Zego Integration Guide

Property Management Solutions for Over 30 Years

Overview

This document explains how to integrate with Zego to send balances and receive tenant payments. Please be aware that Zego does not have the API integration (programming interface) that was available with RentTrack.

Here is a 1 hour webinar about how to use Zego: https://vimeo.com/524381508

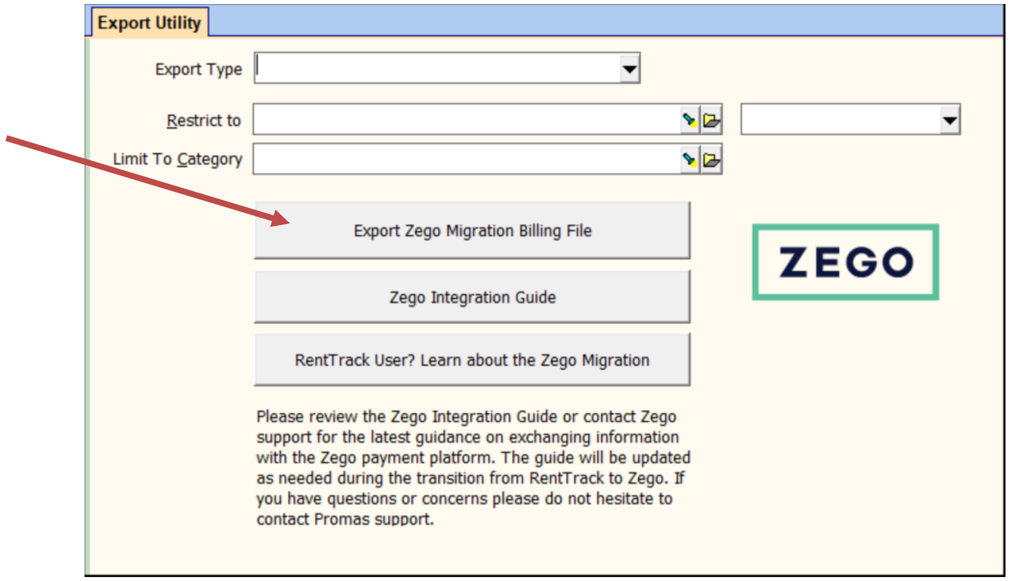
If you are a cloud user click HERE for cloud specific instructions.

Quick Links to Topics

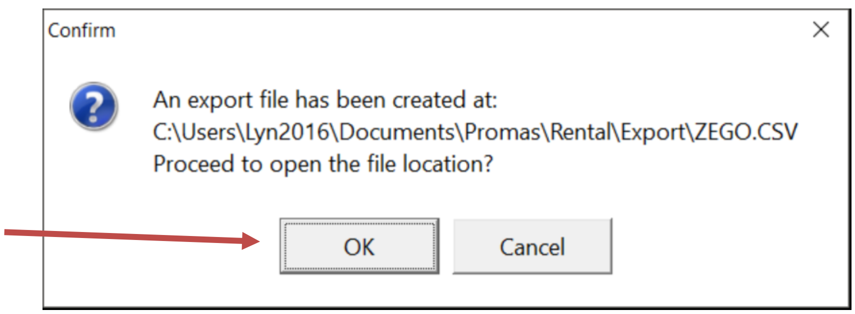
A. How to send the Zego Migration file – One time only

The first step in integrating with Zego is to send the Migration file.

1. Go to File>Export Utility.
2. Click <Export Zego Migration Billing File>.



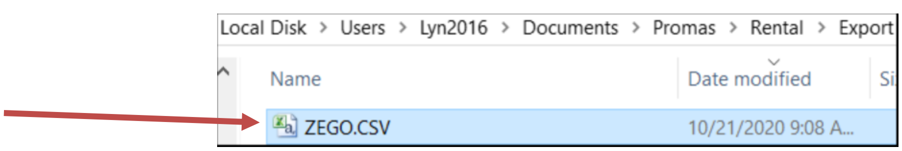
3. A message will display saying the file has been created and giving you the option of opening the file location. Click <OK>.



4. The file location should be your computer:

Local Disk>Users>ComputerName>Documents>Promas>Rental>Export

You will see the ZEGO.CSV file. That is the file to send to Zego.



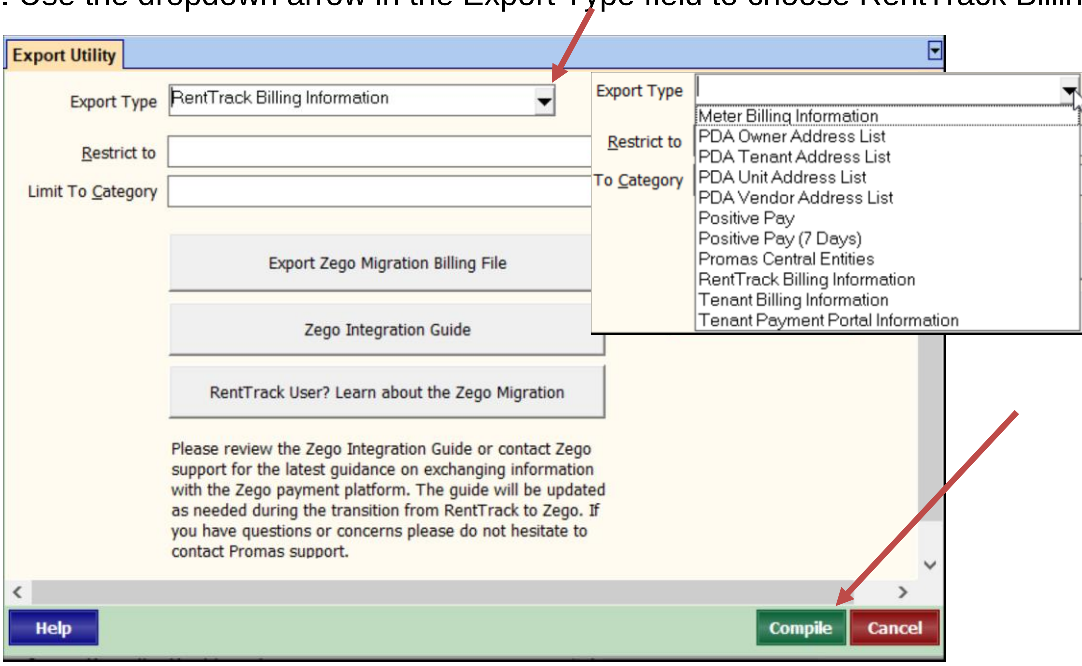
Zego will use that file to establish your company and tenants.

The account number tenants will use to log into Zego to make their payments is their Tenant ID.

B. How to send balances

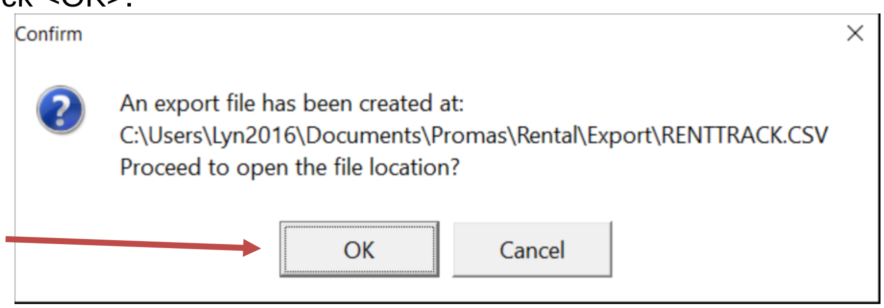
Each month you will need to send tenant balances to Zego. They should be sent after charging rents and when new tenants have been added. They can also be sent after charging late fees.

1. Go to File>Export Utility.
2. Use the dropdown arrow in the Export Type field to choose RentTrack Billing Information.

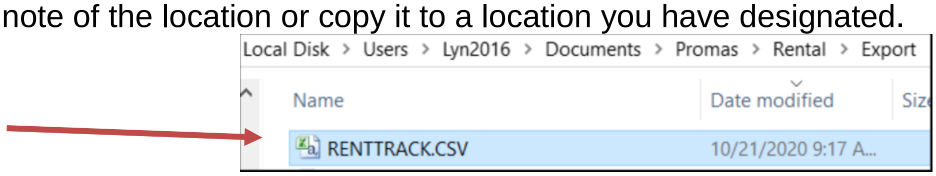


3. Click <Compile>.

   A message will display saying the file has been created and giving you the option of opening the file location. Click <OK>.

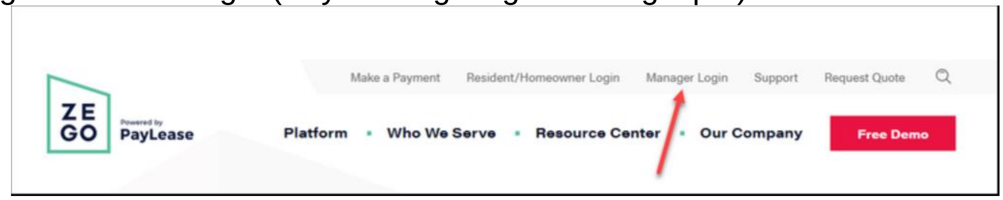


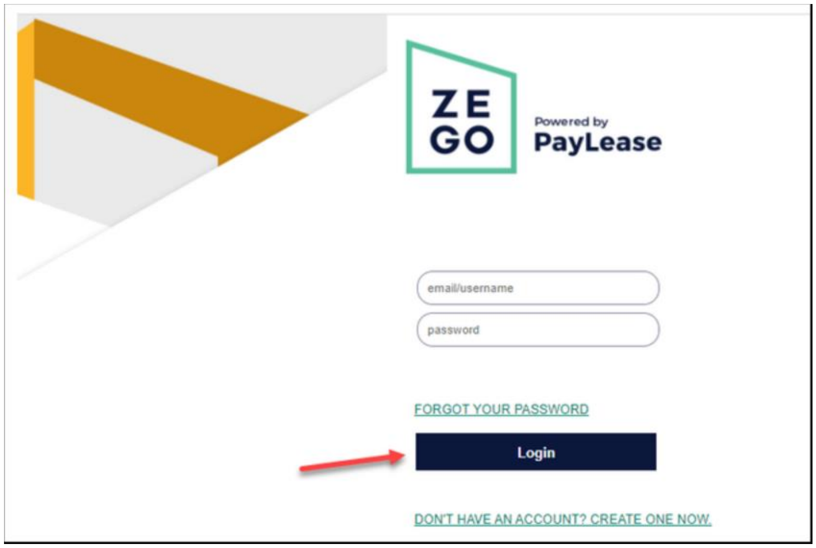
4. The file location should be your computer:
   Local Disk>Users>ComputerName>Documents>Promas>Rental>Export.
   Make note of the location or copy it to a location you have designated.



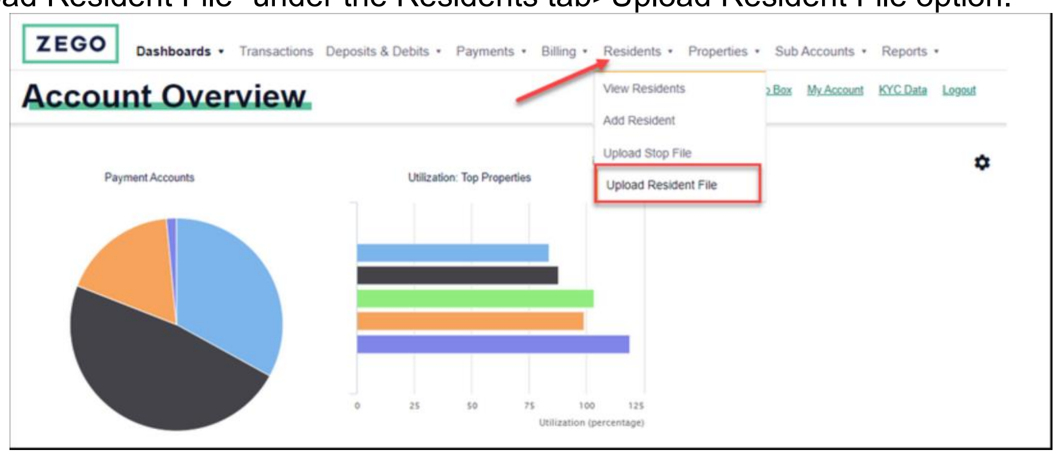
   That is the file to send to Zego to establish the current tenant balances.

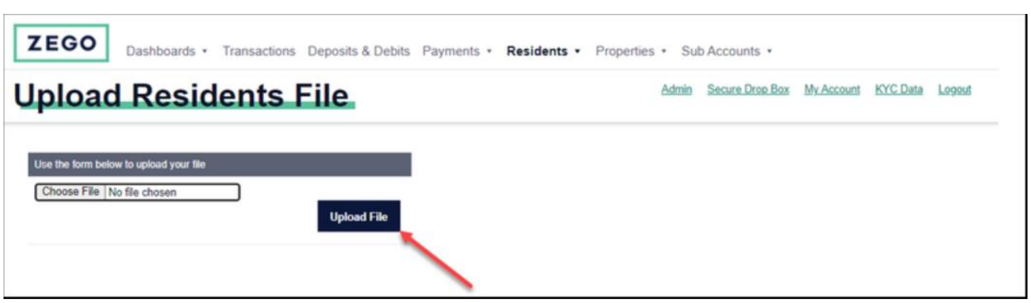
5. Go to the Zego PMUI and login (Payments.gozego.com/login/pm).





6. Click “Upload Resident File” under the Residents tab>Upload Resident File option.

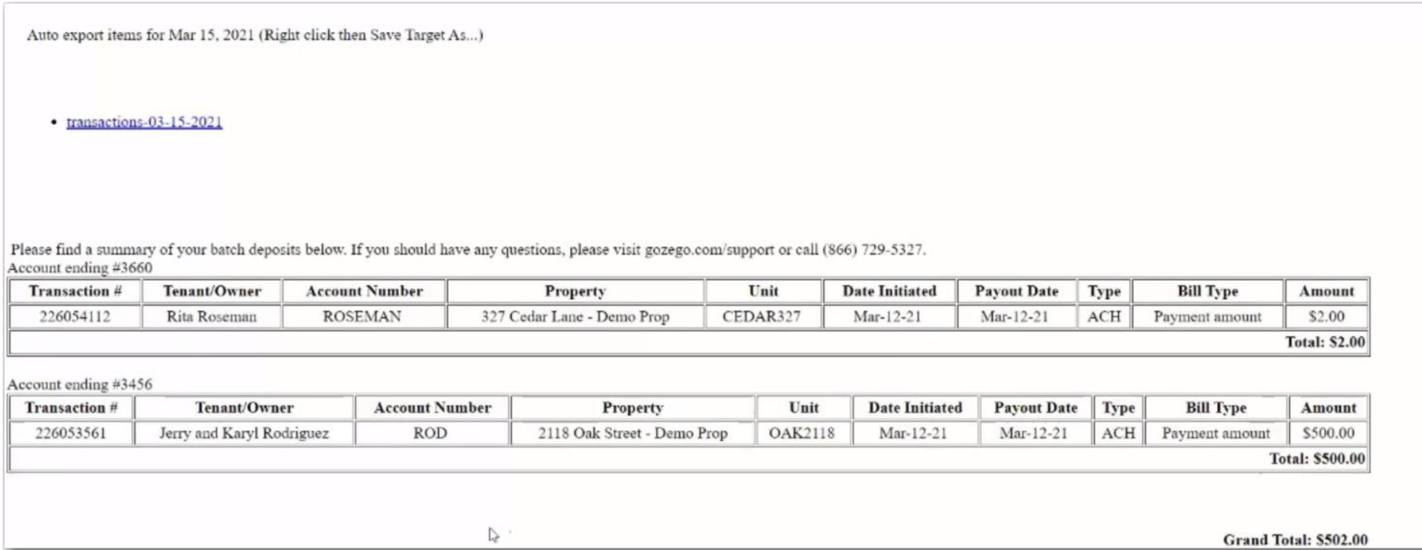




Then browse to the location of the file you created in step 4.

C. How to Load Receipts

Zego will email you with information on the deposit.



Auto export items for Mar 15, 2021 (Right click then Save Target As...)

- transactions-03-15-2021

Please find a summary of your batch deposits below. If you should have any questions, please visit gozego.com/support or call (866) 729-5327.

Account ending #3660

Transaction #	Tenant/Owner	Account Number	Property	Unit	Date Initiated	Payout Date	Type	Bill Type	Amount
226054112	Rita Roseman	ROSEMAN	327 Cedar Lane - Demo Prop	CEDAR327	Mar-12-21	Mar-12-21	ACH	Payment amount	$2.00
									Total: $2.00

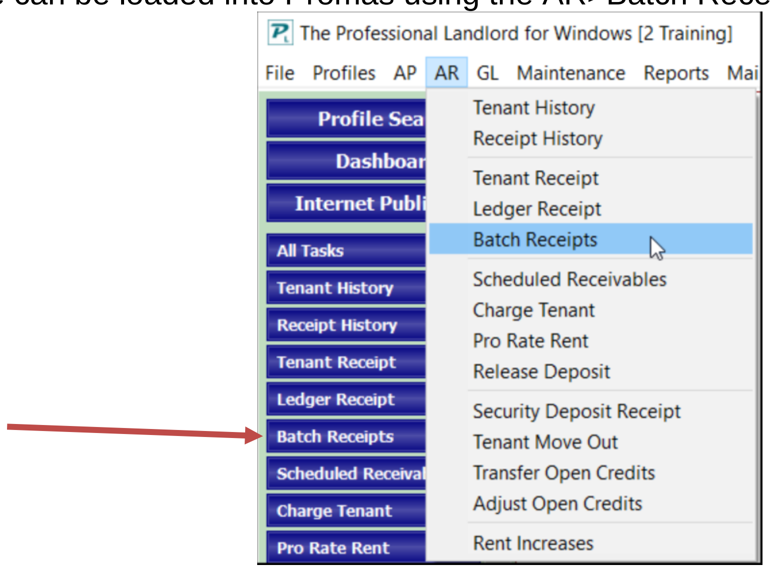
Account ending #3456

Transaction #	Tenant/Owner	Account Number	Property	Unit	Date Initiated	Payout Date	Type	Bill Type	Amount
226053561	Jerry and Karyl Rodriguez	ROD	2118 Oak Street - Demo Prop	OAK2118	Mar-12-21	Mar-12-21	ACH	Payment amount	$500.00
									Total: $500.00

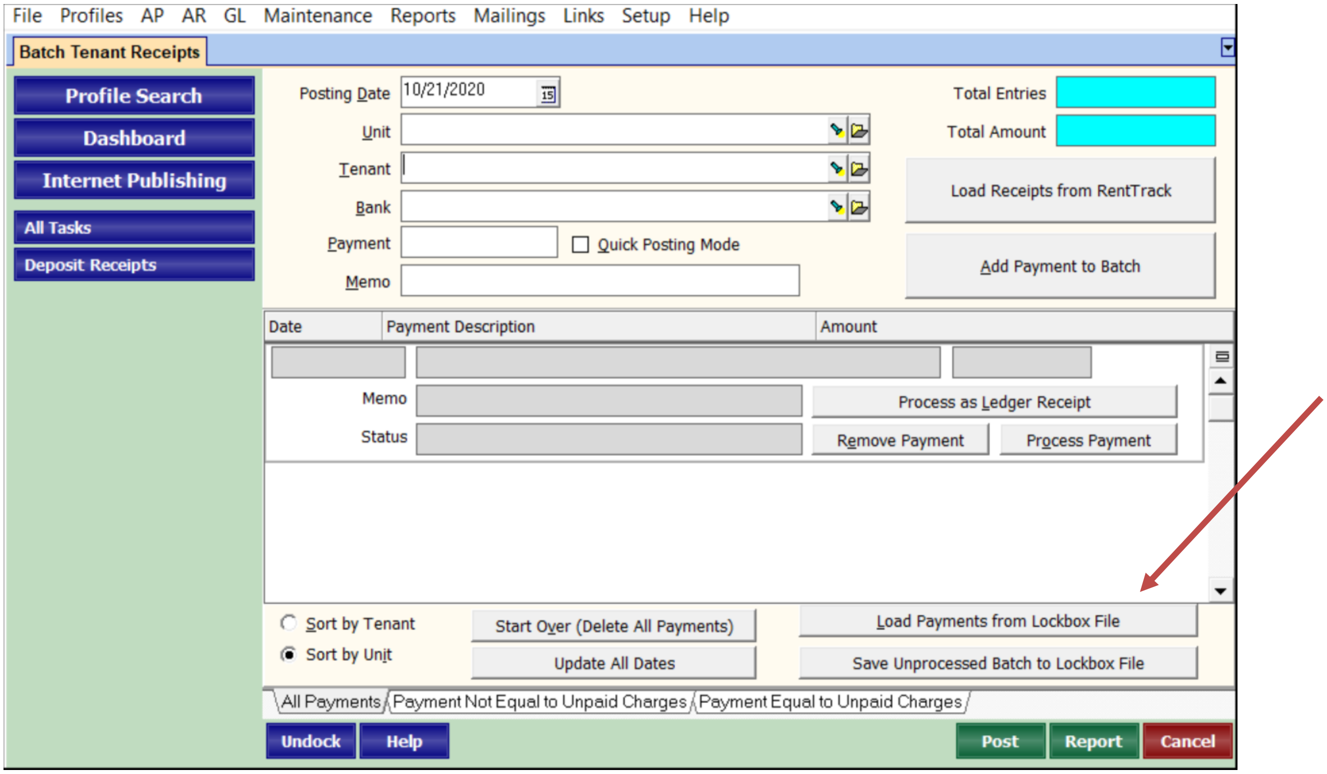
Grand Total: $502.00

- In the email is a link to the batch file. Click the link and the file will download to the computer (default is the Downloads folder). It is a lockbox file that has the tenant payment information – that is a CSV file. Be sure to save it to a location you can access from Promas.
- It will also have a list of the payments in that batch.

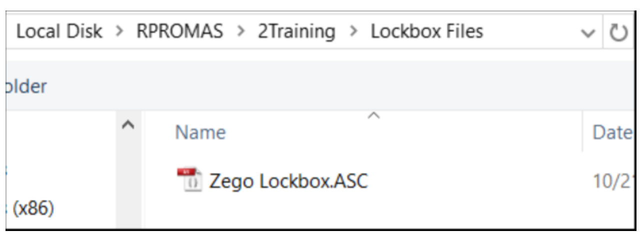
1. The CSV file can be loaded into Promas using the AR>Batch Receipts function.



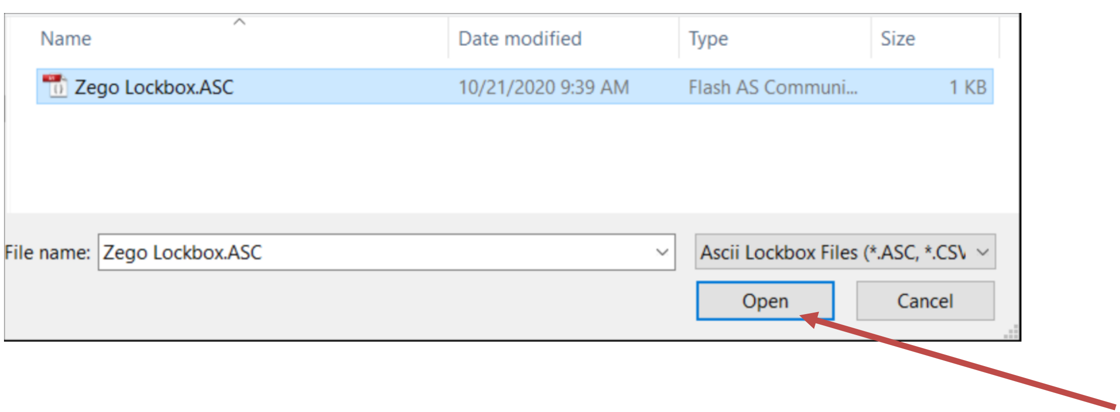
2. Click <Load Payments from Lockbox File>.



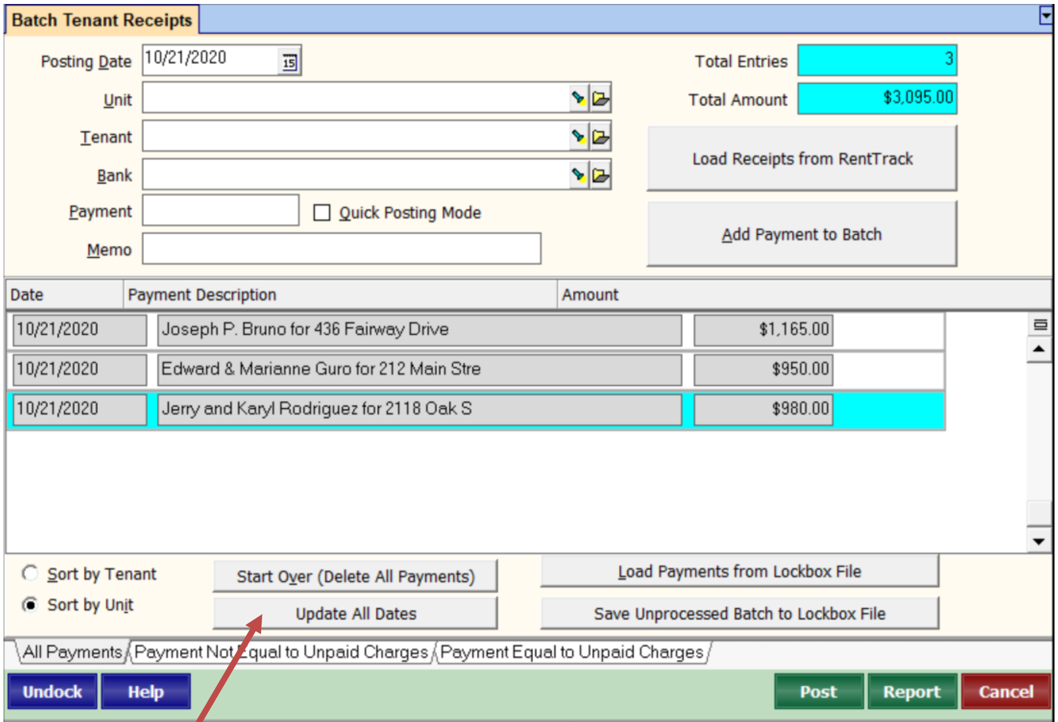
3. A screen will display that will allow you to browse to the location of the file you saved in step.



4. Highlight the file and click <Open>.

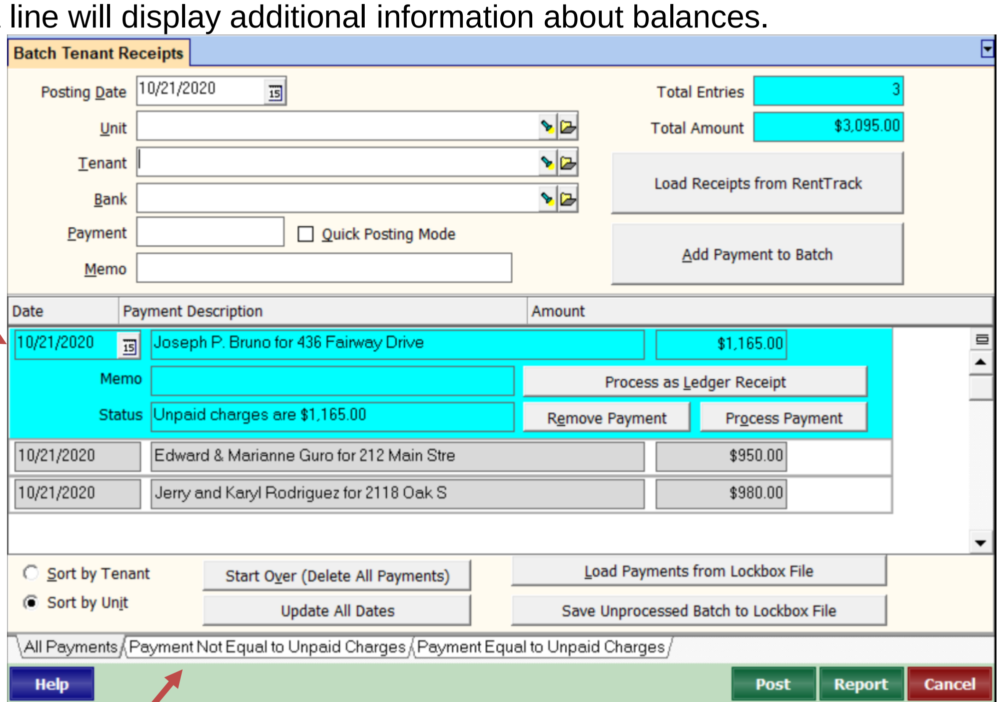


5. You will be returned to the Batch Receipts function with all the tenants and receipt amounts displayed.



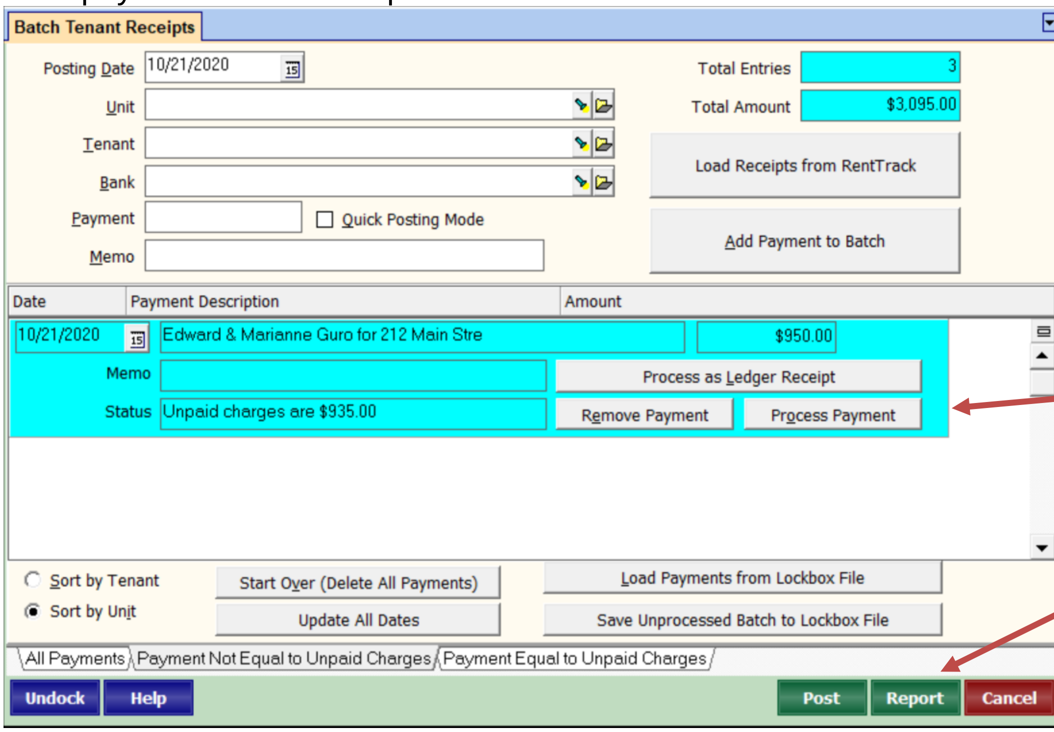
6. Clicking on the Update All Dates button will change the dates on the receipts to the date in the Posting Date field.

7. Clicking on a line will display additional information about balances.

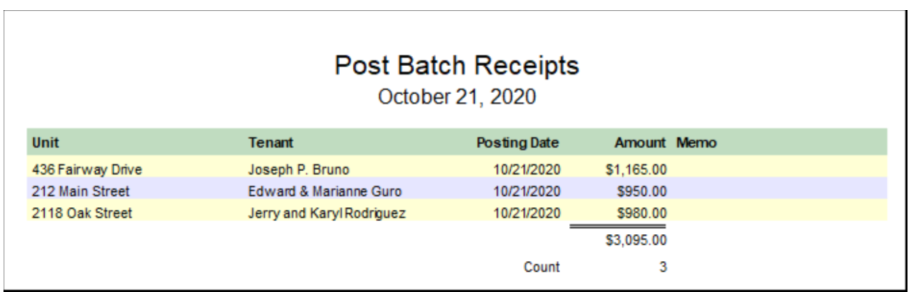


8. The tabs at the bottom can be used to display only the payments not equal to the unpaid charges, or those equal to the unpaid charges.

9. Payments that don't equal the unpaid charges can be viewed on the Payment Not Equal to Unpaid Charges tab. You can Remove Payment or Process Payment. If you click Process Payment you will be taken to the Tenant Receipt Screen where you can choose how to apply the money. You can also wait until the other payments have been posted.



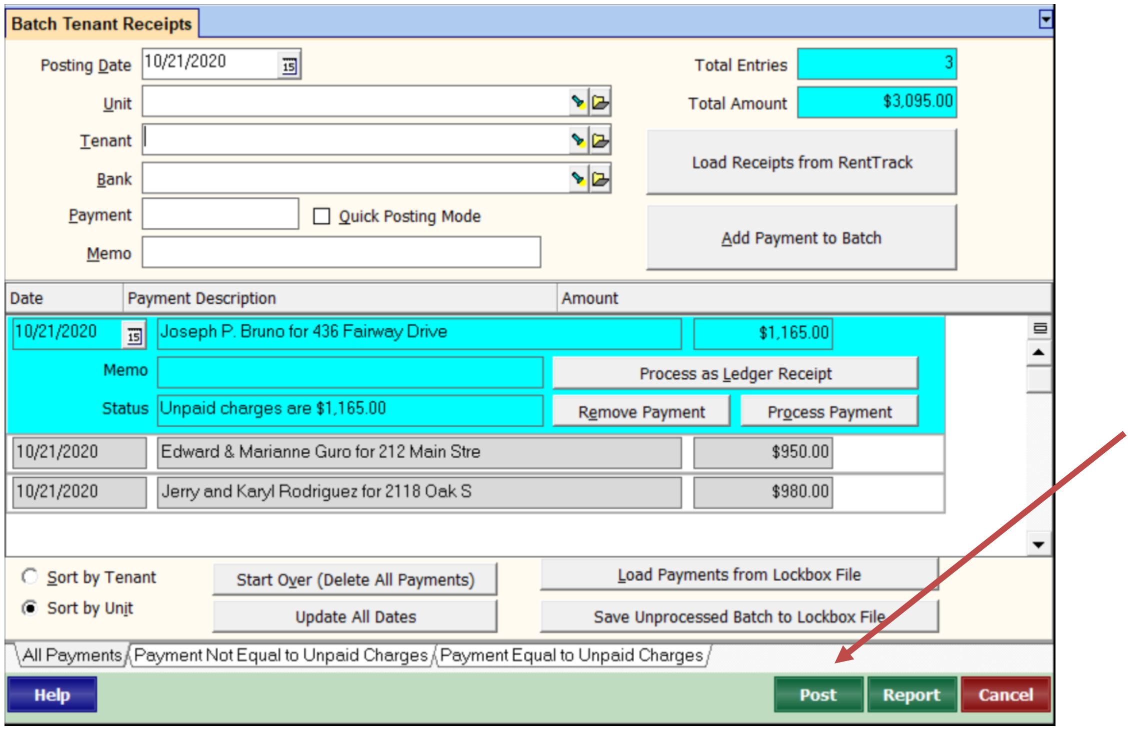
10. Click the <Report> button to print the report.


Post Batch Receipts

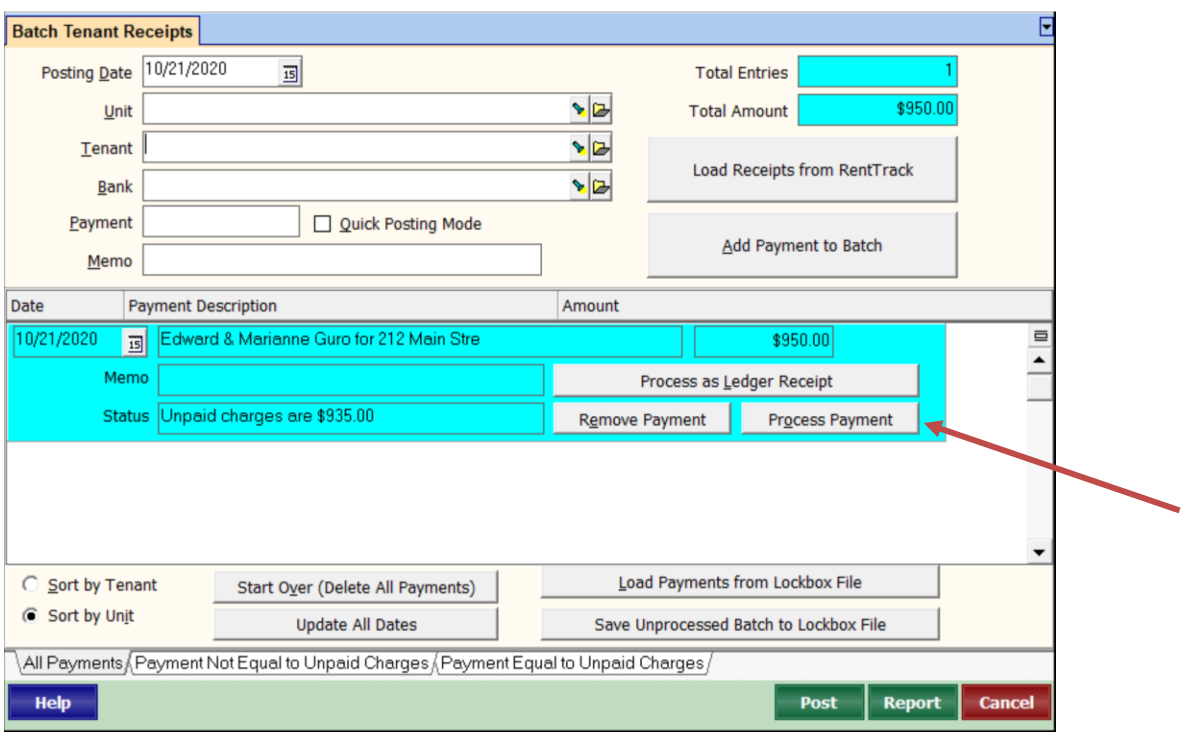
October 21, 2020

Unit	Tenant	Posting Date	Amount	Memo
436 Fairway Drive	Joseph P. Bruno	10/21/2020	$1,165.00	
212 Main Street	Edward & Marianne Guro	10/21/2020	$950.00	
2118 Oak Street	Jerry and Karyl Rodriguez	10/21/2020	$980.00	
			$3,095.00	
		Count	3	

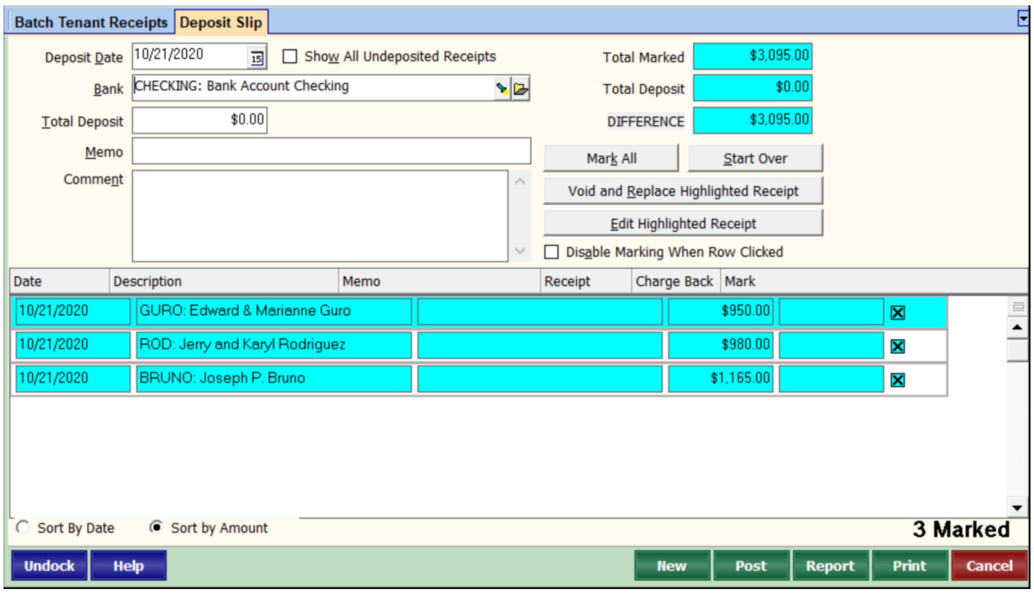
11. Click <Post>. If you Post before processing those payments that don't equal the unpaid charges, they will remain in the Batch Tenant Receipt function so that you can process them at that time.



12. Click <Process Payment> for each line item left on the screen; make appropriate adjustments on the Tenant Receipt Screen; click <Post> and continue until finished. If it is a ledger receipt use the <Process as a Ledger Receipt> button to go to that function.



13. Click the Deposit Receipts button to process the deposit.



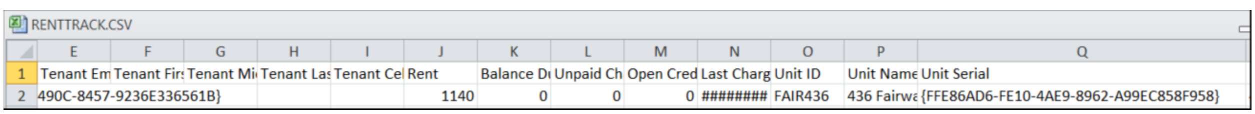
J. How to Add New Properties to Zego

If you receive an error message after uploading your resident file that states: "The following property(s) were not found.", or "The following person(s) were not imported because their associated properties were not found.", then please follow the steps below to fix this. These errors mean that the property is not yet added to Zego, and will need to be created before the resident can be entered into Zego.

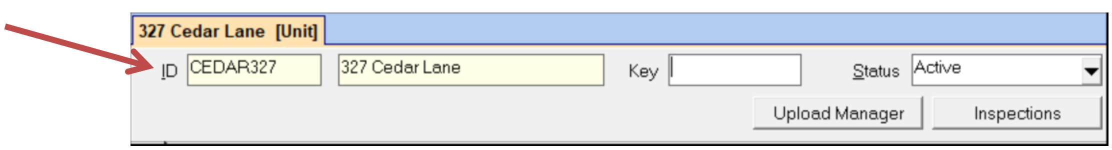
Example Error Message:

1. Make a note of the "Unit Serial" number(s) that appear on the error message for each individual property. The Unit Serial is a unique identifier in Promas that corresponds to a unit. The Unit Serial is also the property's Reference ID, and will be needed when adding the property.

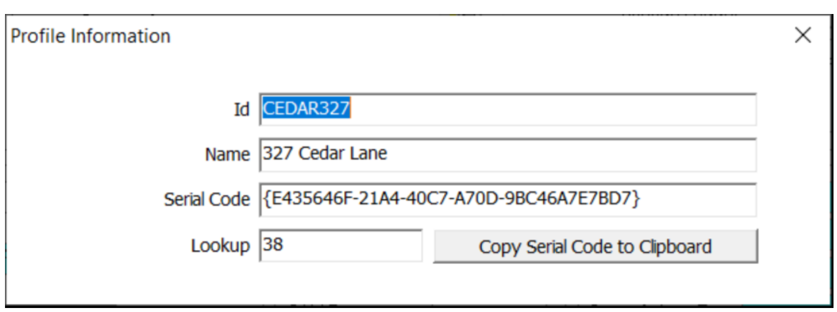
2. Open the Promas resident file (RentTrack.CSV). Using the find function (Ctrl-F), search for the Unit Serial that is missing. The row that contains this Unit Serial number will contain all of the information you need to add the property. See the example below:



If you know the Unit in question, in Promas open the Unit Profile. Double click on the word ID.

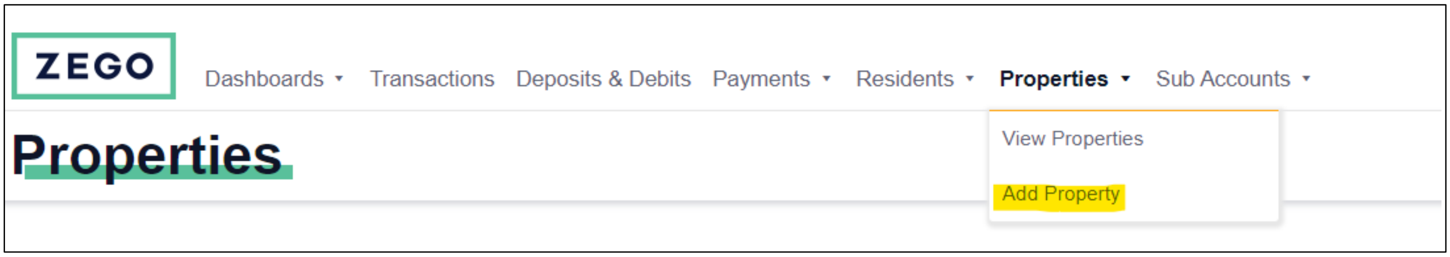


That will bring up a screen like the one below:

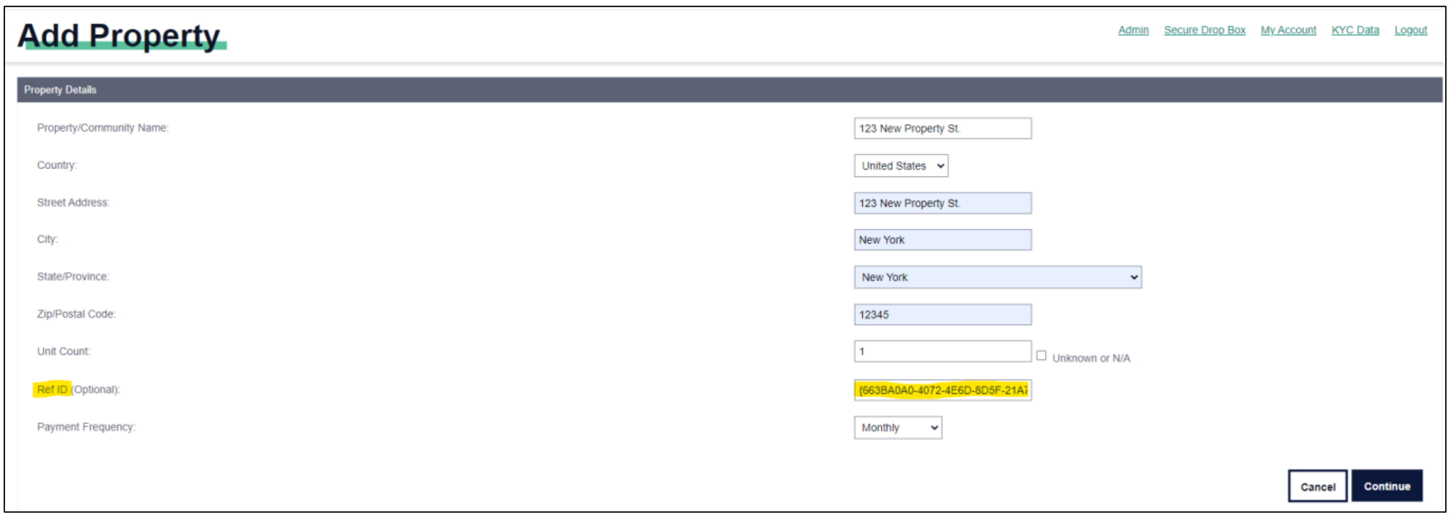


Click on the "Copy Serial Code to Clipboard" so it will be easy to paste into Zego.

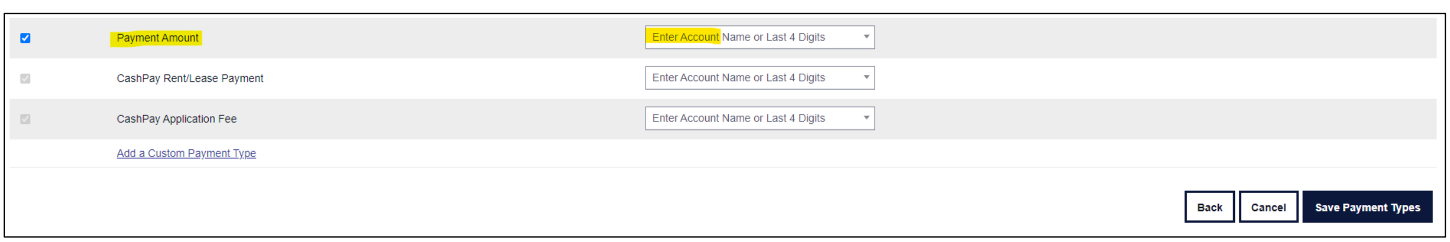
3. In Zego click “Add Property” from the Properties dropdown menu.



4. Enter the property information as shown below. This information can be found on your Promas Resident File. You can use the address as the Property Name. Make sure that you use the Unit Serial as the Ref ID when adding the property. If you do not add the correct Unit Serial number, residents will not be able to sync to this property. Once the information is entered, click Continue.



5. You will then need to set the Property Payment Types. Always select the Payment Type called “Payment Amount”, shown below. This is found near the bottom of the Payment Types page. “Payment Amount” is always the payment type that is used for the Promas Accounting Software. If you select a different payment type, the residents will not be able to see their balances. Click on the checkbox next to Payment Amount and then select the deposit bank account from the drop down list on the right. You will also need to select the same bank account for the CashPay payment types, which are automatically selected.



6. Repeat these steps for any properties that received an error when uploading your resident file. Once all of the new properties are added into Zego, re-upload your resident file. Your residents will be assigned to the properties you just added.

Cloud Specific Instructions

Quick Links to Topics

Set Up – One Time Only

D. Send Zego Migration file
E. Create a folder on your cloud drive to hold the lockbox files Zego will send.

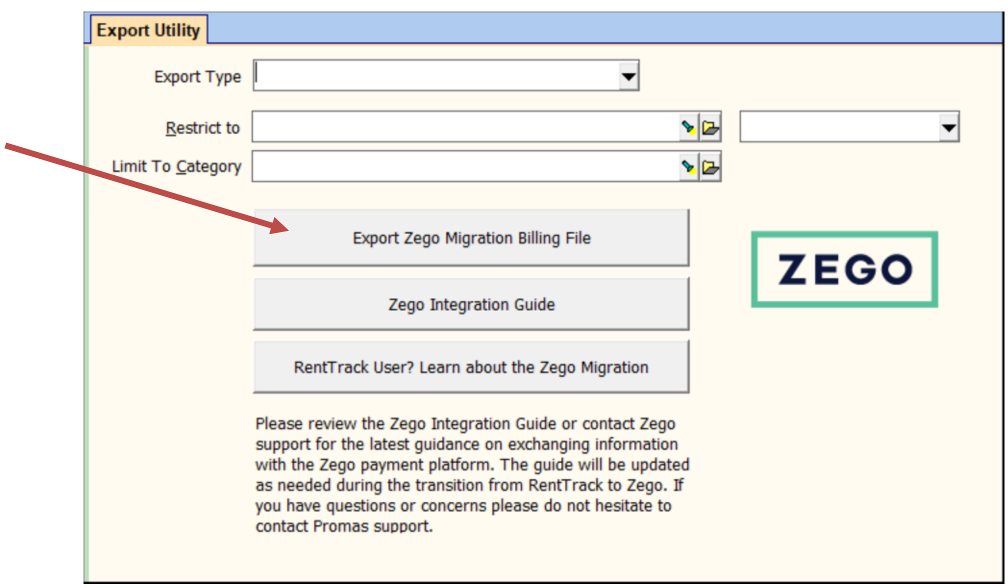
Integration Related Tasks

F. Send balances
G. Load Lockbox file – copy lockbox file to Cloud
H. Load Lockbox file into Promas
J. Add New Units

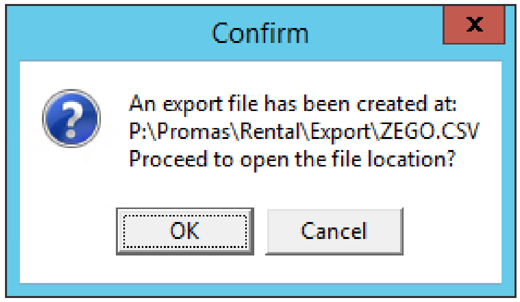
D. How to send the Zego Migration file – One time only

The first step in integrating with Zego is to send the Migration file.

1. Go to File>Export Utility.
2. Click <Export Zego Migration Billing File>.



3. A message will display saying the file has been created and giving you the option of opening the file location. Click <OK>.

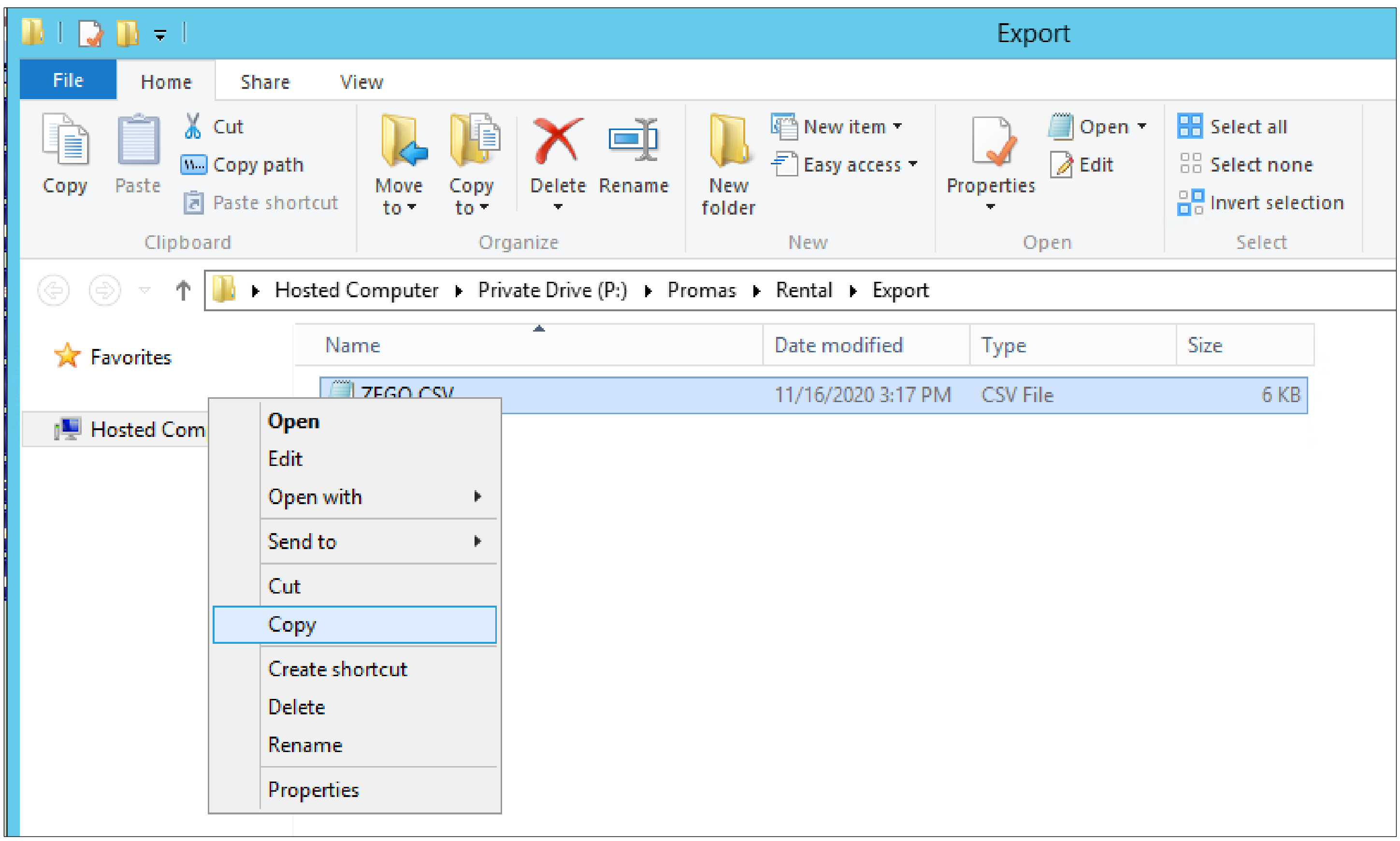


4. The file location should be the Private drive on the cloud:

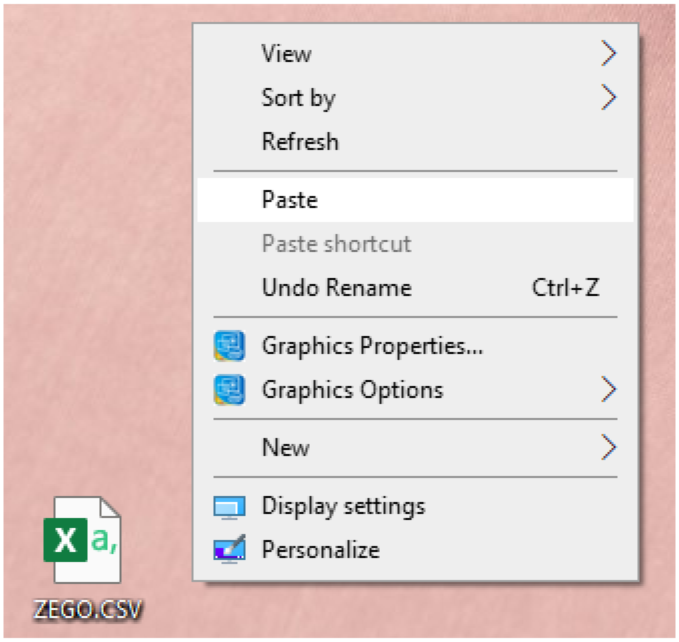
P:\Promas\Rental\Export\ZEGO.CSV

You will see the ZEGO.CSV file. That is the file to send to Zego.

5. Right click on the file name and choose Copy.



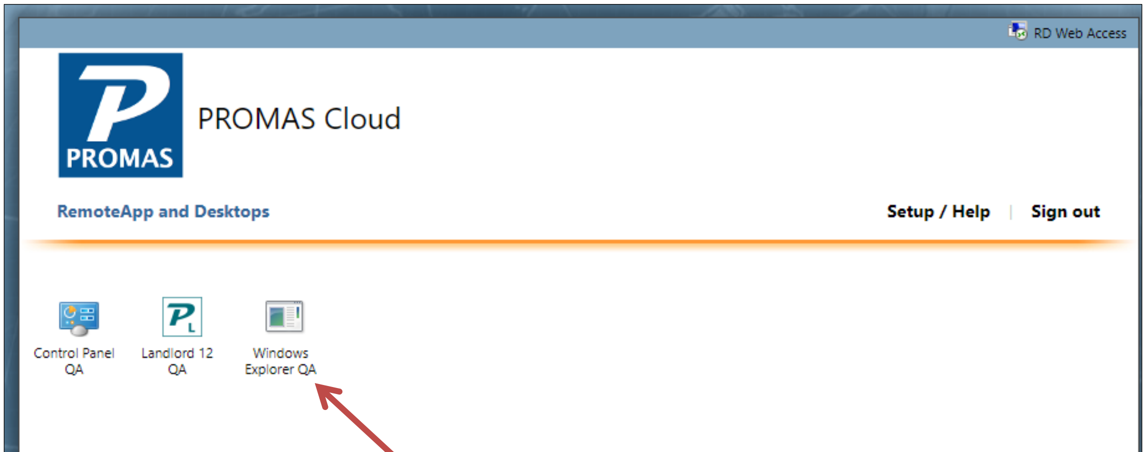
6. On your local computer, right click on your desktop (or any location on your computer) and choose Paste. The file will now be on your local machine so you can send it to Zego.



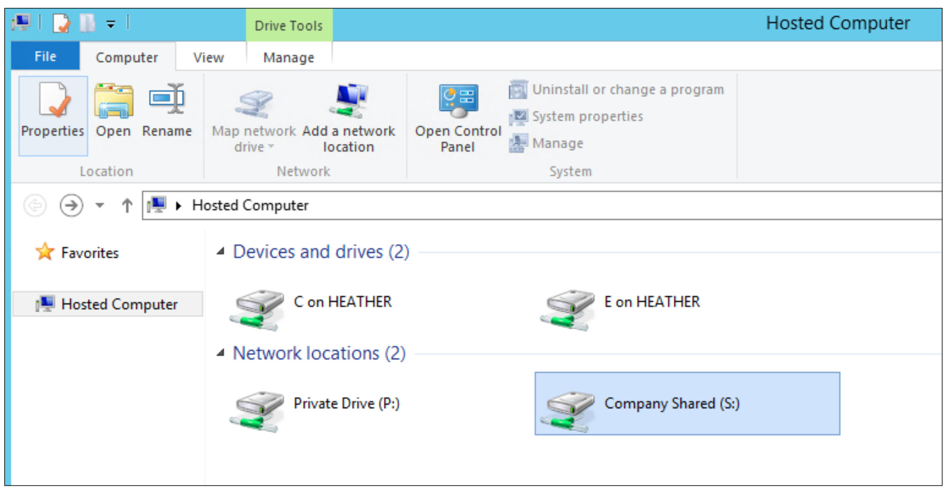
Zego will use that file to establish your company and tenants.

E. Create a folder on your cloud drive to hold the lockbox files Zego will send

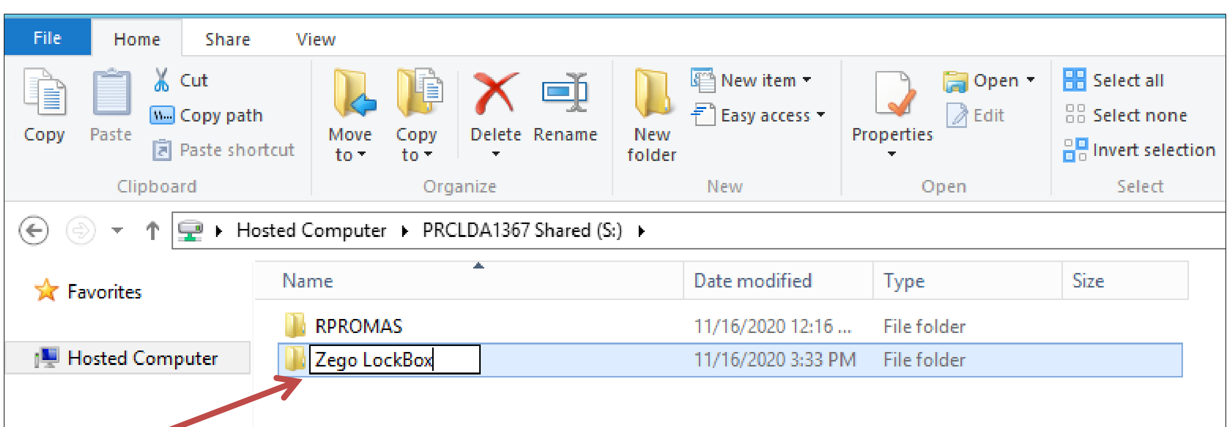
1. Log into the Cloud. Rather than clicking on the Landlord 12 icon, click on Windows Explorer.



2. Open the Company Shared (S:) drive.



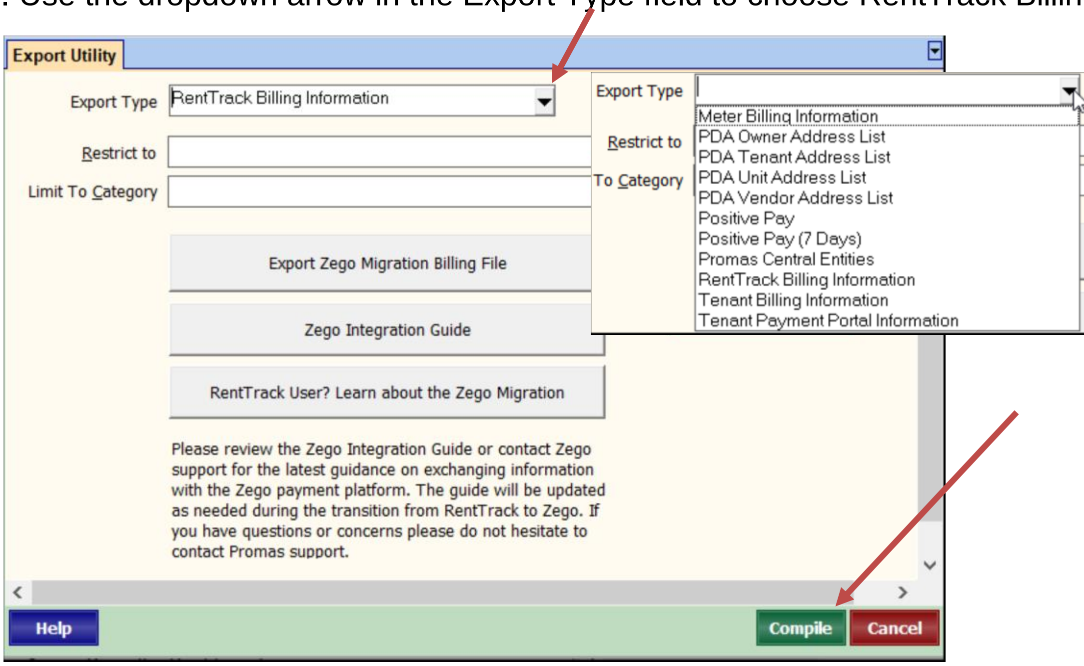
3. Create a new folder that will hold the lockbox files from Zego.



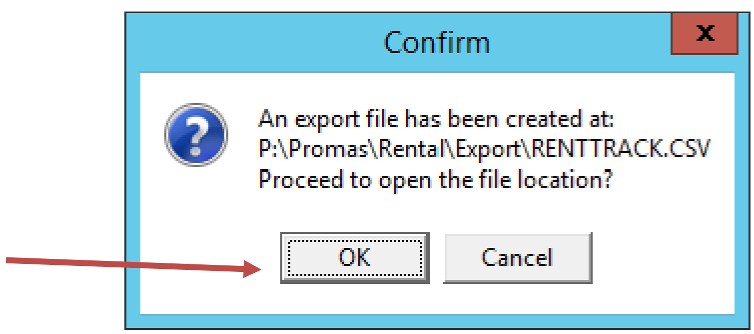
F. How to send balances

Each month you will need to send tenant balances to Zego. They should be sent after charging rents and when new tenants have been added. They can also be sent after charging late fees.

1. Go to File>Export Utility.
2. Use the dropdown arrow in the Export Type field to choose RentTrack Billing Information.

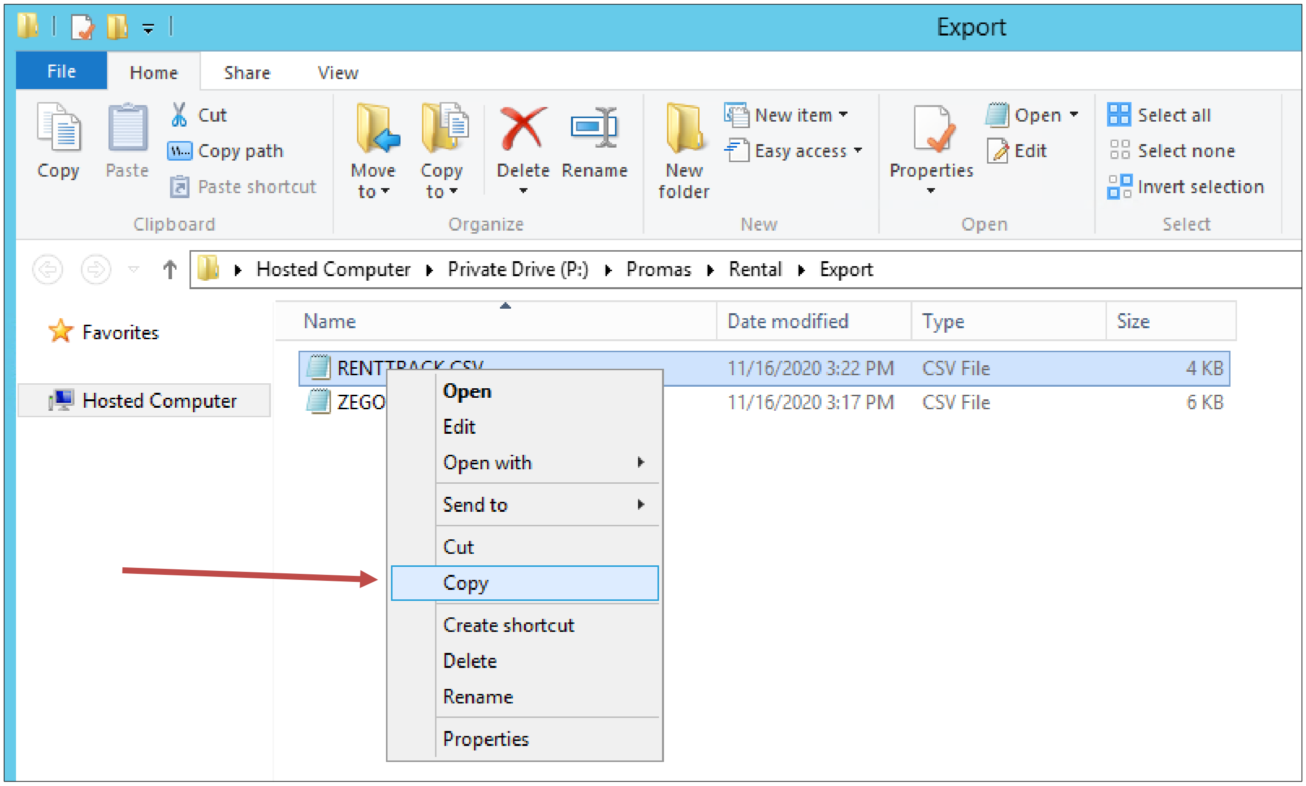


3. Click <Compile>.
   A message will display saying the file has been created and giving you the option of opening the file location. Click <OK>.

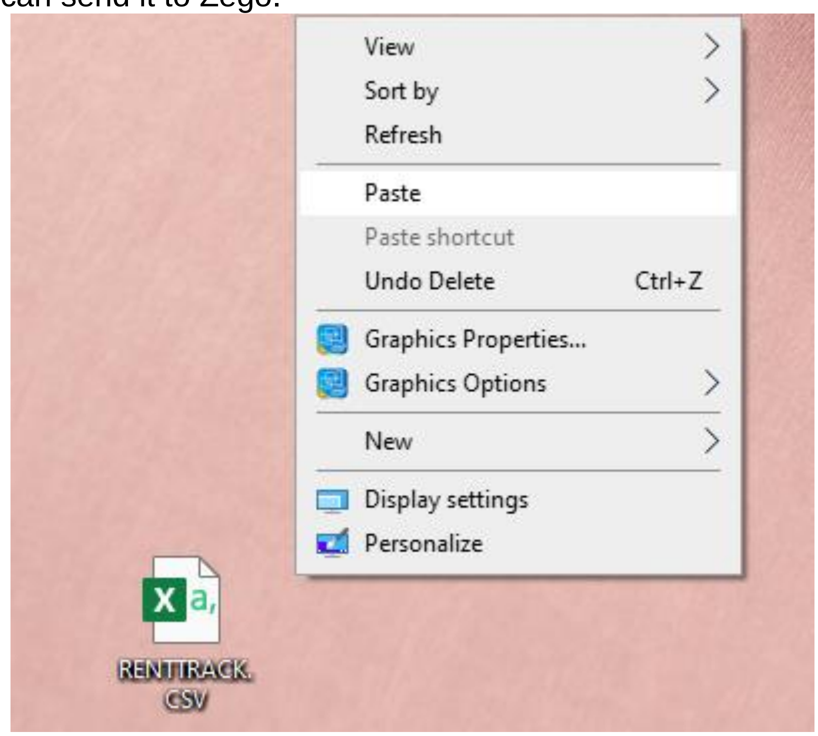


4. The file location will be on your cloud Private Drive:
   P:\Promas\Rental\Export\RENTTRACK.CSV.

5. Right click on the file and choose Copy.

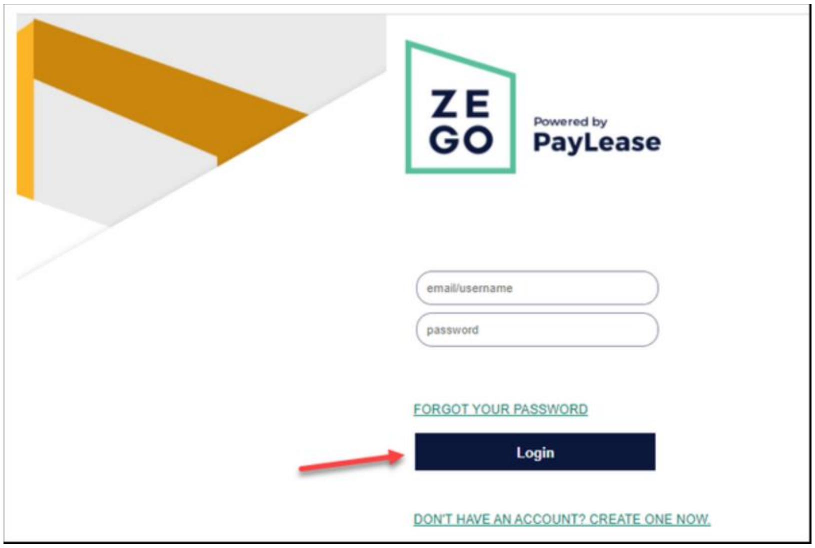


6. On your local computer, right click on your desktop and choose Paste. The file will now be on your local machine so you can send it to Zego.

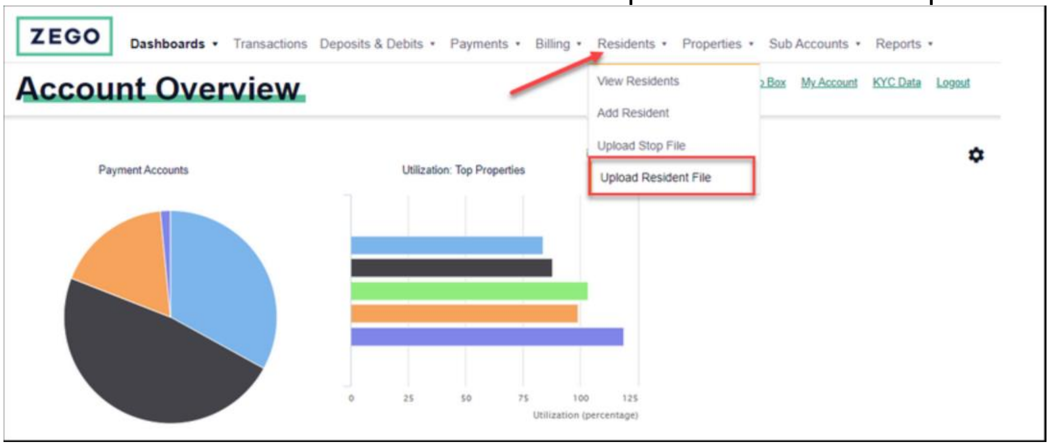


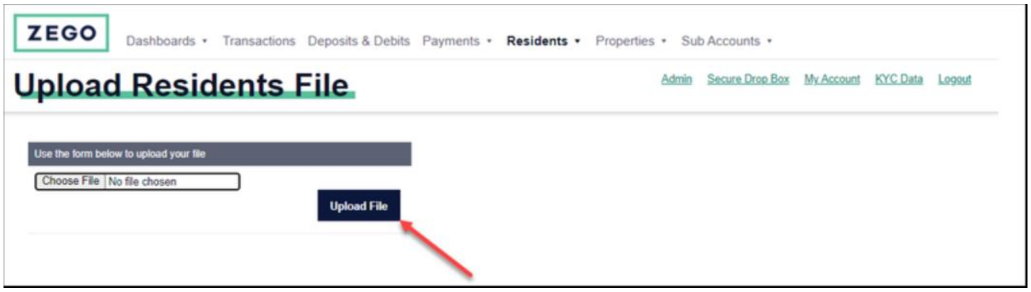
That is the file to send to Zego to establish the current tenant balances.

7. Go to the Zego PMUI and login.



8. Click “Upload Resident File” under the Residents tab>Upload Resident File option.



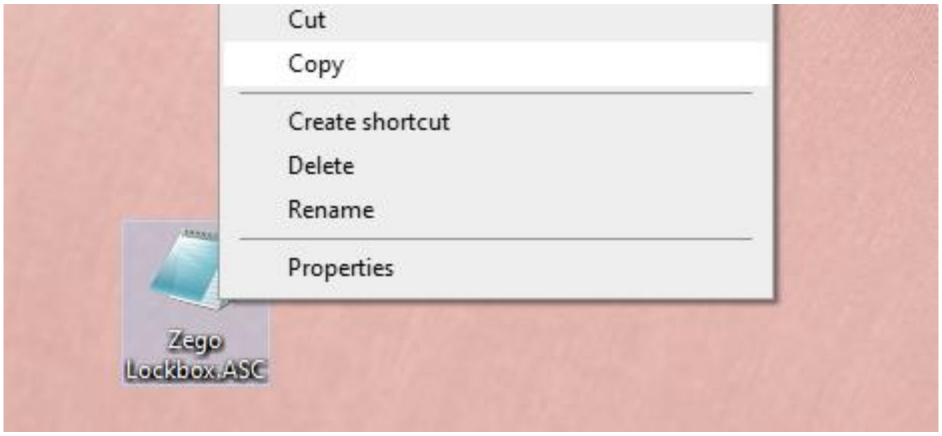


Then browse to the location of the file you put on your desktop in Step 6.

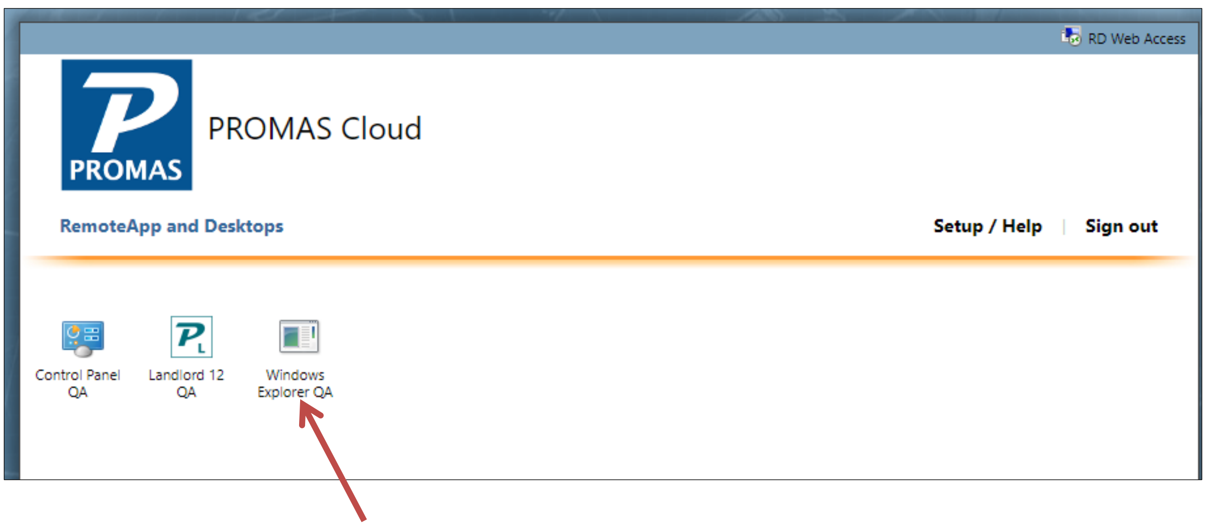
G. How to Load Receipts – Copy Lockbox file to the Cloud

Zego will email you with a lockbox file that has the tenant payment information. Save it to your desktop or a location on your local machine that you will remember.

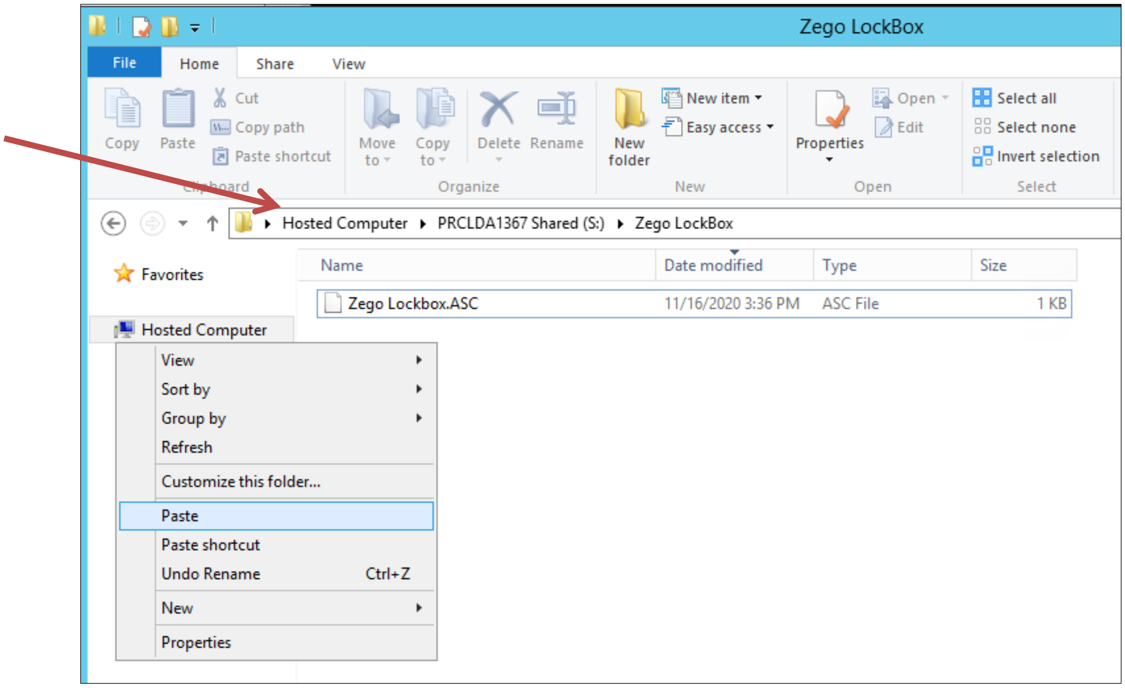
1. Right click on the file and choose Copy.



2. Log into the Cloud. Choose Windows Explorer from the menu.



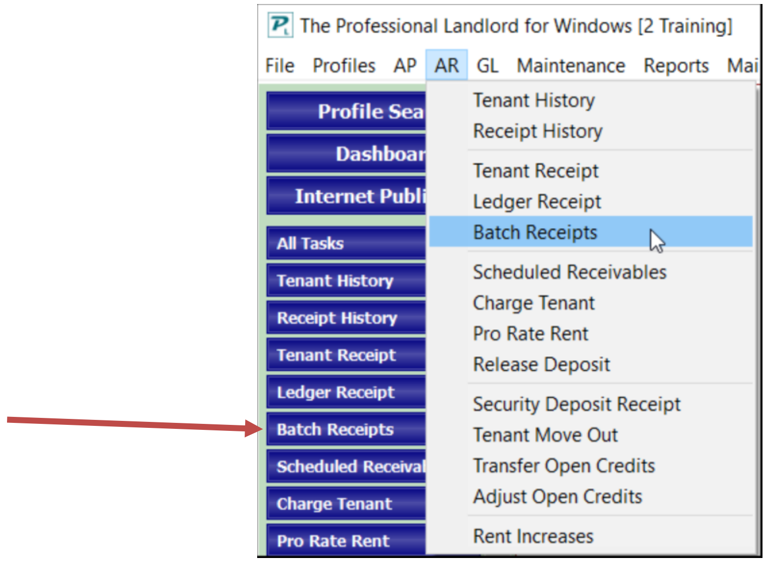
3. Browse to the folder you created on your S drive and open. Right click and choose Paste.



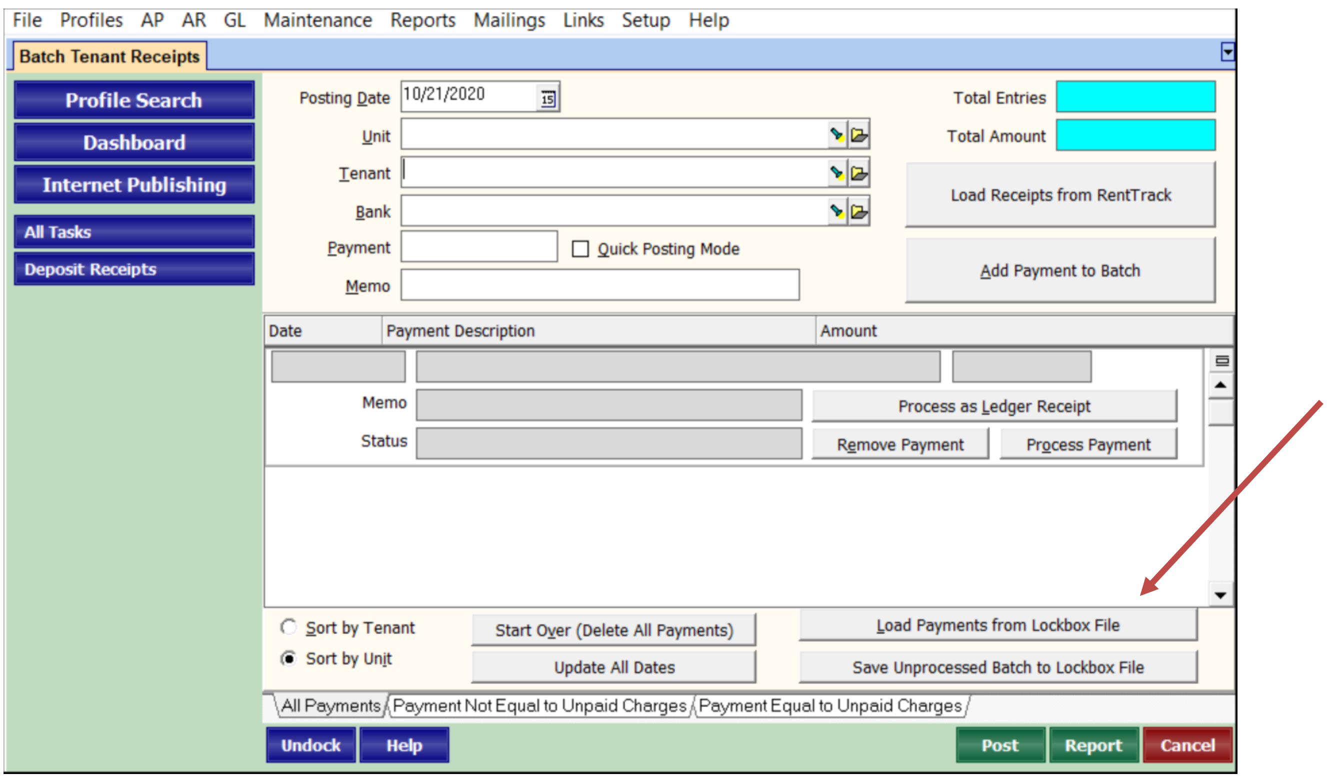
The file will then be available to you in Promas.

H. How to Load Receipts – Load Lockbox into Promas

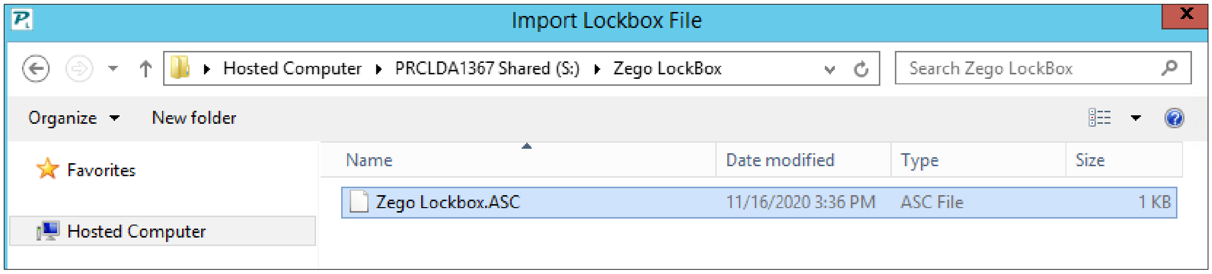
1. It can be loaded into Promas using the AR>Batch Receipts function.



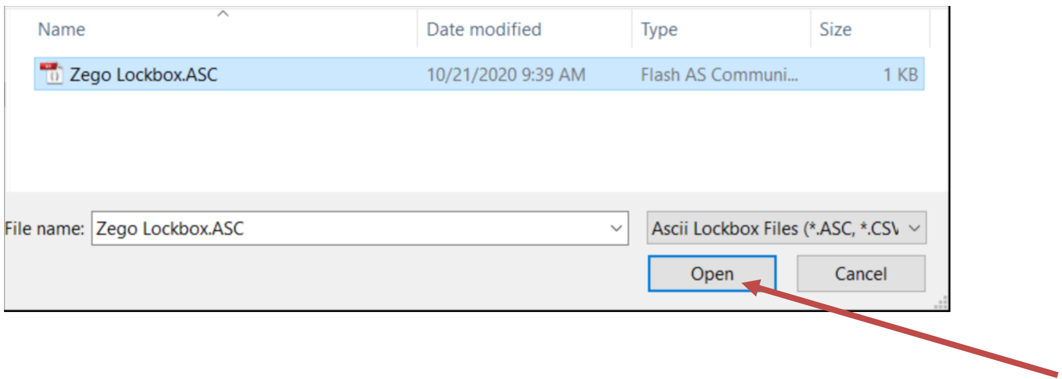
2. Click <Load Payments from Lockbox File>.



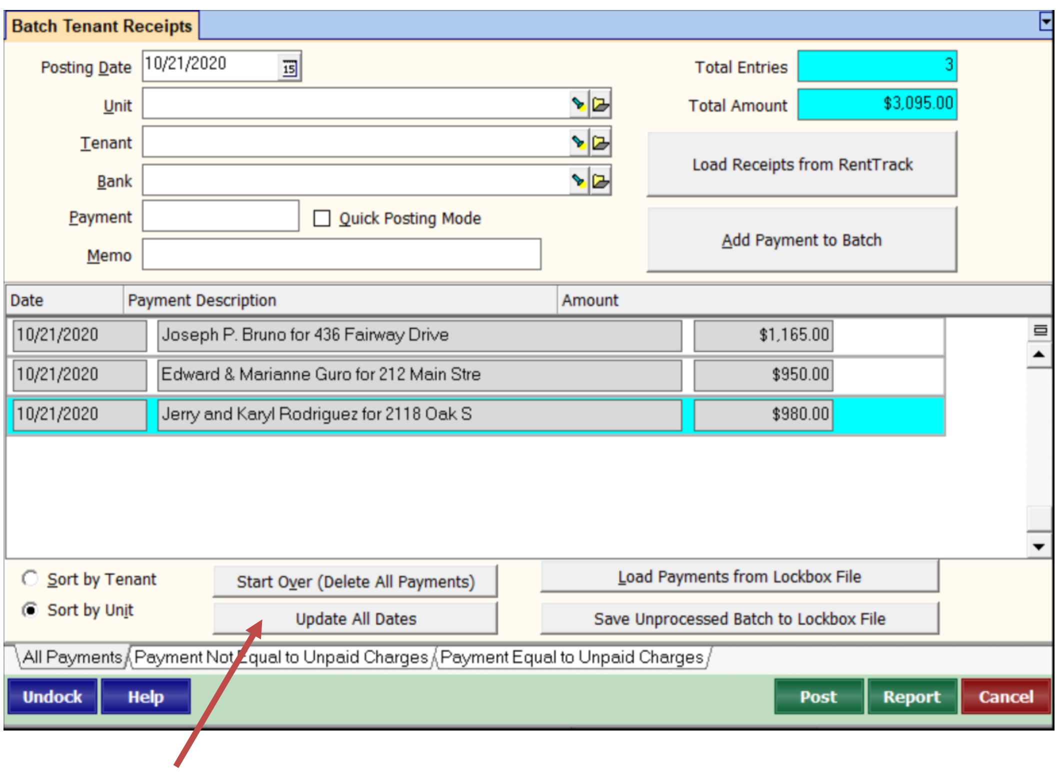
3. A screen will display that will allow you to browse to the location of the file you saved in step G3.



4. Highlight the file and click <Open>.

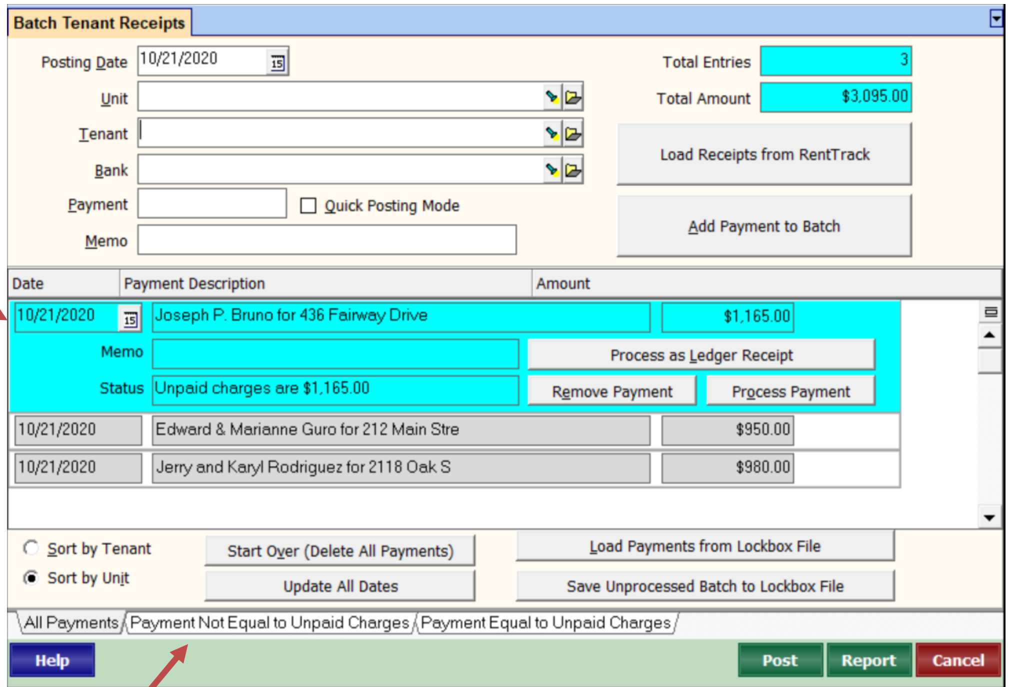


5. You will be returned to the Batch Receipts function with all the tenants and receipt amounts displayed.



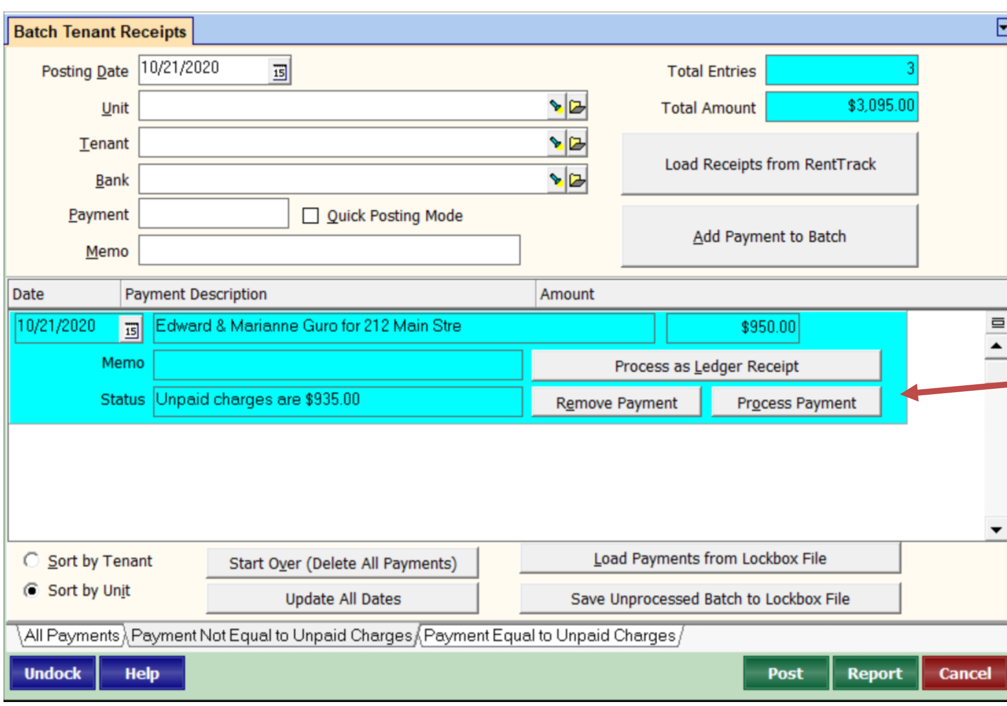
6. Clicking on the Update All Dates button will change the dates on the receipts to the date in the Posting Date field.

7. Clicking on a line will display additional information about balances.

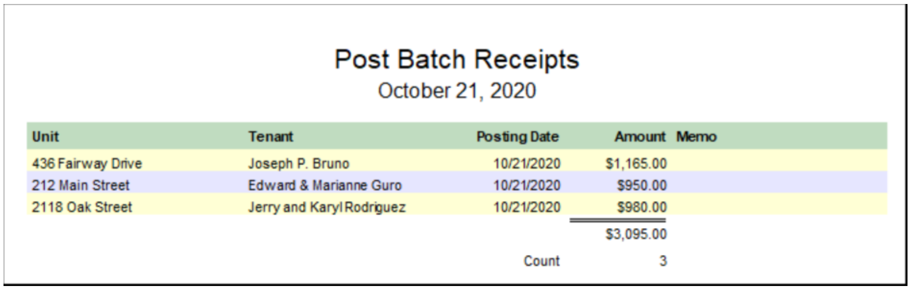


8. The tabs at the bottom can be used to display only the payments not equal to the unpaid charges, or those equal to the unpaid charges.

9. Payments that don't equal the unpaid charges can be viewed on the Payment Not Equal to Unpaid Charges tab. You can Remove Payment or Process Payment. If you click Process Payment you will be taken to the Tenant Receipt Screen where you can choose how to apply the money. You can also wait until the other payments have been posted.



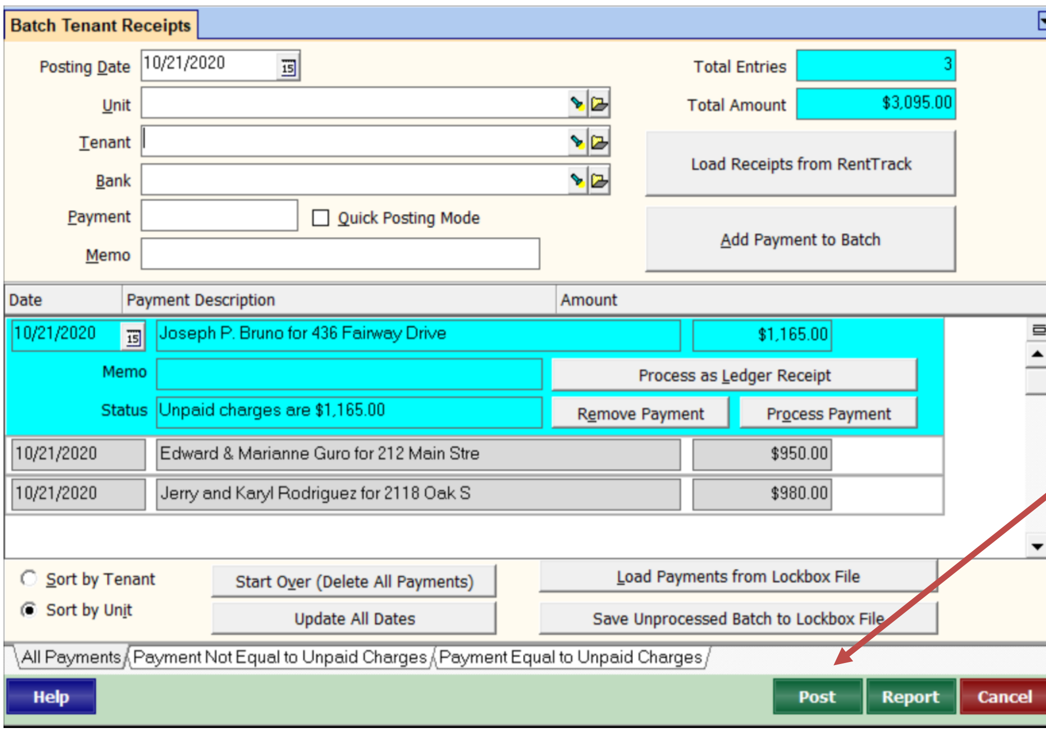
10. Click the <Report> button to print the report.



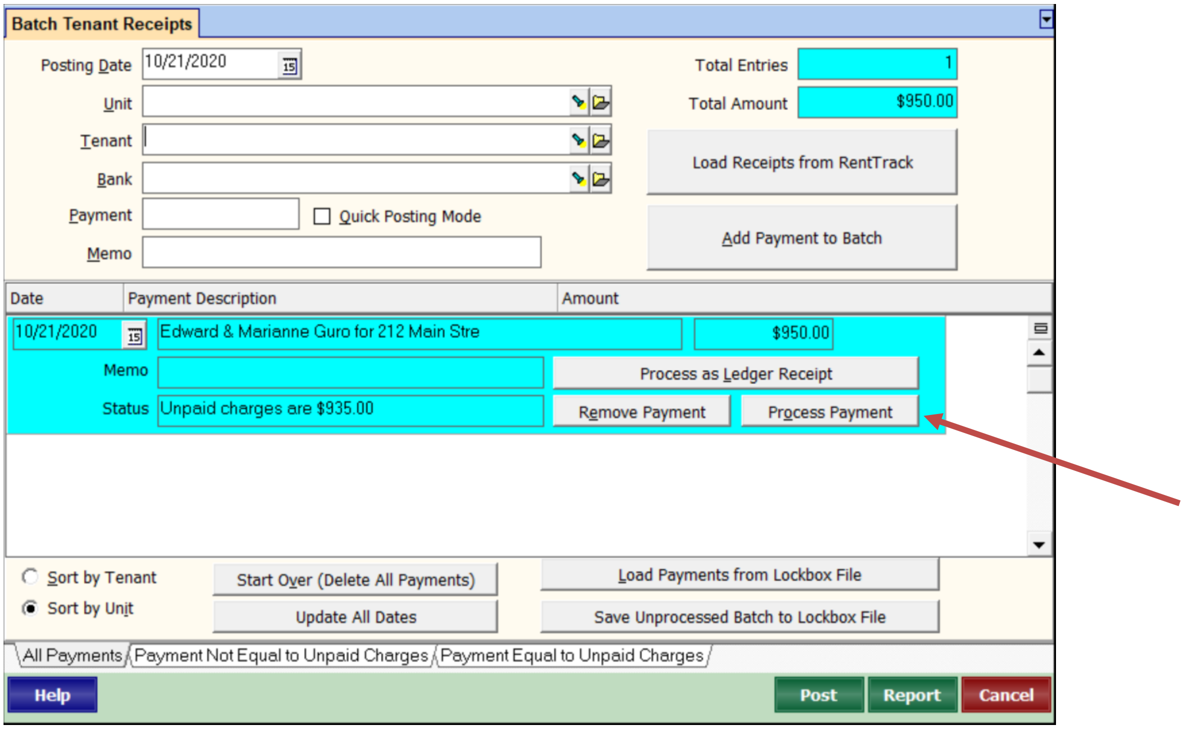
Post Batch Receipts
October 21, 2020

Unit	Tenant	Posting Date	Amount	Memo
436 Fairway Drive	Joseph P. Bruno	10/21/2020	$1,165.00	
212 Main Street	Edward & Marianne Guro	10/21/2020	$950.00	
2118 Oak Street	Jerry and Karyl Rodriguez	10/21/2020	$980.00	
			$3,095.00	
		Count	3	

11. Click <Post>. If you Post before processing those payments that don't equal the unpaid charges, they will remain in the Batch Tenant Receipt function so that you can process them at that time.



12. Click <Process Payment> for each line item left on the screen; make appropriate adjustments on the Tenant Receipt Screen; click <Post> and continue until finished.



12. Click the Deposit Receipts button to process the deposit.