

Frequently Asked Questions Walk in Payment System (WIPS) - PayNearMe

Resident Questions and Answers

Q: What is WIPS – PayNearMe?

A: PayNearMe enables residents to make rent payments in cash at thousands of payment locations nationwide (ex: 7-Eleven, Walmart, CVS, Casey's). Each resident will have their own account and be able to make payments using a PaySlip or barcode.

Q: How do I get a PayNearMe account?

A: Account details and instructions will be listed on your resident portal under Payment Accounts > Walk In Payment System. Once you click the link, you can either send the barcode to your phone or print. If send to phone, keep a picture of the barcode on your phone or download it to your mobile wallet.

If you have not registered for the portal, you can request Management to print off a PaySlip or email the link with barcode to you.

Q: What does it cost to make a payment with PayNearMe?

A: There is a minimal transaction fee each time that you use your WIPS account of \$3.99. This amount is charged by the retailer and is not paid to Dominion.

Q: How do I find the nearest participating agent or store where I can use my PayNearMe account?

A: Go to www.paynearme.com/yardicashmap to find payment locations near you. Enter in the ZIP code or City of the property where you live to see a list of nearby participating locations.

Q: How do I make a PayNearMe payment?

A: Go to the customer service center of a participating agent or store and present your PaySlip or Barcode specific to your account. Tell the agent:

- You want to make a payment
- Provide full payment plus transaction (\$3.99)

Keep your receipt—it is your only proof of payment.

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

A: Make sure that you know how much you need to pay for your rent before arriving at the participating agent or store location. Check rent owed on resident portal or mobile app. Agents may not have access to this information.

Payments up to \$3,000 are excepted at Walmart and Ace Cash Express. Payments up to \$2,000 are accepted at CVS and Casey's. Payments up to \$1,500 are accepted at 7-Eleven. If your payment exceeds these amounts, you may need to use a different location. Otherwise, if your payment exceeds the limit at one of these locations, you can pay up to the limit but the remainder would need to be paid using a secondary payment method.

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

A: If making a payment on the day rent is due, keep in mind that payments will generally post to your ledger in the early morning hours of the following day. Your ledger may be assessed a late fee, so be sure to keep proof of payment.

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

A: Partial payments will not be accepted. The transaction will not go through if the payment is less than the account balance. The cashier may not know why the payment could not be processed. It is recommended that every resident registers for the resident portal and downloads the app so the total amount due on the account is clear.

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

A: Any overpayment will be considered a credit on your account. Refunds are not possible with PayNearMe.

Q: What if I move?

A: Your account is only good for this property. If you move between units within the same property your account will transfer to the new unit.

Q: Can I make any other payments besides rent with PayNearMe?

A: No. You may only pay for charges that you owe to your property management company with your PayNearMe account.