

InvenTrust Property Management LLC's Tenant Portal

InvenTrust Property Management's tenants are highly encouraged to use our new Tenant Portal system which is administered by VersaPay, a third party provider that works with other notable retail real estate landlords.

New users will receive an invitation from VersaPay to the email address that we have on file for your account to prompt your first sign-in to the Tenant Portal. The email will be generated from the host's email account: no-reply@versapay.com

If you do not receive an email please contact: support@versapay.com

How to access the Tenant Portal

- Click the link in your invitation email, which will take you straight to your account pages
- Go to www.InvenTrustProperties.com > Menu icon > Tenants > Tenant Portal
- Go to <https://secure.versapay.com/payables/inventrust/login>

Questions

How do I change the contact email address?

Contact your Property Manager to change the authorized email address. It will take approximately one to two business days for the information to be updated in VersaPay; after this time you will be able to access your information.

Why should I access my account?

You can register to access a real-time view of your account, download and print invoices, open disputes and inquiries and easily pay invoices directly via ACH. Soon you will also be able to submit required Sales Reports via the Tenant Portal.

How can I make a payment?

You can pay your invoice(s) by ACH from the portal once you add a password. In order to set up your bank account, you must first view your invoices, and you will then be able to add your bank account to pay for your invoices. The funds will be transferred via ACH from your bank account to the InvenTrust Property Management LLC bank account. Receipts for your payments are available upon payment processing and are also emailed to the authorized email for your records.

Can I set my account for auto payment?

Yes, once you have enrolled a bank account on the portal, you will have the option to auto-pay invoices.

Is it secure?

VersaPay has passed the most rigorous security testing from external auditors to verify their security level meets the highest industry standards. The systems are monitored and updated as needed to protect against any known security risks. In addition to the third party testing, VersaPay's internal security personnel use several risk assessment and security tools to monitor and maintain the security of their online systems. VersaPay is a certified PCI Level 1 Service Provider and is audited annually by its banking partners to ensure bank grade security compliance. All interaction with this service is done using the latest level of SSL encryption (TLS) and the systems are housed in a SSAE16 certified facility, meeting the highest standards of security and availability.

What if I forgot my password?

Go to the Tenant Portal login screen on the InvenTrust website. Use the link: "Forgot your Password" to reset your password.

Can I apply credits to outstanding charges?

Yes, click on invoices to pay and select any available credits you would like to apply to the current invoice.

General FAQs:

Access the resource site for the Tenant Portal at: <https://arc.versapay.com/sparc-resource-centre/>

For additional questions on accessing and navigating the portal please contact VersaPay at support@versapay.com or via the Versapay Support Line: 866.999.8729. For account specific questions, contact your Property Manager.

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