

Convenient. Compliant. Secure.

Online Payments

We're pleased to offer electronic payment options to residents of **Perennial Properties**. If you've ever completed a simple form or made an online purchase you're over-qualified for our payment service. Just step through simple online forms with basic information and you are done!

To get started, go to: www.perennialproperties.net and click on "pay rent"

Getting Started: Create an Online Payment Account

It takes less than 30 seconds to sign up for an account to pay your rent online. Just complete the following steps:

1. Select **"Register"**
2. Select your **"Property Name"** from the drop down list and enter the **"Primary resident last name"** and **"Unit number"**. *(These values must match exactly with the data in the property management system)*
3. Enter a **"user name"** and **"password"**
4. Select **"Register"**

** Special Note: You can also obtain your Resident ID from your Community Manager and use this number to register your online account*

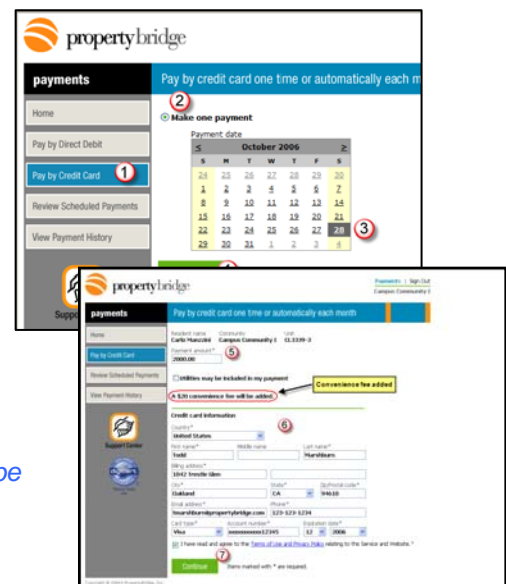


Pay by Credit/Debit Card

To schedule a future payment by credit or debit card, complete the following steps after logging into PropertyBridge:

1. Select **"Pay by Credit/Debit Card"**
2. Select the **"Make One Payment"** radio button
3. Select the date to process the payment
4. Select **"Continue"**
5. Enter the **"Payment Amount"**
6. Enter the Credit Card Payer information including account number and expiration date.
7. Acknowledge the T&C's, then click on **"Continue"**

** Special Note: a convenience fee may apply to your payment. This will be stated on your payment entry page.*



Pay by Bank Account: Recurring Payments

To schedule a recurring payment automatically withdrawn from your bank account, complete the following steps after logging into PropertyBridge:

1. Select **“Pay by Bank Account”**
2. Select the **“Schedule up to 12 automatic payments”** button.
3. Select the day of the month to process the payments and the first and last month payments should be made
4. Select **“Continue”**
5. Enter the **“Payment Amount”**
6. Enter payer information including account and routing number.

To Edit or Delete a Recurring Payment.

1. Select **“Review Scheduled Payments”**
2. Select **“Edit”** or **“Delete”**
3. If editing, change the amount
4. Click on **“Update”** to save changes

**Special Note: To skip scheduled payments without deleting them, change the amount to \$0*

Confirmations

After clicking **“Continue”** on the payment page, you are presented a confirmation page to verify the information you have entered is correct. By clicking on **“Submit”**, you are processing your payment. After the payment has processed, you will see a receipt page appear with a **“Print”** button. This will be your only chance to print a copy of your receipt. If you provided a valid email address on the payment screen, PropertyBridge will also send you an email confirmation of your payment.

Pay by Cash

1. Select **“Pay by Cash”**
2. Note your account number and receive code
3. Follow the instructions (available to print):
 - Go to any MoneyGram location (click on link to find nearest location to your property)
 - Complete MoneyGram ExpressPayment Form (shown at right) including:
 - Receive code (6067)
 - Account number* (shown on the screen)
 - Amount of payment
 - Hand the form to the Agent along with cash due, including fee (currently \$2.50 at Wal-Mart, \$2.95 at all other locations)

- **Collect payment receipt**

Contacting Support

Please contact your community manager with any questions regarding making a payment online. They should be able to answer your questions or escalate your issue to PropertyBridge for timely resolution. You can also check the PropertyBridge Knowledge Base by clicking on “**Support Center**” on the left side of the screen. Here you will find a list of Frequently Asked Questions



Phone support is available by calling (888) 988-5724. Support hours of 8:00 A.M. to 8:00 P.M., ET, Monday through Saturday, and from 10:00 A.M. to 5:00 P.M., ET, on Sunday.