

Online Lease Renewal – Frequently Asked Questions

To assist customers who are renewing their leases online, we have compiled a list of frequently asked questions regarding the renewal of your lease.

Question 1: I've tried logging on several times and have been unsuccessful. What is my next step?

Answer: There are several reasons why you may be having difficulty. First, did you sign up for online renewal and provide us with a valid email address in February? If not, we won't have your valid contact email address and this will prevent you from renewing online. Also, some lease customers have had difficulty with passwords at login. Please contact your area lease administrator via email for assistance.

Question 2: I've renewed my lease and sent in my payment but the web site still shows my lease as unpaid. Is this a problem?

Answer: No, this is normal. Due to the volume of payments we're processing it may take a week or longer for us to process your payment and update the status of your lease to paid. This in no way reflects the timeliness of your payment, and you will not be penalized if the postmarked date of your mailed payment meets our due date.

Question 3: How do I renew my lease online?

Answer: Below are instructions to get you started (you may want to print these directions for use as a reference):

1. First, point your internet web browser to the Plum Creek Recreation web site at: <http://www.plumcreek.com/recreation/leaseholders.php>. This link opens the "**Plum Creek Existing Customer Login**" page. If you have already set up your account, skip to step #2 below now. If you have not already set up your account, please do so now using the instructions from the email sent to you. Alternatively, you can get help by opening the "*Member Login Fact Sheet*" using the special link on the "**Plum Creek Existing Customer Login**" page.
2. Log into your account using the User Login fields on the left side of the page. The "**Club Information**" page will open upon successful login.
3. Click on the "**Pending Lease(s)**" tab to see information about all pending leases available to your club. In the section labeled "**Lease Documents**" (at the bottom of the page), you will find a selection of available documents including the lease contract, map and invoice.
4. First, open the **Contract** document & print it.
5. Follow the instructions on the first two pages (cover letter) of the Contract Document to successfully complete your online renewal.

Question 4: The renewal letter refers to updating an enclosed membership document but I didn't get one with my papers. What do I do? Is this important?

Answer: Please attach a page listing any changes to your membership from the previous year. You can also make updates to your lease membership list online when you log into your lease account at www.plumcreekrecreation.com. This is very important because your lease insurance coverage is dependent on Plum Creek having current and updated names and mailing addresses for all of your lease members.

Question 5: How do I make an online payment after I've renewed my lease online?

Answer: Online payments are not an option for the 2008/2009 renewal process. Please mail a cashier's check or money order payment with your exhibit invoice copy to the appropriate address.

Question 6: Where do I send my payment?

Answer: Send your payment to the name and address showing at the top right-hand corner of the first page of your lease renewal documents – located just below the Plum Creek logo at the very top of the page. This will be either Pam Banes in Pearl, Mississippi, or Amy Ellis in Athens, Georgia. Make sure your payment is postmarked by the due date on your invoice to avoid possible cancellation of your lease.