

Regency[®]
Centers.

VERSAPAY

Regency's Rent-Payment Platform



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GETTING STARTED

From Regency's corporate page, Tenants are provided options to Register and Login to Versapay.

This page can be found by navigating to <https://www.regencycenters.com/tenants>.

REGISTER:

- New tenants will need to complete a one-time registration process by selecting register, filling out the form detail as shown, and continuing to complete just a few password setup and email verification steps.

LOGIN / RESET PASSWORD:

- Returning tenants will use the Login link and page to access their account and/or initiate a password reset.

For additional assistance, a more detailed guidebook with Registration, Login, and Reset Password instructions has been saved out to our Corporate Webpage beneath Questions.

The screenshot shows the Regency Centers website's 'Tenants' page. At the top, there is a navigation bar with links for Corporate Responsibility, Leadership, Investors, Tenants, and Careers. Below this is a search bar for 'Find a Property' and a secondary navigation bar with links for Properties, In Development, Regency, and Contact. The main heading is 'Tenants'. On the left, there is a sidebar menu with options: Maintenance Request, Report Sales, Update Insurance, and Change Contact Info. The main content area features a 'Contact Your Property Manager' section with a search input for 'Property or Location'. Below that is a 'Pay Your Rent Online' section with a description of the partnership with VersaPay and a 'PLEASE NOTE' about registration requirements. There are 'Log In' and 'Register' buttons. A 'Questions?' section provides links to 'VersaPay Registration Instructions' and 'VersaPay Tenant Guidebook'. Two callout boxes are present: one for the 'Sign in to Versapay' form with fields for Email, Password, and a Sign In button, and another for the 'Regency Centers' registration form with fields for First Name, Last Name, Email, Tenant Number, Lease Number, and a Register button. A large orange 'V' logo is also visible on the right side of the page.

MANAGE YOUR ACCOUNT BALANCE

View Invoices

Once logged in, you'll land here on the Invoice tab!

Various Filters are available to help you narrow down search results and navigate to what's Open to pay as well as to help you reconcile historically paid billing records.

All history will be saved, beginning Jan-01 2016, forward.

If ready to make a payment, select one or more billing records and proceed with the option to Pay.

To view Invoice Detail, simply click on the Invoice # or anywhere on the billing record.

Billing records may contain several line items (such as BASE, CAM, Tax and Insurance) as indicated by Bill Code: Multiple, or just a single line item (such as Waste or Utilities).

Regency Centers. youremail@domain.com

TENANT NAME (last login 4 minutes ago) Balance Due: **\$38,424.96**
Credits: (\$11,924.58)
Last Payment: \$742.90 on 06-08-2020

Invoices Payments Activities Documents

Send a Comment ✓ Ready to pay (1) Sign Up for AutoPay

Invoice # or PO #

Open Items What should I pay? Scheduled Payments More

Status: All Open Closed All Current Overdue Credit

Dates: All Invoice Date Due Date

Pay All Export

Pay Mark for Payment PDF

	Invoice #	Reference #	Autopay Invoice Type	Amount	Status	Invoice Date	Due Date	Balance
<input checked="" type="checkbox"/>	RD06425163	LEASE # 89432 TENANT # 64656 LEASE STAU ACTIVE BILL CODE MULTIPLE	RECURRING	\$11,925.48	OVERDUE	04-01-2020	04-01-2020	\$11,925.48
<input type="checkbox"/>	RH06424580	LEASE # 89432 TENANT # 64656 LEASE STAU ACTIVE BILL CODE TNNT	NON-RECURRING	\$2,401.76	OVERDUE	03-20-2020	04-19-2020	\$2,401.76
<input type="checkbox"/>	RD06446762	LEASE # 89432 TENANT # 64656 LEASE STAU ACTIVE BILL CODE MULTIPLE	RECURRING	\$11,925.48	OVERDUE	05-01-2020	05-01-2020	\$11,925.48
<input type="checkbox"/>	RD06492498	LEASE # 89432 TENANT # 64656 LEASE STAU ACTIVE BILL CODE MULTIPLE	RECURRING	\$12,172.24	OVERDUE	07-01-2020	07-01-2020	\$12,172.24

4 invoices, \$38,424.96 Owing / \$38,424.96 Total.
1 credit, (\$11,924.58) available / (\$11,924.58) Total.

60

Various fields are organized to help you make sense of the billing records such as the amount originally billed, the balance remaining open, invoice and date due, etc.

MANAGE YOUR ACCOUNT BALANCE

View Invoice Detail

You're still here! However, by clicking on the invoice record you were brought to this screen which displays the invoice detail.

Proceed with payment by selecting Pay Now.

The detail of your charges will be shown here.

Have questions?

Open a dispute or begin dialogue with your Property Manager by leaving a comment here.

When your Property Manager has had a chance to review your inquiry, you will receive an email notifying you when they've responded.

Invoices Payments Activities

Send a Comment Sign Up for AutoPay

TENANT NAME Balance: #RT06008580 \$808.91

Amount: \$808.91 Invoice Date: 10/11/2018 Due Date: 10/11/2018 Status: **Overdue**

Regency Centers. Return Address: REGENCY CENTERS, 2700 N. MILITARY TRAIL, SUITE 380, BOCA RATON, FL 33431

Invoice

Invoice Date:	10/11/2018
Invoice Due Date:	10/11/2018
Invoice Number:	RT06008580
Shopping Center:	Aventura Shopping Center
Tenant #:	89432
Lease #:	64656
Lease Expiration:	02/29/2028

Tenant: TENANT NAME, TENANT MAILING ADDRESS, CITY, STATE, POSTAL CODE

Make Check: Aventura Shopping Center
Payable To: c/o Regency Centers LP, P.O. Box 532937, Atlanta, GA 30353-2937

Payments are due on the 1st day of the month. Late Fees will be assessed according to your lease.

Amount Enclosed: _____
If paying by check, please Reference your Tenant # on the check or return the top portion of this statement with your payment.

Paying Rent is Simple, Convenient and Electronic. Help us Eliminate Paper by Going Green. Manage your account Online by Signing Into VersaPay at <https://www.regencycenters.com/tenants> Today!

Item #	Description	Charge	Sales Tax	Total Due
001	Late Fees	\$808.91	\$0.00	\$808.91

Based on a 0.0% Sales Tax Rate

AMOUNT DUE:

For Questions or Comments, please communicate with your Property Manager Jill Lachaise thru the VersaPay Portal, by phone at (561)630-2305 1973 or by emailing .

Recent Activity

- Invoice published

Are you viewing a monthly balance it makes sense to AutoPay?

Click here to enroll in AutoPay!

Disputing a charge? Please make sure to check the box in the lower left-hand corner to distinguish a true dispute from other comments. This will help our team prioritize your inquiry. Also, it will keep the invoice from being paid if you are setup on AutoPay.

PAYMENTS

Make a Payment

By choosing to proceed with a payment, you arrived here!

Sign Up for AutoPay!

TENANT NAME

(last login 10 minutes ago)

Balance Due: **\$70,124.98**

Credits: **\$10,300.08**

Last Payment: \$199.24 on 04-30-2019

Invoices

Payments

Activities

[Send a Comment](#)

✓ Ready to pay (1)

[Sign Up for AutoPay](#)

You have other credits that are not in this list. [Add them now.](#)



Add Bank Account

Ready To Pay

Pay now

Total Payment: **\$808.91**

You need to add at least 1 credit or a payment method to proceed with this transaction.

<input checked="" type="checkbox"/>	Invoice #	Amount	Owing	Payment	Balance	Note
<input checked="" type="checkbox"/>	RT06008580	\$808.91	\$808.91	\$808.91 Details	\$0.00	
			Total	\$808.91	\$0.00	

Clear List

Continue

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If credits are available, you will be alerted again here so you can apply them before submitting a payment!

Setup your banking information to get started making safe and secure Online Payments!

Need to make changes to your payment amount, such as to short-pay or apply a credit?

Edit the details of your payment instructions here by expanding the 'Details'.

Although a credit option appears here, Regency *does not* currently accept payments made by Credit Card. Regency is exploring this option however and will communicate when it's turned this feature back on, in the near-future!

Once (1) a valid payment method has been added, and (2) the breakdown of your payment is input, this button will come available and allow you to submit payment. If the payment total exceeds the amount due, the button will remain disabled until the payment breakdown has been corrected.

PAYMENTS

Setup a Payment Method / Enroll in AutoPay

To setup a payment method, you were brought to this screen (Payment Methods) within your profile settings, above.

Below the banking information, you may opt to enroll in AutoPay.

Make sure to distinguish whether you would like All of your Invoices to be auto-paid, or just Monthly Recurring Rent.

Recurring is defined as the minimum rent billable per your lease (typically BASE, CAM, Tax and Insurance).

Non-recurring relates to other manual bills that may be posted to your account based on your lease and unit's billing structure (ex: utilities, waste charges, late fees, etc.).

One or both may be chosen.

Additionally, you have options described below in how you wish to instruct VersaPay to treat credit charges.

As a reminder, Invoices can temporarily be stopped from getting auto-paid by opening a dispute and engaging in dialogue with the PM. See Slide 7 for a reminder of those instructions.

You may update and make changes to your settings, such as to un-enroll from AutoPay, from this screen at anytime.

Regency Centers.

youremail@domain.com

TENANT NAME
(last login 1 minute ago)

Balance Due: **\$14,874.84**
Credits: **(\$13,479.84)**
Last Payment: \$1,395.00 on 08-17-2020

Invoices Payments Activities Documents

Send a Comment | Ready to pay (1) | Sign Up for AutoPay

My Profile
Company Profile
Payment Methods
My Notifications
Exports

Add a bank account

* Routing number: 123456789

* Account number: [input field]

* Bank Account Type: [dropdown]

* Account holder: REGENCY CENTERS COF

Your Name
Your Address
DATE

RY TO THE ORDER OF [input field]

DOLLARS [input field]

MEMO [input field]

Routing BY Account

001 38314 5948894300

Address Line 1: 123 Your Street

Address Line 2: Apt. 2208

City: [input field]

Province/State: [dropdown]

Postal/Zip: [input field]

Setup this account for AutoPay Yes No

This account should be automatically debited: On Due Date

AutoPay should apply available credits: Yes No

Only pay invoices with:

Autopay Invoice Type

RECURRING

NON-RECURRING

You have outstanding [input field] for this AutoPay.

Do you want AutoPay to pay these, or will you pay them manually?

Let AutoPay pay these according to the specified criteria.

I will pay these myself. AutoPay should pay my new invoices only.

By choosing "Yes" above, I instruct Versapay and its financial service providers on behalf of Regency Centers to automatically debit this card to pay invoices that satisfy the criteria I have specified according to the timing indicated.

I agree to the [Pre-authorized Debit Agreement](#) allowing Versapay to debit this account to pay invoices according to my instructions.

Add Bank Account

PAYMENTS

Setup a Payment Method / Credit Cards

To setup a payment method, you were brought to this screen (Payment Methods) within your profile settings, above.

Effective December 2021, Regency began offering tenants the ability to pay by Credit Card.

For Credit Card payments, we impose a convenience fee of 3.5% of the transaction amount to cover the cost of bank processing fees. This fee does not apply to payments made by any other permitted payment method. We offer our tenants the opportunity to pay rent by ACH, wire, check, debit and credit card.

We accept Visa, MasterCard and Discover credit card options. We do not accept Amex.

A variety of opportunities are displayed to be able to view and accept the 3.5% surcharge before proceeding with a payment. Those opportunities appear:

1. As a blurb on every invoice and statement
2. As a checkbox for acceptance, from the payment method setup screen
3. And again at the review payment screen

We offer our tenants the opportunity to pay rent by ACH, wire, check, debit card or credit card. For credit card payments paid via online, we impose a convenience fee of 3% on the transaction amount. This fee does not apply to payments made by any other permitted payment methods.

For Questions or Comments, please communicate with your Property Manager thru the Versapay Portal, by phone at or by emailing .

SUMMARY OF PAYMENT TO REGENCY CENTERS

Pay with: Visa **1111
Amount: \$16,388.23
Surcharges: \$491.65
TOTAL CHARGE
\$16,879.88

By completing your payment, you agree to the card surcharge

Cancel

Complete Payment

Regency Centers

youremail@domain.com

TENANT NAME (last login 34 minutes ago)

Balance Due: **\$19,122.79**
Credits: ~~(\$818.07)~~
Last Payment: \$8,016.67 on 05-21-2019

Invoices Payments Activities Documents

Send a Comment Ready to pay (1) Sign Up for AutoPay

My Profile
Company Profile
Payment Methods
My Notifications
Users
Exports

Add a card
Your card information will be securely stored in Versapay's vault to simplify making future payments.

* Card Number:
* CVV:
* Expires: 01 21
* Cardholder Name: John A. Appleseed
Card Nickname: John's Card
* Zip/Postal:

Flip your card over and look at the signature box. You should see either the entire 16-digit card number or just the last four digits, followed by a special 3-digit code. This 3-digit code is your Card Verification Value.

accepted.

* Setup this card for AutoPay Yes No
This account should be automatically debited: On Due Date
AutoPay should apply available credits: Yes No
Only pay invoices with:
 Autopay Invoice Type

By choosing "Yes" above, I instruct Versapay and its financial service providers on behalf of Regency Centers to automatically debit this card to pay invoices that satisfy the criteria I have specified according to the timing indicated.

I understand that AutoPay will pay invoices regardless of Invoice Approval Status.

I agree to allow Versapay and its financial service providers on behalf of Regency Centers to debit this card to pay invoices according to my instructions.

I understand that a surcharge of 3.5% will be added to payments made with a credit card.

Add Card

PAYMENTS

View Payment Transactions

You're here!

Various Filters are available to help you narrow down search results and navigate historical records.

All history will be saved, beginning Jan-01 2016, forward.

Each record represents a payment transaction made against an Invoice as identified here and on the invoice tab by Invoice #.

The screenshot shows the 'Payments' tab selected in the Regency Centers portal. The page header includes the company logo, a user email dropdown, and a summary of the tenant's financial status. Below the header are navigation tabs for 'Invoices', 'Payments', and 'Activities'. A search bar and filter options for status and period are present. The main content is a table of payment transactions with columns for Date, Payment #, Invoice #, Reference #, Status, Method, Source, and Amount. Callouts highlight the 'Payments' tab, the search bar, the 'Invoice #' column, the 'Source' column, and the 'Amount' column.

Regency Centers. youremail@domain.com

TENANT NAME (last login less than a minute ago) **Balance Due: \$70,124.98**
Credits: \$10,300.08
Last Payment: \$199.24 on 04-30-2019

Invoices **Payments** **Activities** [Send a Comment](#) [Ready to pay \(1\)](#) [Sign Up for AutoPay](#)

Payment #, Invoice #

Status: **All** In Progress Paid Error Period: Any Time Last 7 days Last 31 days to [Export](#)

Date	Payment #	Invoice #	Reference #	Status	Method	Source	Amount
04-30-2019	VP1850	RD06150082		PAID		ERP	\$199.24
04-18-2019	VP1849	RD06150082		PAID			\$20,599.76

2 payments, (\$20,799) Total.

Payments will show as being made through VersaPay (Arc) or coming from an External Payment Source (ERP) such as a payment made by check.

Payment Amount

PAYMENTS

View Payment Detail

You're still here.

However, when clicking on a payment transaction you were brought to this page to view even more transaction details.

Various fields are available to help you understand more about the transaction that was made.

More specifically, this section helps you understand which invoices the payment would have spread to and paid.

Dashboard Tenants Invoices **Payments** Activities

AutoPay of \$6,636.76 from (2345) on 01-23-2020 Status **ERROR (DECLINED)**

SUMMARY OF PAYMENT

Paid With: (2345)

Amount: \$8,836.78

♦ ♦ ♦ TOTAL CHARGE ♦ ♦ ♦

\$6,636.76

Transaction Token:	4HM3JJ2GVXLS	Source:	ARC
Authorization Code:		Entered By:	
Customer:	TENANT NAME	Payment Date:	01-23-2020
References:			
Division:	Greenwood Shopping Centre		
Note:			

Transaction history

- ✓ Transaction created by YOUR CREDENTIALS HERE Thursday, January 23, 2020
- ⚠ Transfer \$6,636.76 from TENANT'S bank account to your bank account (1156) Friday, January 24, 2020

Invoices Paid

Division	Invoice Number	Reference	Status	Due Date	Amount Paid	Balance	Note
Greenwood Shopping Centre	RD06230634	80045058	OVERDUE	08-01-2019	\$6,636.76	\$6,636.76	

Attachments

This payment has no attachments

Recent Activity [See All](#) All Comments Other **New Comment**

- Payment 16PMN5V66U3E of \$6,636.76 was made via AutoPay January 23
- Payment of \$6,636.76 was returned because . January 23
- Re: [Invoice RD06230634](#) - [TENANT \(64656\)](#)
Invoice was paid in full January 23

ACTIVITY

View Account Activity

You're now here!

Various Filters are available to help you narrow down search results and navigate through the activity that has occurred on your account.

When any invoice, monthly statement, or comment activity has posted, those actions will reflect here in the activity log.

Regency Centers. youremail@domain.com

TENANT NAME (last login 23 minutes ago) Balance Due: **\$40,365.51**
Last Payment: \$16,293.59 on 03-15-2019

Invoices **Payments** **Activities**

[Send a Comment](#) [Sign Up for AutoPay](#)

Activity Feed My Notifications

Search

Type: **All** Comments Other Re: **All** Invoice Payment Timeframe: **All** On Or Before

	Re: <u>Invoice RD05794263</u> Invoice published	comment	June 19
	Re: <u>Invoice RD05770548</u> Invoice published	comment	June 19
	Re: <u>Invoice RD05757549</u> Credit Created	comment	June 19
	Re: <u>Invoice RD05749585</u> Invoice published	comment	June 19
	Re: <u>Invoice RD05744093</u> Invoice published	comment	June 19

SETTINGS

Explore Your Options

Explore the flexibility offered by your profile settings by accessing the drop-down menu located in the top-right of your screen just adjacent to your username.

From the main landing page, you have the ability to:

1. Manage your Password and Security Questions

2. Communicate Contact Information

3. Configure English, Spanish or French Language Options

NOTE:

Contact Information updated here *is Not* automatically routed to other Regency systems and communications.

Tech teams have plans to integrate a full Contact Management System in the future to make processes more seamless and universally sharing the same contact information.

In the meantime, all requests to update primary contact information should be emailed to your Property Manager.

Property Management will then provide to LeaseAdministration@regencycenters.com with tenant's Lease and Tenant # for updates to be processed.

- View the contact information Regency shows on file for you, and
- Manage Print and Paperless Invoice & Statement options
- Manage the payment methods you have setup
- Configure Notification Options
- View the Users setup to view/access your account
- Setup Invoice Approval workflows to manage various user approval limits
- Schedule AR ledgers to be delivered to your inbox automatically

Regency Centers. youremail@domain.com

TENANT NAME (last login less than a minute ago) Balance Due: **\$70,124.98**
Credits: **\$10,300.08**
Last Payment: \$199.24 on 04-30-2019

Invoices Payments Activities Send a Comment Ready to pay (1) Sign Up for AutoPa

My Profile

- Company Profile
- Payment Methods
- My Notifications
- Users
- Invoice Approval
- Exports

User Profile

Email: youremail@domain.com Upload Picture

First name:

Last name:

Title:

Department:

Telephone:

Timezone: (GMT-05:00) Eastern Time (US & Canada) ▾

Update

Change Password

Current Pa

New pa

Repeat Pa

At least 8 characters

At least 1 lowercase letter

At least 1 uppercase letter

At least 1 number

Change Password

SETTINGS

Manage Email Notifications

Regency Centers. youremail@domain.com

TENANT NAME
(last login less than a minute ago) Balance Due: **\$40,365.51**
Last Payment: \$16,293.59 on 03-15-2019

Invoices Payments Activities [Send a Comment](#) [Sign Up for AutoPay](#)

- My Profile
- Company Profile
- Payment Methods
- My Notifications**
- Users
- Invoice Approval
- Exports

My Notifications

Select the events you want to receive notifications for

▼ Invoice (2)

Comment Added Do you feel like you're receiving too many or too few notifications?
Notifies when someone makes a comment on an invoice
Only notify for: All Properties

Dispute Closed
Notifies when an invoice dispute is closed by a user

Dispute Closed With Payment
Notifies when an invoice dispute is resolved because the invoice is paid in full.

Dispute Opened
Notifies when an invoice dispute has been opened.
Only notify for: All Properties

Invoice Not Delivered
Notifies when an invoice could not be delivered to at least one customer user

No Longer Scheduled for Payment - Cancelled by User
Notifies when a scheduled payment is cancelled by a user

No Longer Scheduled for Payment Due to Payment Rule Violation
Notifies when an invoice that was scheduled for payment was not paid because the payment method is no longer eligible

Short Payment
Notifies when a short payment is made against an invoice

► Payment Methods (6)
► Data Sync (0)

[Update Notifications](#)

You're still here!

Do you feel like you're receiving too many or too few notifications?

Update your notification settings here by checking and unchecking these boxes to receive only the emails you're interested in receiving.

SETTINGS

Example of Email Notifications

If you are setup to receive email notifications, you will receive emails from VersaPay from 'no-reply@versapay.com'

View invoice detail or return a comment to your Property Manager by clicking the link in the email and logging into VersaPay to engage with your Property Manager.

From: Regency Centers <no-reply@versapay.com>
To: Kendall, Clara
Cc:
Subject: Statement for October 2019 from Regency Centers

**Regency
Centers.**

The following is a summary of your open Account Balance with Regency Centers as of October 25, 2019

[View Invoices](#)

For TENANT NAME (64656):

Current	1 - 30	31 - 60	61 - 90	91+	Balance
(\$1,077.19)	\$0.00	\$0.00	\$0.00	\$994.21	(\$82.98)

Last Payment Made On: 08/06/2019 for \$100,053.81

Open Invoices And Credits:

Invoice #	PO #	Type	Date	Due	Days	Balance
RN05439844	8802	Invoice	12/28/2016	12/28/2016	Overdue by 1031	\$375.87
RN05915616	8802	Invoice	06/15/2018	06/15/2018	Overdue by 497	\$325.00
RN06103246	8802	Invoice	02/04/2019	02/04/2019	Overdue by 263	\$293.34

We noticed you haven't yet visited our online invoicing and payment service, powered by Versapay ARC. We've already set up your account for you. Simply click on a link in any email from us and you'll enjoy the convenience of accessing all of your invoices and communicating with us at any time.

[Get Started Now](#)

This message was sent to you from [Versapay ARC](#)

From: regency2 <no-reply@versapay.com>
To: Kendall, Clara
Cc:
Subject: [username@domain.com](#) commented on Invoice #RN05966065

[External Sender] Caution using links/attachments

**Regency
Centers.**

[username@domain.com](#) commented on invoice #[RN05966065](#) at Oct 28, 2019 15:51:
"Why do I owe this - test"

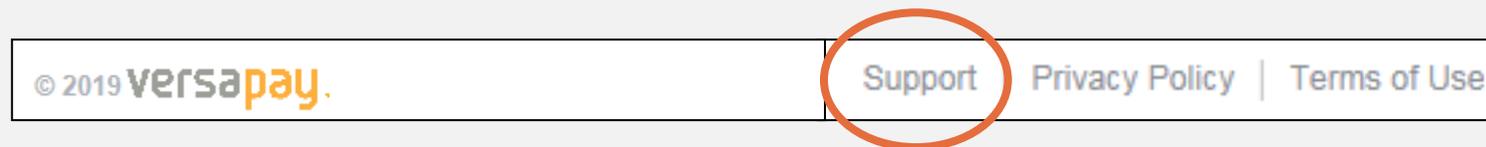
[Login Now](#)

This message was sent to you from [Versapay ARC](#)

Versapay Corporation, 18 King Street E, Suite 1800, Toronto, ON M5C 1C4

[Contact Us](#) | [Privacy Policy](#)

Note: You may notice a support link at the bottom of the VersaPay webpage. By default, this link directs you to the VersaPay support team.



However, due to the unique nature of our partnership, VersaPay Support is not entirely equipped to help with Regency- Tenant-account related questions.

Thus, for questions or additional support, please contact your local Property Management Team.

If you need help locating your Property Manager, navigate to your Shopping Center's managing office here: <https://www.regencycenters.com/contact>.