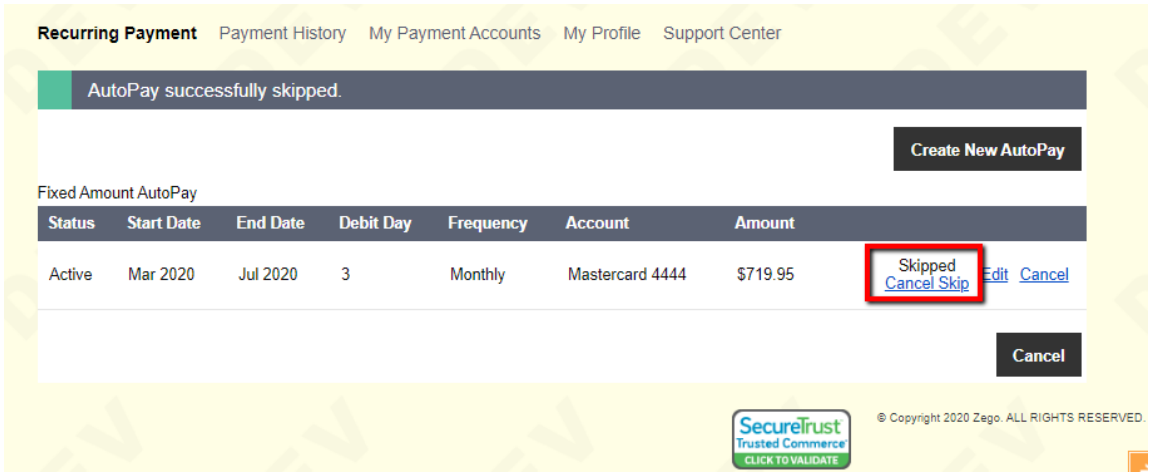
A customer can skip a month of recurring payments.

IMPORTANT: A customer can only skip one month at a time. He/She must go into Zego Powered by PayLease every month to skip additional payments.

The customer clicks the "Skip" link under the "Recurring Payment" tab.



A message displays that the “AutoPay successfully skipped”. And the option to “Cancel Skip” will appear.

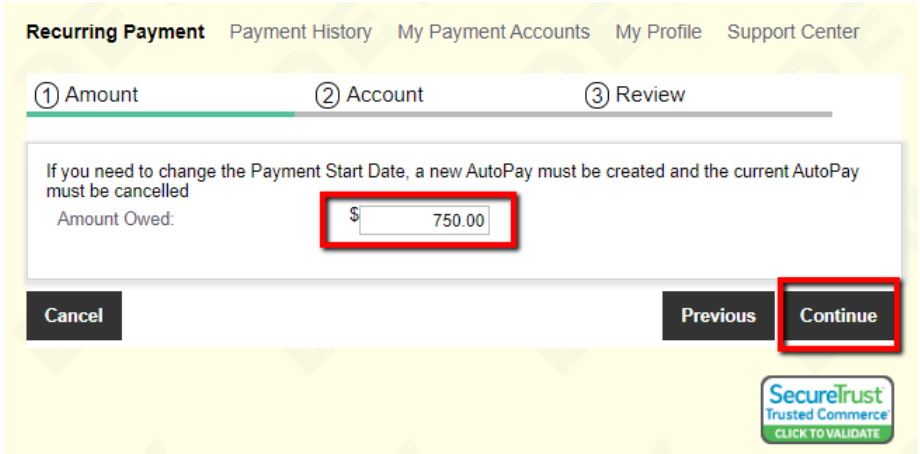


Edit Recurring Payment

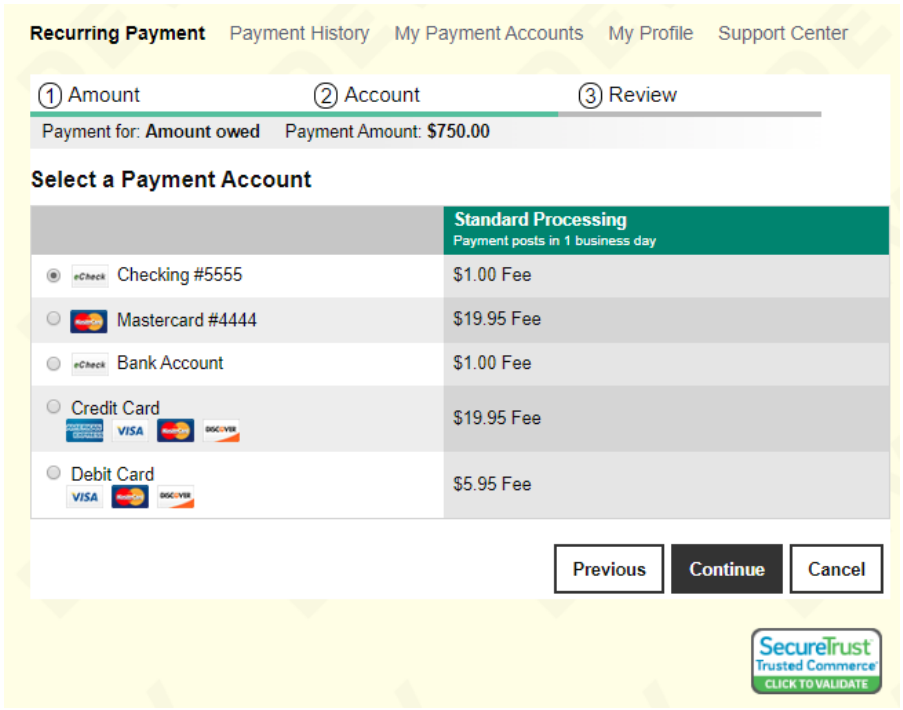
Under the “Recurring Payment” tab in Zego the customer can click the “Edit” link next to the AutoPay he/she wishes to change. The user will have the ability to edit the amount and payment method.

IMPORTANT: If a user needs to change the “Debit Day” of the recurring payment, the autopay will need to be cancelled and a new autopay will need to be created.

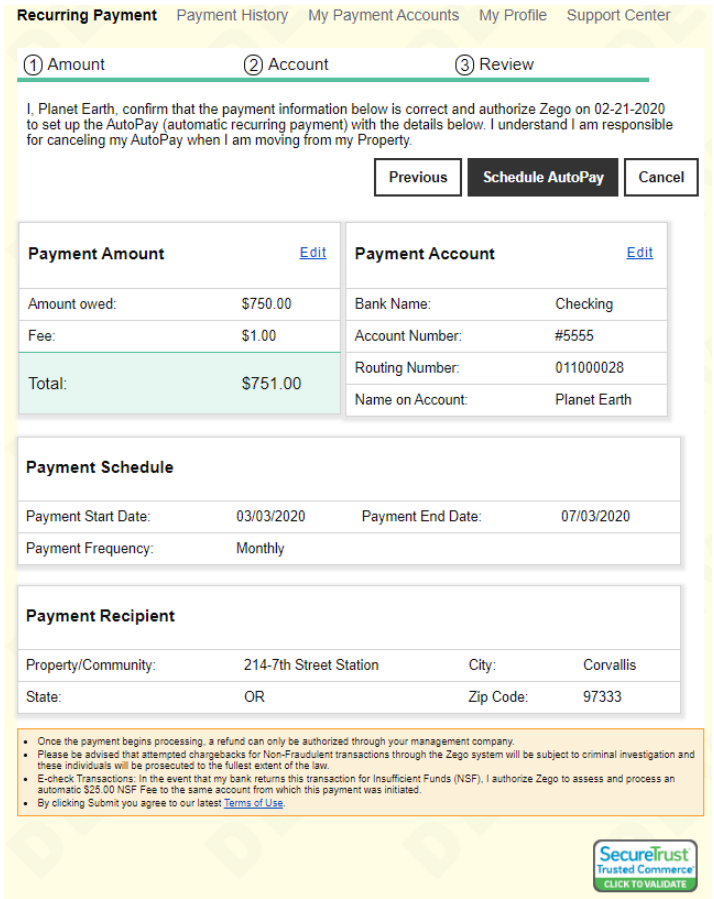
The customer can adjust the amount (if applicable) and then click “CONTINUE”.



The customer can change the payment method (if applicable) and then click “CONTINUE”.

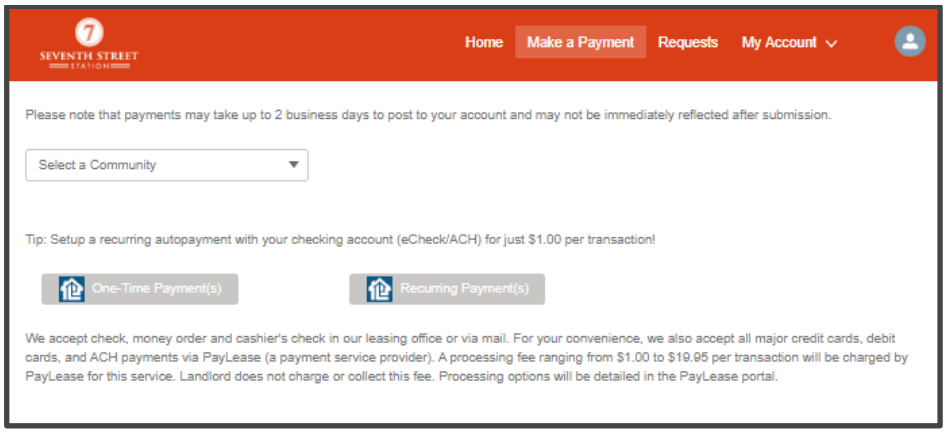


The customer verifies the information is correct and clicks “SCHEDULE AUTOPAY”.



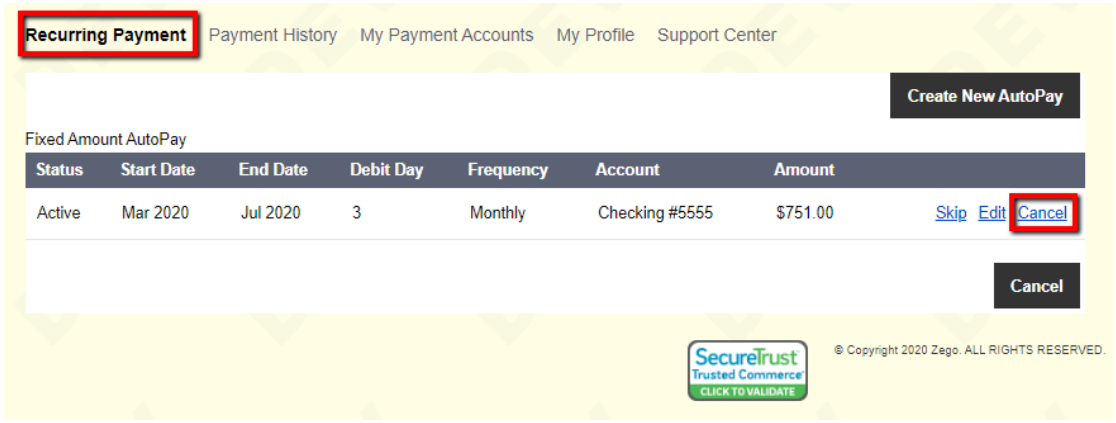
After scheduling the autopay, the user will see the messages "*Processing payment, please wait…*" and "*Payment successfully submitted.*" The messages just mean the autopay is being/has been updated.

After those messages, the user will be sent back to the Community Portal.

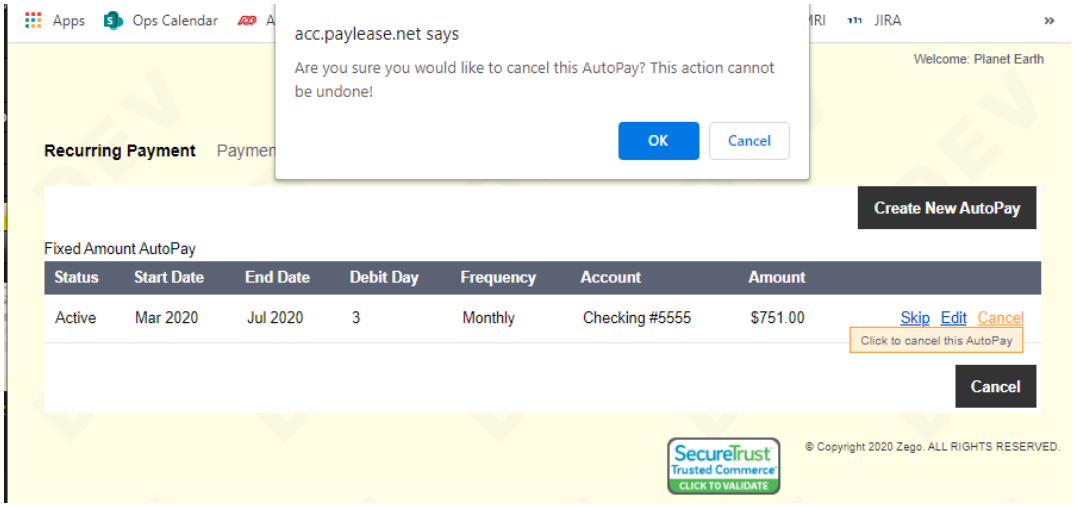


Cancel Recurring Payment

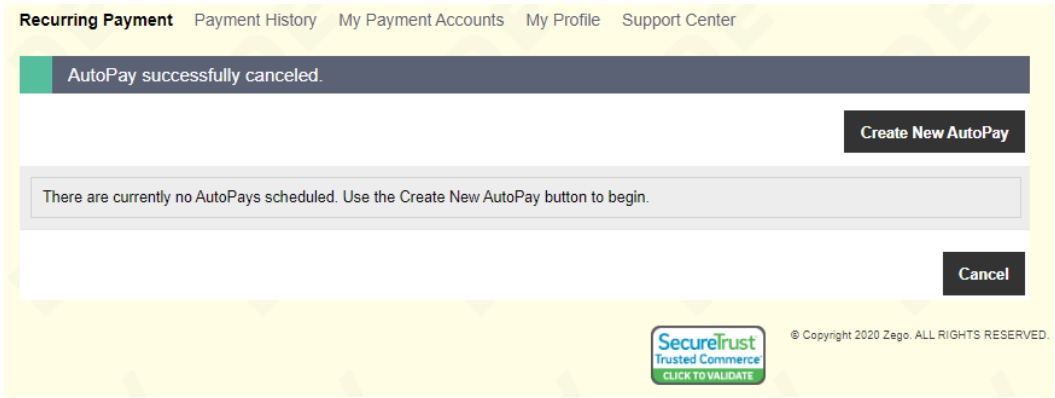
Under the "Recurring Payment" tab in Zego the customer can click the "Cancel" link next to the AutoPay he/she wishes to cancel.



A message appears to confirm that the customer wants to cancel the recurring payment. Customer clicks "OK" to cancel the AutoPay.



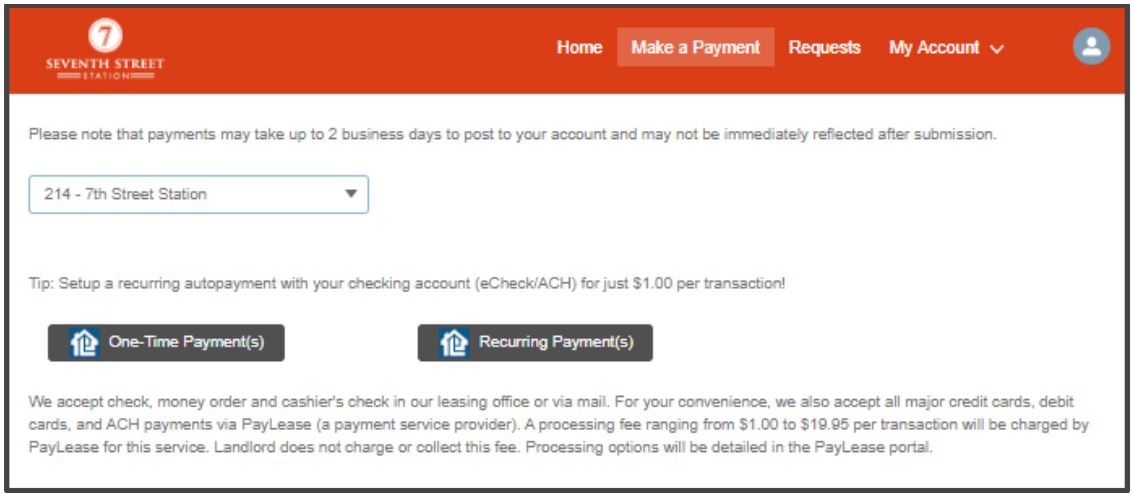
The customer sees a confirmation that the “AutoPay successfully canceled”.



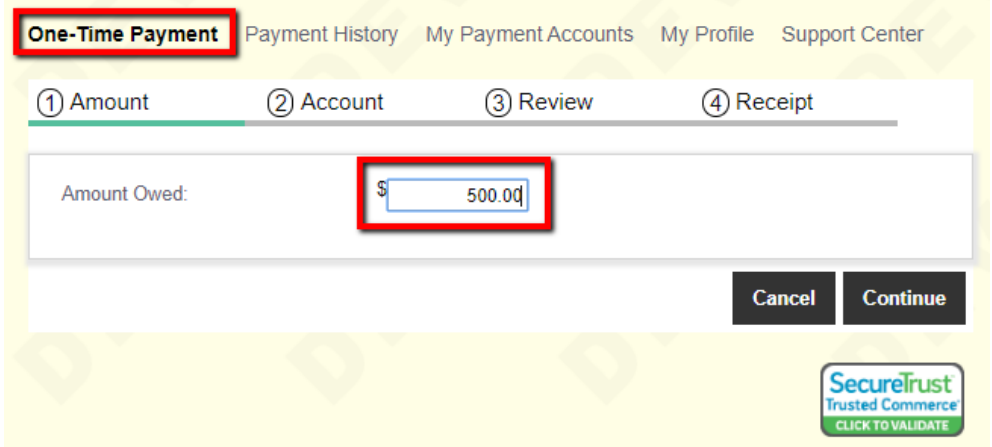
The user can click “CANCEL” to return to the Community Portal.

One-Time Payments

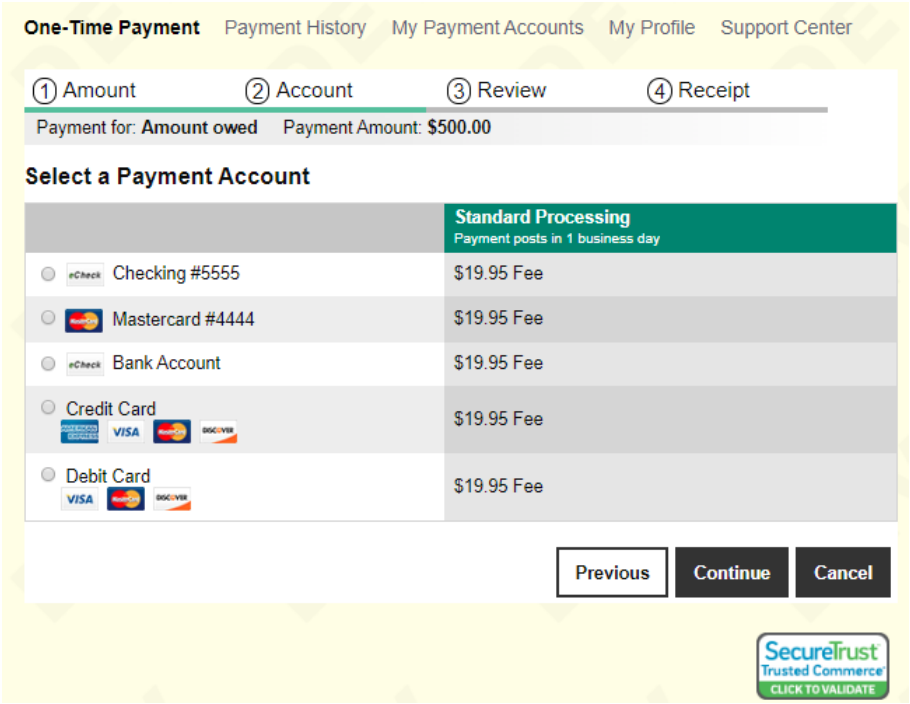
To make a one-time payment the customer clicks “One-Time Payment(s)” under the “Make a Payment” tab.



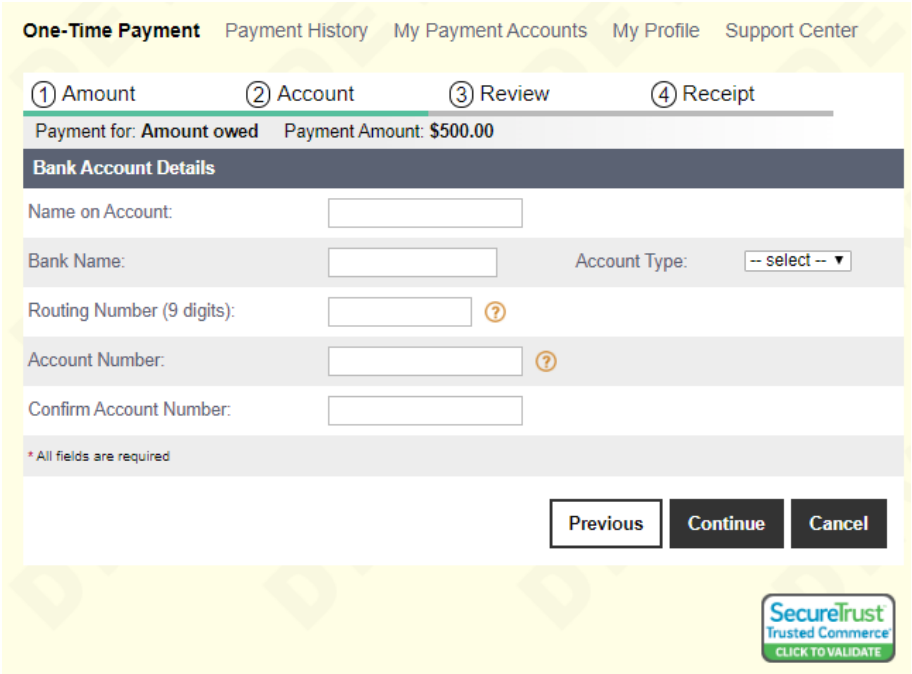
The customer can enter the amount and then click the “CONTINUE” button under the “One-Time Payment” tab in Zego.



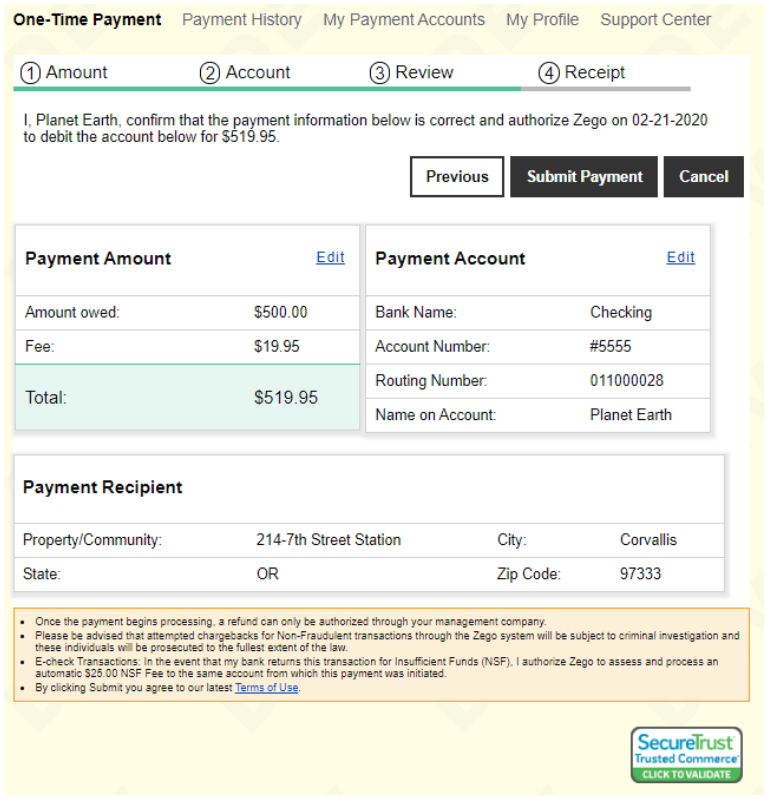
The customer selects the payment method and clicks “CONTINUE”.



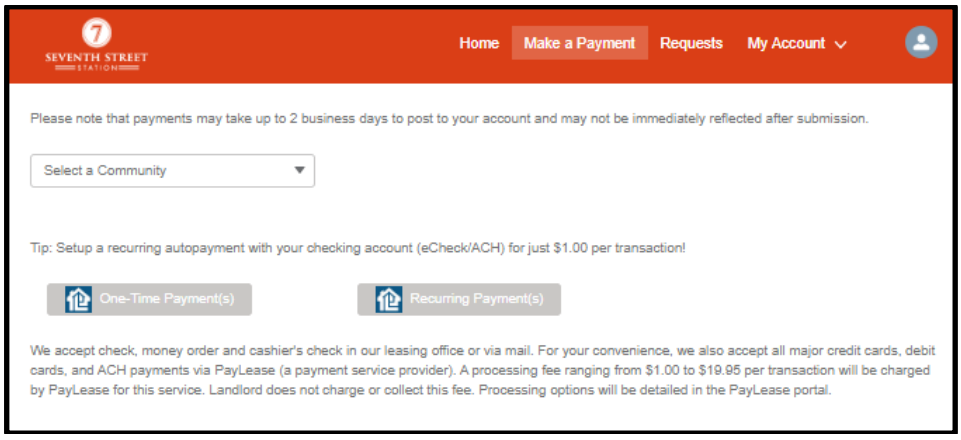
Once a payment option is selected the customer will enter in the payment information for the payment type chosen.



The customer verifies all information is correct and clicks “SUBMIT PAYMENT”.



The customer will be directed back to the Community Portal once submitting the payment.



Zego Powered by PayLease Standard Processing Fees

Zego is our 3rd party payment processor. The fees associated with making online payments are Zego's processing fees and are not collected or charged by ACC. Zego accepts all major credit card providers. Below are the applicable online processing fees per transaction:

All One Time Payments > $100; $19.95 Fee

All Credit Card Payments

- One Time & Recurring are $19.95

Debit Card

- One Time Payments > $100; $19.95
- *One Time Payments* < *or equal to $100; $5.95*
- Recurring Payments $5.95

ACH

- One Time Payments > $100; $19.95
- *One Time Payment* < *or equal to $100; $3.95*
- Recurring Payments $ 1