



 PayLease

Powering Better
Engagement & Efficiency
for Communities





Property managers use PayLease to improve their business' operational efficiencies and boost net operating income. Our solutions are easy-to-use and are bolstered by the highest levels of security and customer support. Since our inception in 2003, PayLease has grown to serve thousands of property management companies nationwide and is now among the fastest growing PropTech companies in the United States. For more information, please visit www.paylease.com or call 866.PAYLEASE.



The PayLease Platform

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Payments

Capture 100% of Resident Payments Electronically

Our award-winning Payments solution reduces your workload and improves collection times. With seamless integration, resident payments will appear in your accounting software letting you eliminate manual data entry and trips to the bank. Residents will also love the convenience and flexibility of paying online, with their smartphone, or in person at a retail location.



Online Payments



Residents have the choice to pay with any major credit card, an e-check, PayPal, or Masterpass. Plus, our optional credit reporting feature lets residents build their credit score for each online and on-time payment they make to your company.

CashPay

Our CashPay solution lets residents electronically pay rent with cash from one of 25,000 CheckFreePay® locations nationwide. CashPay transactions appear in the PayLease system instantaneously and integrate into your accounting software. By converting the payment into an electronic transaction, your company receives the funds faster than manually processing it. Plus, it eliminates cash from the management office, reducing the risk of theft.

Check Scanning

Using PayLease's check scanning solution, property managers can convert checks and money orders into electronic transactions, eliminating trips to the bank and considerably improving funding time. Every check scanned integrates with your existing accounting software for additional efficiency and reconciliation ease.



Credit Reporting

Residents can now increase their credit score by paying their rent online. PayLease's free credit reporting feature improves on-time collections and allows residents to positively build their credit history based on the rent payments they process with their property management company.

How Credit Reporting Helps Your Business

- ✓ Save time and increase online payment utilization with added motivation for residents to pay online.
- ✓ Increase resident satisfaction by helping them potentially improve their credit score without taking on additional debt.
- ✓ Improve cash flow by incentivizing on-time payments

✓ Mobile Optimized

Increase online payments and resident convenience through our well-designed, easy-to-use mobile app.

✓ AutoPay & Variable AutoPay

Residents can pay by e-check or credit card automatically every month, even if the amount they owe changes.

✓ Easy to Get Started

Our full-service, client-focused onboarding process gets you up and running quickly and easily.

✓ Website Integration

Keep residents on your website throughout the payment process.

✓ Secure Platform

PCI Level 1 compliant, we abide by the highest level of security standards.

✓ Accounting Integration

Integration into all leading property management software.

✓ 24x7x365 Resident Support

Your residents can reach us by phone or email to make a payment or ask a question.

Why You'll Love It

Zego Community

Drive Resident Engagement and Increase Staff Efficiency with a Community Branded Mobile App

Zego Community is a mobile-first engagement platform that allows residents to pay rent and utilities, submit work orders, communicate with staff, access third-party resident services and more.



Increase Resident Satisfaction and Engagement With a Community Branded Mobile App

Residents enjoy unparalleled convenience and ease-of-use with a white-labeled mobile app that provides a seamless experience online and offline.

Increase Online Payments & Reduce Expenses

By providing residents with a simple, one-click option for payments, managers are able to increase their percentage of online payments and reduce the time and expense associated with processing cash and checks.

Save Your Staff by Automating Manual Processes

Millie, Zego's AI bot, answers common resident questions, reducing resident calls and office drop-ins. Millie understands resident satisfaction levels and prompts happy ones to leave online reviews.

Enhance the Functionality and Ease-of-use of Your Existing Property Management System

Many Property Management systems have clunky mobile experiences that leave residents wanting more. Zego Community is platform agnostic and can immediately enhance the resident facing functionality and ease-of-use of your existing software system.

How it Works



Residents can pay rent, submit maintenance requests, communicate with staff, and much more via a community branded mobile app



On-site staff can interact with residents and streamline inefficient processes via an administrative portal



Zego Community integrates seamlessly with existing property management software

✓ One-Click Payments

Increase online payments and resident satisfaction by making it quick and easy to pay rent & utilities.

✓ Integrated Work Orders

Work orders are seamlessly integrated into your property management system. Staff can access and update work orders via their standard property management system portal or via the Zego Community mobile app.

✓ Resident-to-Staff Communications

Communicate with residents on their terms with in-app messaging and SMS capabilities.

✓ Marketplace Services

Provides residents with convenient access to third party resident services (i.e. dog walking, apartment cleaning, and more).

Why You'll Love It

Zego Smart

Differentiate Your Community From the Pack and Increase Rental Rates with Zego Smart

Zego Smart provides a one-stop-shop for Smart Apartment setup and ongoing management. Smart home devices are integrated into a branded mobile app for your community and can be easily controlled by residents and property staff.



Differentiate Your Community with the Smart Apartment 'Wow' Factor

Smart apartments allow forward thinking owners to differentiate their product in the marketplace. Research shows that residents prefer smart apartments over amenities such as gyms and pools.

Increase Rental Rates

Smart apartments have proven to command an additional \$25 / unit / month in increased rents.

Reduce Utility Expense and Promote Conservation

Reduce the liability and time spent on manually resolving lockouts and access control logs with smart locks and Zego Smart's Manager Portal.

Reduce Vacant Unit Costs

Gain greater control and visibility across vacant units by simply flipping a switch to ensure doors are locked, lights are off, and the temperature is in line with vacant unit parameters.

How it Works



We help properties select and install smart devices (e.g. locks, thermostats, lights)



Residents control all devices through their community branded app



Property staff can control & audit access, streamline workflows, and reduce vacant unit costs via their property management portal

✓ Pick Your Own Smart Devices

Choose from a recommended set of best-in-class smart device manufacturers including Kwikset, Yale, Google, and Amazon

✓ One-Stop-Shop

One-stop-shop for all of your smart apartment needs including: smart devices, installation, resident & manager portals, resident support, and more

✓ Community Branded Mobile App

Consolidates and simplifies the resident's digital experience across their community, including their ability to control all of their smart devices in one location

✓ Manager Portal

Managers can monitor and control devices property-wide in real-time from the management dashboard

Why You'll Love It

Resident Billing

Recoup Utility Expenses, Boost NOI and Streamline Your Collection Process

Resident Billing allows property managers to allocate utility costs and ancillary fees back to residents, boosting a property's overall NOI. In the vast majority of the states we are able to allocate nearly 95% of a site's total utility costs back to the residents. Residents receive a detailed view of what they owe for the current month and you streamline your collection process. Everybody wins.



Increase Revenue with Resident Billing

PayLease Resident Billing curbs utility usage and gives you a new revenue stream. We bill residents for their utility consumption using flexible billing methods and accurate, industry-leading calculations that maximize recoupment rates. By billing residents based on their consumption, we maximize your utility recoupment and give your residents the motivation to conserve.

Reduce Time Spent Overseeing Resident Billing

PayLease's Resident Billing solution accurately calculates what your residents owe for utilities. Our deep expertise in highly-nuanced regulatory environments lets us calculate each property's bills in a timely and compliant manner, saving you considerable hours each month. Thanks to seamless integration with all leading property management software, our system automatically pulls open items like rent and ancillary fees from your resident ledger and itemizes them into a consolidated monthly statement. Resident statements can be electronically delivered and paid online to automate the entire process.

Improve Billing Compliance and Reduce Liability

PayLease Resident Billing keeps you in compliance with state, city and municipal requirements. Our Quality Control Group routinely checks your account against constantly-changing utility regulations to ensure you are always in compliance. We also help identify any potential billing fee opportunities, and provide guidance and lease updates in accordance with local regulations.

Use Submeters to Recapture Utility Costs Based on Individual Consumption

PayLease can install submeters for units you manage, enabling you to bill back each resident's individual consumption in a timely manner. Submetering services help you increase your property's value, boost your NOI, and promote energy savings.

How it Works



Resident data is retrieved from your property management software



PayLease obtains your utility bills and calculates each unit's charges using submeters or a customized Ratio Utility Billing System (RUBS)



Access pre-bill reports on the PayLease portal, giving you visibility and control before final statements are generated



Statements itemizing utilities, rent and other charges are sent to residents and uploaded for online viewing

✓ Flexible Billing Formulas

We calculate your resident's utility costs with RUBS or submeter readings.

✓ Converged Bill

Residents see all charges (rent and utilities) on one converged bill that can be presented physically or electronically.

✓ Customized Statements

Dynamic messaging catered specifically to each resident, based on lease term.

✓ Reporting and Analytics Dashboard

Visibility to utility expenses and recoupment rates across your portfolio, including detailed analytics, enables benchmarking and strong monthly and annual budgeting.

Why You'll Love It

Utility Expense Management

Eliminate Late Fees, Resolve Inaccuracies and Increase Revenue

Our Utility Expense Management (UEM) solution automates your Accounts Payables, audits utility invoices for accuracy, and provides real-time analytics on utility consumption. UEM integrates every facet of information about your site's utility spend into your property management software.



Reclaim the Time Spent on Processing and Paying Utility Bills

Managing and paying utility bills across an entire multifamily portfolio is a time consuming and manual process. PayLease Utility Expense Management provides outsourced accounts payable for utility bills, including receipt, audit, consolidation, and payment, while integrating bill-level detail into your general ledger. We take care of the logistics of invoice processing so you can focus on the things that add value to your company.

Monthly Bill Audits Reduce Your Utility Spend

With a highly manual process, it is difficult, if not impossible for property management professionals to thoroughly audit each utility bill for errors. PayLease Utility Expense Management provides knowledge-based utility bill auditing to uncover errors, common exceptions, overlaps in billing periods, cost increases, meter changes, unit cost increases, and more. We proactively call utility providers to resolve billing errors on your behalf.

Improved Utility Reporting and Insight

Generating utility reports for your properties can be highly time consuming and when done in-house, usually only produces a limited amount of detail. The PayLease Portfolio Insights Dashboard is a built-in feature that includes trending visualizations, comprehensive benchmarking tools and detailed reports for sharing and analysis.

Boost NOI and Cash Flow with Vacant Cost Recovery

New residents are not always timely about transferring utilities into their name. These lapses in account ownership cost property management companies thousands of dollars each year. The PayLease Expense Management solution includes Vacant Cost Recovery services, which uncover utility charges that should be paid by new residents, and bill for prompt payment.

How it Works



Bills deliver directly to PayLease, zero paper shuffling



Bills are reviewed for accuracy and exceptions are resolved on your behalf



Bill images and data are loaded for your approval; payments are made, tailored to your schedule



Charge and payment data is seamlessly integrated with your accounting software

✓ Accurate, On-time Payments

Your bills are paid correctly and on time.

✓ Bill Audit & Error Resolution

Invoices are audited (including proactive missing bill recovery) and exceptions are resolved.

✓ Seamless Integrations

Utility invoice information populates directly into your property management software.

✓ Detailed Reporting

A precise picture of your utility spend is available for analysis and benchmarking.

Why You'll Love It

Industry Leading Service

Comprehensive Client and Resident Support Whenever You Need Help

PayLease delivers personalized support and strategic guidance that you won't find anywhere else. Our teams have expertise on your portfolio type and management software, allowing us to resolve questions in a timely fashion, and strategically partner with you to boost your growth.



Professional Services Onboarding

Led by a dedicated project manager, our implementation team handles the logistics of your initial launch to get you up and running quickly and painlessly.



Client Support

The PayLease Client Support team is available to answer your staff's day-to-day questions. In addition, PayLease Communities is a thorough knowledge base that offers helpful articles, training resources, and interactive channels for communicating with other PayLease clients.



Strategic Client Success

PayLease's Client Success experts offer ongoing strategic guidance, account reviews, and best practices to help you achieve your portfolio's growth goals.



Resident Support

Your residents will benefit from award-winning support services 24x7x365 including the ability to make phone payments.



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