

## CHANGES TO AUTOPAY PAYMENTS

AutoPay payments may be declined if payer does not have billing address on file.

**AutoPay customers** - You may receive this email if your AutoPay payment was declined:

[ Villa Krishna ]

---

**Autopay failed**

**Name** Ryan Gosling  
**Unit** myUnit  
**Address** 123 Bobkin Street apt.#51@1@\$  
 Toronto ON M6R 2L2  
**Property** Villa Krishna  
**Reason for failure** Your autopay could not be processed at the moment. Please contact your property manager for more information if you believe this is an error.

---

**Total:** \$0

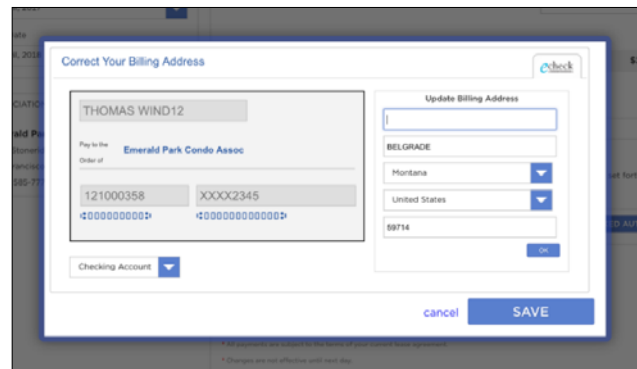
## HOW TO UPDATE PAYER BILLING ADDRESS

Below are examples of UI screens where you can update your payer billing address:

### Updating address for payment accounts:

1. Upon login select -> My Account -> Payment Accounts

This page lists all payment accounts:

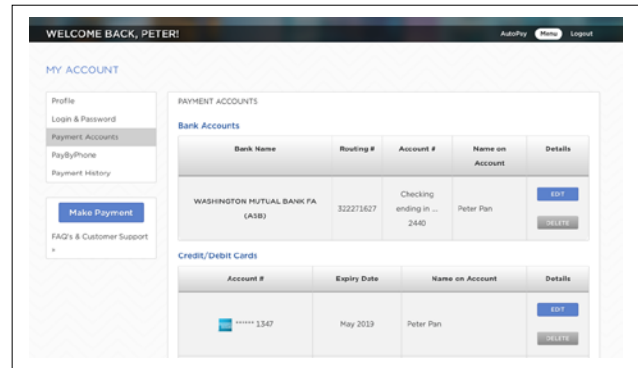


The screenshot shows a web interface titled "Correct Your Billing Address". It features a form with the following fields and options:

- Name:** THOMAS WIND12
- Pay to the Order of:** Emerald Park Condo Assoc
- Account Numbers:** 121000358 and XXXX2345
- Address:** BELGRADE
- State:** Montana (dropdown menu)
- Country:** United States (dropdown menu)
- Zip:** 59714
- Account Type:** Checking Account (dropdown menu)
- Buttons:** cancel and SAVE

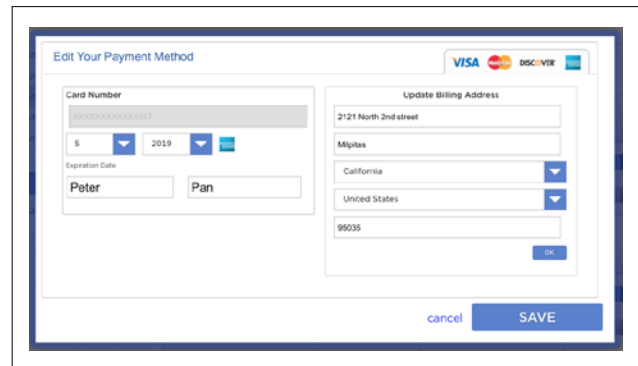
## HOW TO UPDATE PAYER BILLING ADDRESS

2. Click “Edit” in the billing address section of the pop-up screen.



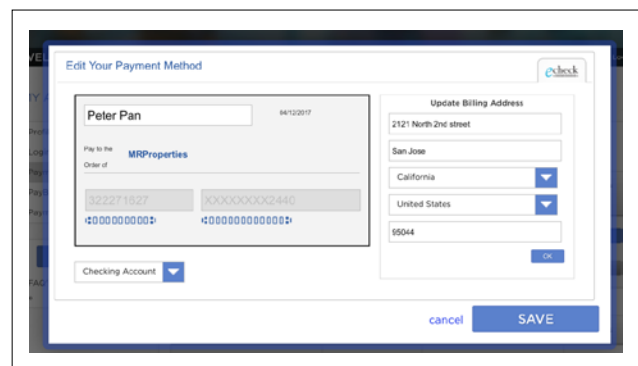
After entering billing address, click “Save” to update the address.

3. If payment method is a bank account the billing address can be updated as follows: Click “Edit” in the payment method screen. Click “Edit” in the billing address section of the pop-up screen.



After updating billing address click “Save” to save changes.

4. If there is more than one method of payment ensure all active payment methods are updated with the complete billing address.

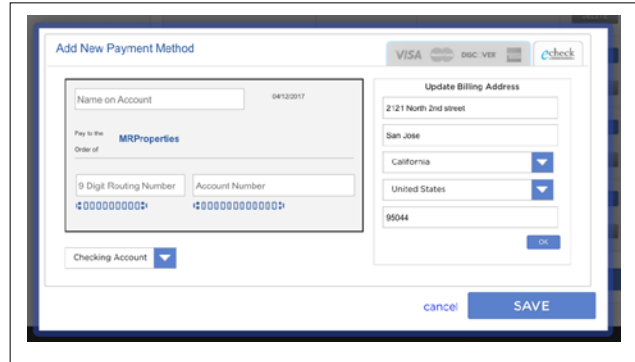


## HOW TO UPDATE PAYER BILLING ADDRESS

5. Adding new payment method: When you add new payment method, click “Edit” to update billing address. Once the billing address is updated, click “OK” to save the address.

Click “Save” to save the new payment method along with the billing address.

6. AutoPay payment failure notification: you shall be notified via email when AutoPay payments fail.



The screenshot shows a web form titled "Add New Payment Method". At the top right, there are icons for VISA, M/C, DISC, VISA, and echeck. The form is divided into two main sections: "Name on Account" and "Update Billing Address".

The "Name on Account" section includes a text input field with "0412017" next to it, a "Pay to the Order of" dropdown menu with "MRProperties" selected, and two input fields for "9 Digit Routing Number" and "Account Number", each with a small icon to its left.

The "Update Billing Address" section includes a text input field with "2121 North 2nd street", a dropdown menu for "San Jose", a dropdown menu for "California", a dropdown menu for "United States", and a text input field with "95044". There is a small "OK" button at the bottom right of this section.

At the bottom of the form, there is a "Checking Account" dropdown menu and a "cancel" button. A large blue "SAVE" button is located at the bottom right of the entire form.

\*If you have any questions please contact [CustomerService@YapStone.com](mailto:CustomerService@YapStone.com)