



# SAMI

## Case Study

### The Client

SAMI manages student housing properties across the state of Illinois, primarily surrounding the Illinois State University campus and Bradley University campus in Peoria. They have grown from managing only 150 units in 1989, to over 2,000 units today.



Location  
Illinois



Total Units  
2,000



Industry  
Student Housing

### The Challenge

SAMI had an automated payments program in place through another vendor when they turned to PayLease back in 2007. The former solution was widely regarded by SAMI's staff as more of a hassle rather than a convenience because of two recurring problems. First, resident payments were often deposited into the wrong property's bank account, resulting in hours of extra work for the accounting staff. Secondly, SAMI was not receiving notifications of returned payments until several weeks, or sometimes months down the road. Tracking down the delinquent funds so long after the attempted payment often proved unsuccessful because of the high resident turnover associated with student housing. SAMI sought a provider who could eliminate these problems and ensure that receiving funds electronically would be convenient.

## The Solution

PayLease's extensive reporting and notification tools allow SAMI to have greater insight and control over resident payments. Payments made through PayLease are viewed in real-time data by SAMI's staff. Property managers also receive real-time notifications for returned payments and declined credit cards, substantially reducing the number of delinquencies. Managers can also elect to receive notifications each time a payment is initiated and for batch deposits.

PayLease's system also ensures that payments are always deposited into the bank accounts its clients have specified. "PayLease has drastically cut down on the time we spend handling payments," said Marc Elder, General Manager at SAMI. "It is a smooth system that consistently works well. Our previous solution was a nightmare and using PayLease has been a dramatically different and pleasant experience for us."

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- MARC ELDER, GENERAL MANAGER

## The Result

SAMI now encourages residents to pay online and is considering mandating electronic payments at some of its properties. "Having a functional and reliable payments vendor has brought us so much peace of mind. PayLease is a huge time saver and convenience for us," says Elder.