

Zego Rent Payment Setup Procedure and Troubleshooting Guide

This guide walks through how to pay rent, along with tips to avoid common issues.

◇ Paying Rent with Zego

1. Create Your Account

- Go to <https://www.gozego.com> and click Resident Login.
- Use your email and property details to register.
- If you don't have an email, ask your property manager for help setting one up.

2. Add a Payment Method

- Choose:
 - Bank Account (ACH) – \$1.08 fee
 - Credit/Debit Card – 3.17%
 - ACH Autopay– FREE
- Zego uses Plaid to verify bank accounts. If Plaid doesn't work or is confusing, contact support or ask for assistance.
- A returned (NSF) payment is subject to a \$25.00 fee charged and collected by Zego

Make a One-Time Payment

- Log in and go to Payments > One-Time Payment.
- Select your unit, enter the amount, choose your payment method, and submit.
- Save or print your receipt.

Set Up Autopay (Optional)

- Go to Payments > Create AutoPay.
- Choose a fixed or variable amount, start date, and frequency. A variable Autopay is strongly recommended
- Schedule payments for the day after charges are posted to avoid late fees.

◇ Common Issues & Tips

Account Setup

- If transferring to a new unit, a new email address is required.
- The app can be harder to use than the website. Use a browser when possible.

Bank Authentication

- Plaid may fail or be difficult to use. If issues arise, contact support or ask for help.

Balance Confusion

- Charges from Yardi sync after midnight, so balances may not be accurate during the day.
- Credit balances may not show up right away.
- Zego does not allow partial payments—wait until the full balance appears to avoid late fees.

Weekend/Holiday Delays

- Sync delays between Zego and Yardi are more common on weekends and holidays.
- Always confirm your balance before making a payment.

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Zego Common Issues & Troubleshooting Guide

1. Plaid System Errors

Issue: AutoPay fails after switching banks, even though manual payments work.

Cause: Plaid fails to reauthorize the new bank account.

Fix: Remove and re-add the bank account in Zego. Use manual payment until AutoPay is re-established. If unresolved, escalate via the Zego Support Center or call 1-866-729-5327.

2. Integration Delays with Yardi

Issue: Charges posted in Yardi don't sync immediately with Zego.

Impact: Residents see incorrect balances or are unable to make partial payments.

Fix: Wait until the next sync cycle (typically after midnight). Avoid making payments during weekends/holidays. Property managers may need to manually adjust late fees if caused by sync errors.

3. App Crashes or Login Failures

Issue: Zego app crashes, won't load, or login fails.

Fix: Restart the device. Update the app to the latest version. Clear app cache and data. Reset network settings if facing connectivity issues.

4. Voided, Returned, or Reversed Payments

Issue: Payments are voided or returned without clear explanation.

Cause: NSF (insufficient funds), incorrect account info, or system errors.

Fix: Review return codes in the Zego report. Contact support for clarification. Ensure bank info is accurate and sufficient funds are available.

5. Resident Payout Delays

Issue: Residents don't receive refund emails or payouts.

Fix: Confirm the resident has registered with Zego and selected a payout method. Check spam folders for emails from notifications@goFINTAINIUM.com. Use the Zego- Payouts procedure to verify steps taken by the property team.

6. Support Case Submission Issues

Issue: Difficulty submitting or tracking support cases.

Fix: Use the manager dashboard at gozego.com and click 'Support Center'. Follow the steps in Submitting a support case to Zego to attach documents or escalate urgent issues.

Support cases are to be submitted by property managers

7. High Transaction Fees

Issue: Credit/debit card payments incur fees up to 3.17%.

Fix: Use ACH payments (\$1.08 fee) or set up AutoPay ACH as there is **no charge**. Consider scheduling payments after charges post to avoid late fees.