

Frequently Asked Questions for Walk in Payment System (WIPS)

For PayNearMe

Q: How do I make a WIPS Payment?

A: Go to the customer service center of a participating PayNearMe agent or store. Show them your printed PaySlip or the mobile barcode on your phone and then give them your payment and the transaction fee. You may be asked to show identification.

KEEP YOUR RECEIPT-IT IS YOUR ONLY PROOF OF PAYMENT!

Q: How much does it cost to make a WIPS payment?

A: Each time you make a WIPS payment, there is a minimal transaction fee of \$3.99.

Q: How do I get a WIPS number?

A: Contact your property manager to request a WIPS number.

Q: How do I find the nearest PayNearMe location where I can make a WIPS payment?

A: Go to <http://paynearme.com/cashmap>. Enter the ZIP code of the property where you live to see a list of participating agents that are nearby. Major national retailers including 7-Eleven and CVS accept WIPS rent payments through the PayNearMe network.

Q: Do I need to show the cashier my PaySlip or mobile barcode when making a payment?

A: Yes! Your WIPS number is encoded in the barcode that is on your phone or on the printed PaySlip and it uniquely identifies your account. Your WIPS number is required to properly credit your rent payment.

Q: Do I need to give any additional information when making a payment?

A: Besides the WIPS number, some retail agents require personal identification such as name, address and phone number to properly credit your rent payment. Some states require you to show a photo ID by law.

Q: Will the participating PayNearMe agent or store know how much I owe?

A: Make sure you know your ledger balance before arriving at the participating agent or store location. Agents may not have access to this information.

Q: My rent is due today. Can I make a "Same-day" payment?

A: Payments made before 7 P.M. local times generally post in the early morning hours of the following day. Contact your property manager for specific posting time.

Q: What happens if I forgot to include my transaction fee when I make a payment?

A: Your account will only be credited for the amount that you pay. If you have not included the transaction fee with your rent payment, the agent will deduct the fee from your payment amount. In this scenario your rent will not be paid in full and the property manager may consider it to be late.

Q: What if I overpay? Can I get a refund?

A: An overpayment will be considered a credit on your account ledger. Refunds are not possible through PayNearMe agent locations.

Q: Can I use my WIPS number and pay with a check, money order, debit card or credit card?

A: Generally, most PayNearMe agents only accept cash. However, some agents may accept debit cards.

Q: Does every household member need a WIPS number?

A: Only those household members (roommates) making rent payments will need a WIPS number. A transaction fee will apply each time that you or a roommate makes a payment using your WIPS number.

Q: What if I forget or lose my WIPS number?

A: Contact your property manager.

Q: What if I move?

A: Your WIPS number is only good for your specific apartment. If you move between units within the same property or to another property that is managed by the same property management company, the property manager will issue you a new WIPS number.

Q: Can I make any other payments besides rent with my WIPS number?

A: No. You may only pay for rent and related charges that you owe to your property management company.