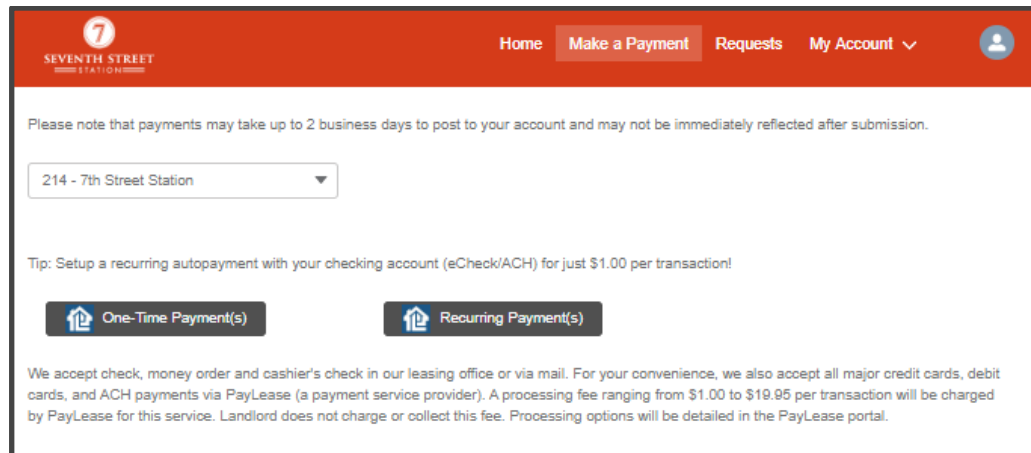


Introduction

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.



SEVENTH STREET STATION

Home Make a Payment Requests My Account

Please note that payments may take up to 2 business days to post to your account and may not be immediately reflected after submission.

214 - 7th Street Station

Tip: Setup a recurring autopayment with your checking account (eCheck/ACH) for just \$1.00 per transaction!

One-Time Payment(s) Recurring Payment(s)

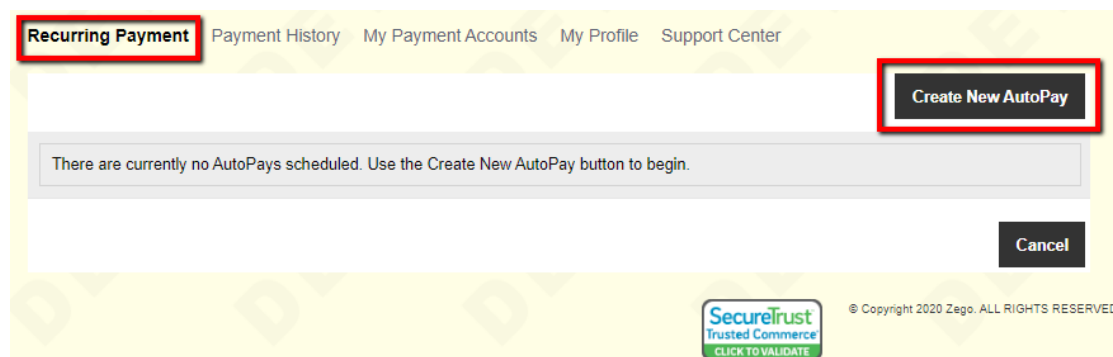
We accept check, money order and cashier's check in our leasing office or via mail. For your convenience, we also accept all major credit cards, debit cards, and ACH payments via PayLease (a payment service provider). A processing fee ranging from \$1.00 to \$19.95 per transaction will be charged by PayLease for this service. Landlord does not charge or collect this fee. Processing options will be detailed in the PayLease portal.

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.



Recurring Payment Payment History My Payment Accounts My Profile Support Center

Create New AutoPay

There are currently no AutoPays scheduled. Use the Create New AutoPay button to begin.

Cancel

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

Recurring Payment | Payment History | My Payment Accounts | My Profile | Support Center

① Amount | ② Schedule | ③ Account | ④ Review

Amount Owed: \$

Need Help?
[Click here for Support](#)

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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).

Recurring Payment | Payment History | My Payment Accounts | My Profile | Support Center

① Amount | ② Schedule | ③ Account | ④ Review

Payment Start Date: *

Payment Frequency: * ▼

Final Payment Month/Year: *

Fields marked with an asterisk (*) are required.

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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.

Recurring Payment | Payment History | My Payment Accounts | My Profile | Support Center

① Amount | ② Schedule | ③ Account | ④ Review

Payment for: Amount owed | Payment Amount: \$700.00

Select a Payment Account

	Standard Processing Payment posts in 1 business day
<input type="radio"/> iCheck Checking #5555	\$1.00 Fee
<input type="radio"/> Mastercard #4444	\$19.95 Fee
<input type="radio"/> iCheck Bank Account	\$1.00 Fee
<input type="radio"/> Credit Card <small>AMERICAN EXPRESS VISA MASTERCARD DISCOVER</small>	\$19.95 Fee
<input type="radio"/> Debit Card <small>VISA MASTERCARD DISCOVER</small>	\$5.95 Fee

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

Recurring Payment | [Payment History](#) | [My Payment Accounts](#) | [My Profile](#) | [Support Center](#)

① Amount ② Schedule ③ Account ④ Review

Payment for: **Amount owed** Payment Amount: **\$700.00**

Card Account Details

Card Number: CVV2:

Expiration Mo: Expiration Yr:

First Name: Last Name:

Billing Address: Address Cont:

Billing Country: Billing City:

Billing State: Billing Zip:

By clicking CONTINUE, you grant Zego permission to store your card credentials. [Read more](#)

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

Recurring Payment | [Payment History](#) | [My Payment Accounts](#) | [My Profile](#) | [Support Center](#)

① Amount ② Schedule ③ Account ④ Review

I, Planet Earth, confirm that the payment information below is correct and authorize Zego on 02-21-2020 to set up the AutoPay (automatic recurring payment) with the details below. I understand I am responsible for canceling my AutoPay when I am moving from my Property.

Payment Amount Edit		Payment Account Edit	
Amount owed:	\$700.00	Card Type	MasterCard
Fee:	\$19.95	Card Number	#4444
Total:	\$719.95	Name on Card	Planet Earth

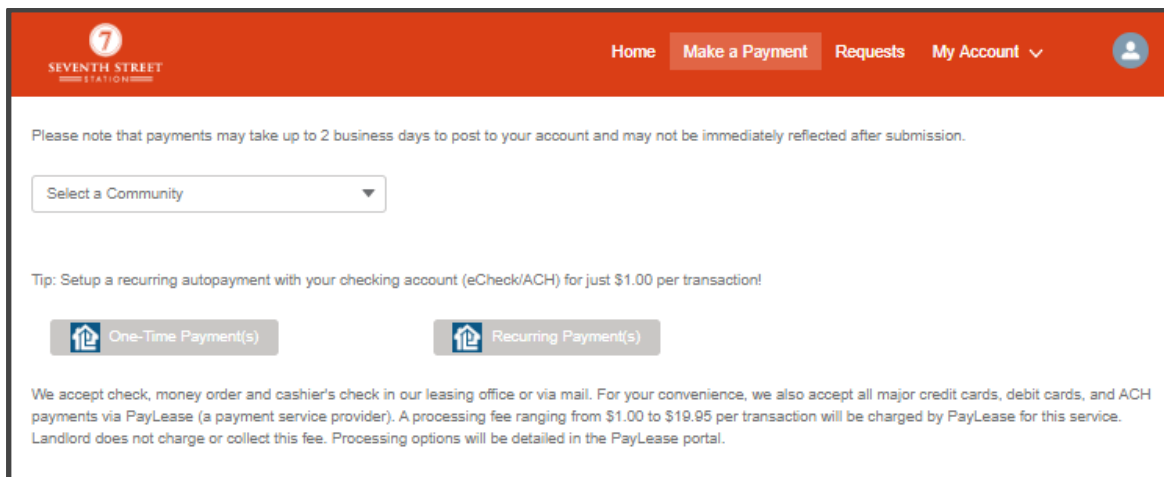
Payment Schedule Edit			
Payment Start Date:	03/03/2020	Payment End Date:	07/03/2020
Payment Frequency:	Monthly		

Payment Recipient			
Property/Community:	214-7th Street Station	City:	Corvallis
State:	OR	Zip Code:	97333

- Once the payment begins processing, a refund can only be authorized through your management company.
- Please be advised that attempted chargebacks for Non-Fraudulent transactions through the Zego system will be subject to criminal investigation and these individuals will be prosecuted to the fullest extent of the law.
- By clicking Submit you agree to our latest [Terms of Use](#).

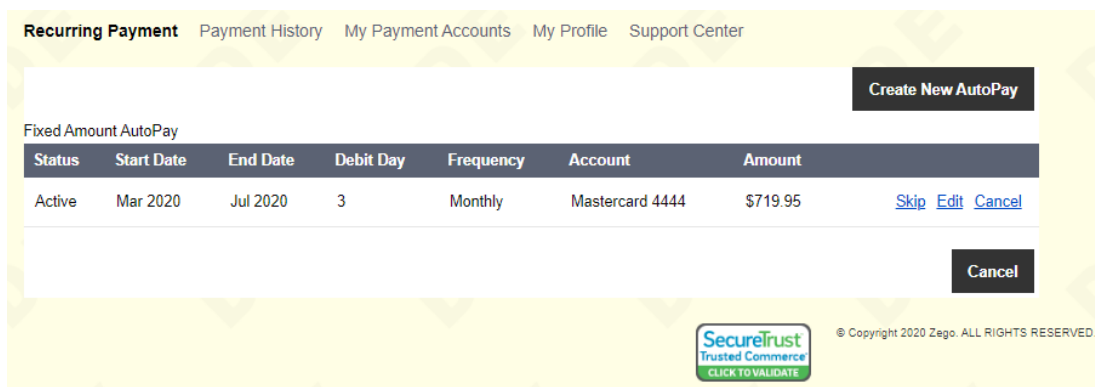
After scheduling the autopay, the user will see the messages “Processing payment, please wait...” and “Payment successfully submitted.” The messages just mean the autopay is being/has been set up.

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.



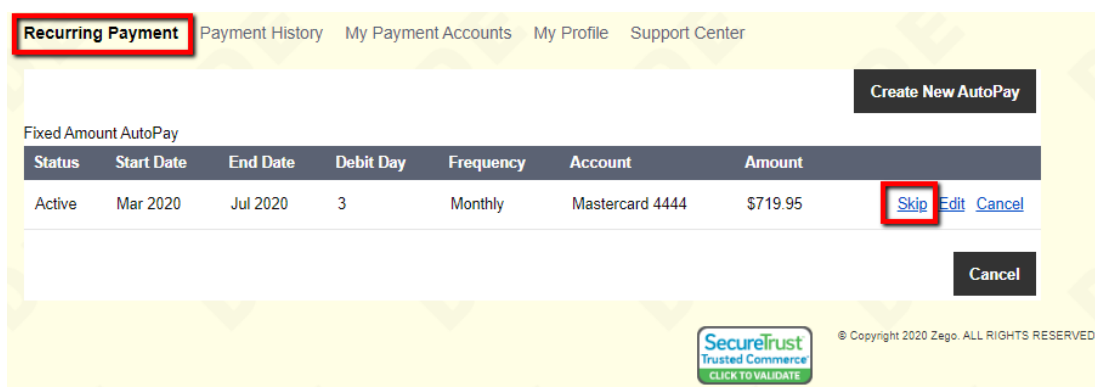
Status	Start Date	End Date	Debit Day	Frequency	Account	Amount	
Active	Mar 2020	Jul 2020	3	Monthly	Mastercard 4444	\$719.95	Skip Edit Cancel

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.



Status	Start Date	End Date	Debit Day	Frequency	Account	Amount	
Active	Mar 2020	Jul 2020	3	Monthly	Mastercard 4444	\$719.95	Skip Edit Cancel

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

Recurring Payment | Payment History | My Payment Accounts | My Profile | Support Center

AutoPay successfully skipped.

Create New AutoPay

Fixed Amount AutoPay

Status	Start Date	End Date	Debit Day	Frequency	Account	Amount	
Active	Mar 2020	Jul 2020	3	Monthly	Mastercard 4444	\$719.95	Skipped Cancel Skip Edit Cancel

Cancel

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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.

Recurring Payment | Payment History | My Payment Accounts | My Profile | Support Center

Create New AutoPay

Fixed Amount AutoPay

Status	Start Date	End Date	Debit Day	Frequency	Account	Amount	
Active	Mar 2020	Jul 2020	3	Monthly	Mastercard 4444	\$719.95	Skip Edit Cancel

Cancel

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

Recurring Payment | Payment History | My Payment Accounts | My Profile | Support Center

① Amount | ② Account | ③ Review

If you need to change the Payment Start Date, a new AutoPay must be created and the current AutoPay must be cancelled

Amount Owed: \$ 750.00

Cancel | Previous | Continue

SecureTrust Trusted Commerce CLICK TO VALIDATE

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


Recurring Payment | [Payment History](#) | [My Payment Accounts](#) | [My Profile](#) | [Support Center](#)

① Amount ② Account ③ Review

Payment for: **Amount owed** Payment Amount: **\$750.00**

Select a Payment Account

	Standard Processing
	Payment posts in 1 business day
<input checked="" type="radio"/> eCheck Checking #5555	\$1.00 Fee
<input type="radio"/> Mastercard #4444	\$19.95 Fee
<input type="radio"/> eCheck Bank Account	\$1.00 Fee
<input type="radio"/> Credit Card	\$19.95 Fee
<input type="radio"/> Debit Card	\$5.95 Fee



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

Recurring Payment | [Payment History](#) | [My Payment Accounts](#) | [My Profile](#) | [Support Center](#)

① Amount ② Account ③ Review


I, Planet Earth, confirm that the payment information below is correct and authorize Zego on 02-21-2020 to set up the AutoPay (automatic recurring payment) with the details below. I understand I am responsible for canceling my AutoPay when I am moving from my Property.

Payment Amount		Payment Account	
	Edit		Edit
Amount owed:	\$750.00	Bank Name:	Checking
Fee:	\$1.00	Account Number:	#5555
Total:	\$751.00	Routing Number:	011000028
		Name on Account:	Planet Earth

Payment Schedule			
Payment Start Date:	03/03/2020	Payment End Date:	07/03/2020
Payment Frequency:	Monthly		

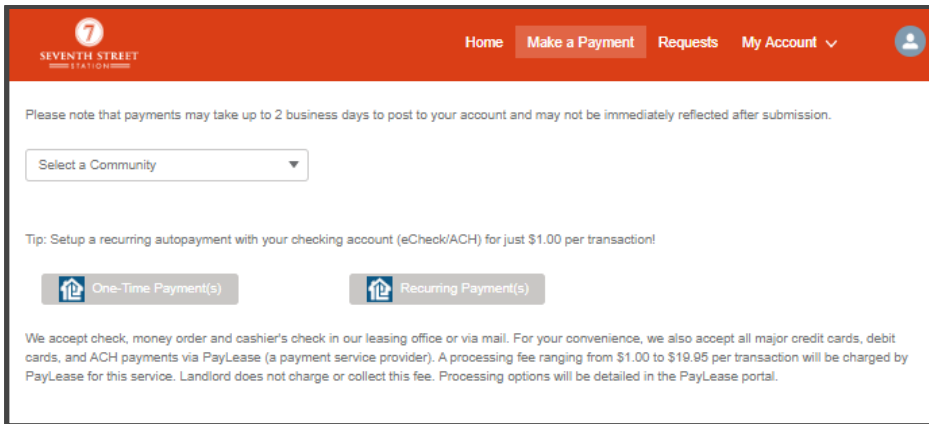
Payment Recipient			
Property/Community:	214-7th Street Station	City:	Corvallis
State:	OR	Zip Code:	97333

- Once the payment begins processing, a refund can only be authorized through your management company.
- Please be advised that attempted chargebacks for Non-Fraudulent transactions through the Zego system will be subject to criminal investigation and these individuals will be prosecuted to the fullest extent of the law.
- E-check Transactions: In the event that my bank returns this transaction for Insufficient Funds (NSF), I authorize Zego to assess and process an automatic \$25.00 NSF Fee to the same account from which this payment was initiated.
- By clicking Submit you agree to our latest [Terms of Use](#).



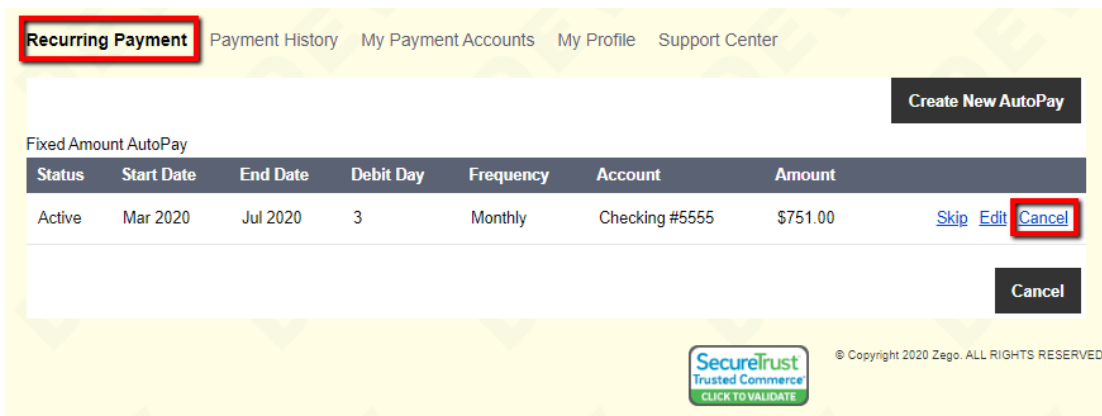
After scheduling the autopay, the user will see the messages “Processing payment, please wait...” and “Payment successfully submitted.” The messages just mean the autopay is being/has been updated.

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

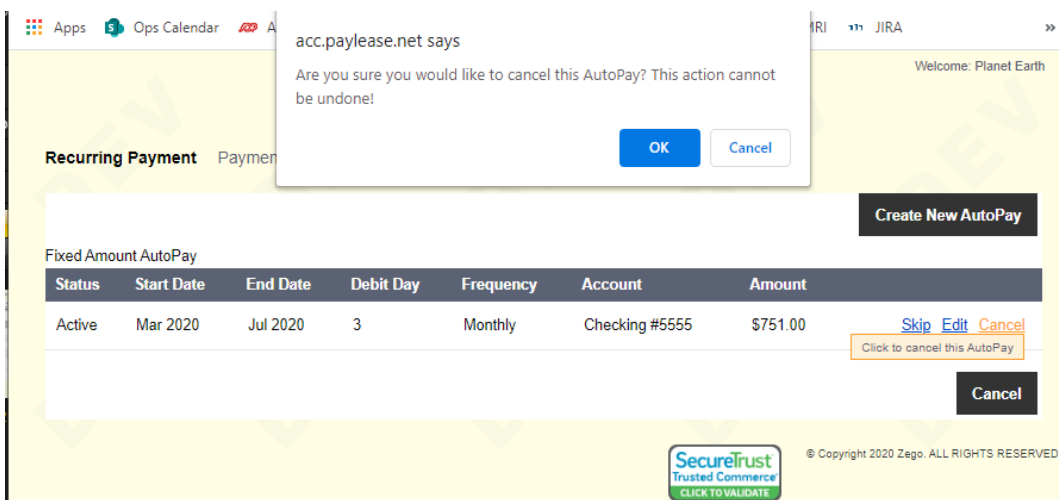


Cancel Recurring Payment

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 screenshot shows a confirmation message: "AutoPay successfully canceled." Below the message is a "Create New AutoPay" button. A text box contains the message: "There are currently no AutoPays scheduled. Use the Create New AutoPay button to begin." At the bottom right, there is a "Cancel" button. The page includes a navigation menu with "Recurring Payment", "Payment History", "My Payment Accounts", "My Profile", and "Support Center". A "SecureTrust Trusted Commerce" logo is visible at the bottom, along with the copyright notice: "© Copyright 2020 Zego. ALL RIGHTS RESERVED."

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 screenshot shows the "Make a Payment" page for "SEVENTH STREET STATION HOME". The navigation menu includes "Home", "Make a Payment", "Requests", and "My Account". A notice states: "Please note that payments may take up to 2 business days to post to your account and may not be immediately reflected after submission." A dropdown menu shows "214 - 7th Street Station". A tip suggests: "Tip: Setup a recurring autopayment with your checking account (eCheck/ACH) for just \$1.00 per transaction!". There are two buttons: "One-Time Payment(s)" and "Recurring Payment(s)". A disclaimer at the bottom states: "We accept check, money order and cashier's check in our leasing office or via mail. For your convenience, we also accept all major credit cards, debit cards, and ACH payments via PayLease (a payment service provider). A processing fee ranging from \$1.00 to \$19.95 per transaction will be charged by PayLease for this service. Landlord does not charge or collect this fee. Processing options will be detailed in the PayLease portal."

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

The screenshot shows the "One-Time Payment" page. The navigation menu includes "One-Time Payment", "Payment History", "My Payment Accounts", "My Profile", and "Support Center". The page has four steps: "① Amount", "② Account", "③ Review", and "④ Receipt". The "Amount" step is active. The "Amount Owed:" field is set to "\$ 500.00". There are "Cancel" and "Continue" buttons at the bottom right. A "SecureTrust Trusted Commerce" logo is visible at the bottom.

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

One-Time Payment [Payment History](#) [My Payment Accounts](#) [My Profile](#) [Support Center](#)

① Amount ② Account ③ Review ④ Receipt

Payment for: **Amount owed** Payment Amount: **\$500.00**

Select a Payment Account

	Standard Processing
	Payment posts in 1 business day
<input type="radio"/> eCheck Checking #5555	\$19.95 Fee
<input type="radio"/> Mastercard #4444	\$19.95 Fee
<input type="radio"/> eCheck Bank Account	\$19.95 Fee
<input type="radio"/> Credit Card <small>AMERICAN EXPRESS VISA MASTERCARD DISCOVER</small>	\$19.95 Fee
<input type="radio"/> Debit Card <small>VISA MASTERCARD DISCOVER</small>	\$19.95 Fee

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

One-Time Payment [Payment History](#) [My Payment Accounts](#) [My Profile](#) [Support Center](#)

① Amount ② Account ③ Review ④ Receipt

Payment for: **Amount owed** Payment Amount: **\$500.00**

Bank Account Details

Name on Account:

Bank Name: Account Type:

Routing Number (9 digits): ?

Account Number: ?

Confirm Account Number:

* All fields are required

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

One-Time Payment | Payment History | My Payment Accounts | My Profile | Support Center


① Amount | ② Account | ③ Review | ④ Receipt

I, Planet Earth, confirm that the payment information below is correct and authorize Zego on 02-21-2020 to debit the account below for \$519.95.

Payment Amount		Payment Account	
	Edit		Edit
Amount owed:	\$500.00	Bank Name:	Checking
Fee:	\$19.95	Account Number:	#5555
Total:	\$519.95	Routing Number:	011000028
		Name on Account:	Planet Earth

Payment Recipient			
Property/Community:	214-7th Street Station	City:	Corvallis
State:	OR	Zip Code:	97333

- Once the payment begins processing, a refund can only be authorized through your management company.
- Please be advised that attempted chargebacks for Non-Fraudulent transactions through the Zego system will be subject to criminal investigation and these individuals will be prosecuted to the fullest extent of the law.
- E-check Transactions: In the event that my bank returns this transaction for Insufficient Funds (NSF), I authorize Zego to assess and process an automatic \$25.00 NSF Fee to the same account from which this payment was initiated.
- By clicking Submit you agree to our latest [Terms of Use](#).

 **CLICK TO VALIDATE**

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

7 SEVENTH STREET | Home | **Make a Payment** | Requests | My Account

Please note that payments may take up to 2 business days to post to your account and may not be immediately reflected after submission.

Select a Community

Tip: Setup a recurring autopayment with your checking account (eCheck/ACH) for just \$1.00 per transaction!

We accept check, money order and cashier's check in our leasing office or via mail. For your convenience, we also accept all major credit cards, debit cards, and ACH payments via PayLease (a payment service provider). A processing fee ranging from \$1.00 to \$19.95 per transaction will be charged by PayLease for this service. Landlord does not charge or collect this fee. Processing options will be detailed in the PayLease portal.

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

