



**Alliance Association Bank®**

A division of Western Alliance Bank. Member FDIC.

---

# **Homeowner's Portal – Online Payment Site Guide**

---

April 2020

# Overview

## Welcome!

Welcome to Alliance Association Bank (AAB), a division of Western Alliance Bank, Member FDIC. We are looking forward to working with you and building a dynamic partnership. The information in this guide will assist you with processing payments through the Alliance Online Payment Site, including:

- Making a scheduled payment on a monthly, quarterly, semi-annual or annual basis.
- Scheduling a one time payment for a future date, for homeowners who have setup a user profile.
- Canceling a transaction that is in a pending status within the user profile.
- Viewing all payment related notifications within the user profile.
- Opting to store and pay with multiple checking and savings accounts within a single user profile.

## Homeowner's Online Payment Site Portal

The Homeowner's Online Payment Site Portal is a payment management system that enables homeowners to effectively make payments, manage profile information, create and edit user information.

## General Information

This user guide shows new and returning users how to navigate the Homeowner's Online Payment Site Portal. Users will be guided on how to:

- Set up an account.
- Set up scheduled payments.
- Add a payment method.
- Make and/or cancel payments.
- Manage profile information.
- View payment history.

The Homeowner's Online Payment Site Portal can be accessed from any personal computer, tablet or mobile device through Internet Explorer or Google Chrome, but Google Chrome is recommended for optimal user experience. Please access your Management Company or Association website to reach the Homeowner's Online Payment Site Portal.

The homeowner must have:

- Coupon, statement or letter from Management Company or Association with the Management Company ID, Association ID, and Property Account Number.
- Valid credit/debit card or routing and account number.
- Active connection to either a wi-fi or mobile network.

Please feel encouraged to contact us at **(844) 739-2331** or [payments@allianceassociationbank.com](mailto:payments@allianceassociationbank.com) with any questions.

### **Contact Information**

**(844) 739-2331**

**[payments@allianceassociationbank.com](mailto:payments@allianceassociationbank.com)**

**[www.allianceassociationbank.com](http://www.allianceassociationbank.com)**

## ***Table of Contents***

Terminology .....	4
Welcome Screen .....	5
New Users – Setup Account .....	6
User Dashboard .....	7
Setup Scheduled Payments.....	8
Make a Payment.....	12
Cancel a Payment .....	14
Payment Methods.....	14
Manage My Properties.....	15
Review Payment History.....	15
Notifications Overview .....	16
My Profile.....	16
Payment Options as a Guest .....	17
Debit/Credit Card Payment .....	17
Navigating the Debit/Credit Card User Portal .....	23
eCheck Payment.....	26

## ***Terminology***

- **ACH:** Automated clearinghouse.
- **ACH Entry:** An order or request for withdrawal of money from Deposit Account of Homeowner.
- **Association:** The applicable HOA, a management company on behalf of the applicable HOA, or a management company on behalf of another legal entity for the purpose of collecting Assessments.
- **Assessment(s):** Dues, assessments (periodic and special), and Other Amounts due from Homeowner to Association.
- **Bank:** Alliance Association Bank, a division of Western Alliance Bank.
- **Business Days:** Monday through Friday, excluding Saturdays, Sundays, bank holidays, and any other day that Bank chooses or is required by law to be closed.
- **CC&R:** The Declaration of Covenants, Conditions, and Restrictions applicable to Homeowner's property.
- **Card:** A credit or debit card validly issued by one of the major card networks including but not limited to Visa U.S.A. Inc., MasterCard International Incorporated, DFS Services LLC or American Express Travel Related Services Company, Inc.
- **Card Transaction:** A charge to Homeowner's Card account.
- **Deposit Account:** A consumer checking (demand deposit) or savings account at a financial institution with an ABA routing number.
- **Effective Entry Data:** The Business Day specified by Homeowner on which it intends to settle the ACH Entry.
- **HOA:** Homeowners' association.
- **Homeowner:** Each person subscribing to Service, and each person who uses Service provided hereunder with the permission of the subscriber.
- **Other Amounts:** Any fixed or variable dollar amount including, but not limited to late fees, fines for CC&R violations, or charges for ancillary services.
- **Property Account:** Certain account established by an Association on its records for the purpose of tracking Assessments.
- **Service:** The Bank's online payment service.
- **Terms and Conditions:** These Online Payment Service Terms and Conditions, as may be amended by Bank from time to time.

## Welcome Screen

When a user first accesses the Alliance Association Bank website they will be brought to a **Welcome Screen** which allows:

- Returning users who have previously created an account may login using established credentials.
- New users who have not previously created an account will need to setup a profile by clicking *Setup Account*.
- If users would like to process a one time payment without creating an account, required information includes:
  - Management Company ID
  - Association ID
  - Property Account Number

The screenshot shows the Alliance Association Bank Welcome Screen. At the top left is the logo and a 'Welcome' banner. On the top right, contact information is displayed: '1-301-456-7890' and '1-301-967-6543', with a 'Contact Us' link. The main content area is divided into three sections: 'Returning Users', 'New Users', and 'One Time Payment'. The 'Returning Users' section has input fields for 'Email Address' and 'Password', followed by password requirements (8+ characters, mixed case, number, symbol), a 'Remember me' checkbox, and 'Login' and 'Forgot password?' links. The 'New Users' section has a 'Setup Account' button and a brief description. The 'One Time Payment' section lists required information (Management Company ID, Association ID, Property Account Number) and offers 'eCheck Payment' and 'Debit/Credit Card Payment' options. Annotations with callouts provide additional context: 'Company's contact information will appear here.' points to the contact info; 'Company can customize verbiage here.' points to the main content area; 'Password specifications will turn green as they are met.' points to the password requirements; 'Register to maintain payment history, manage payment methods, properties, and view email notifications.' points to the 'Setup Account' button; 'A one time eCheck payment will not maintain payment history.' points to the 'eCheck Payment' button; and 'A one time credit/debit card payment will include fees for' points to the 'Debit/Credit Card Payment' button.

Company's contact information will appear here.

1-301-456-7890  
1-301-967-6543

Contact Us

Welcome

Company can customize verbiage here.

### Returning Users

Email Address

Password

- ✗ Use 8 or more characters
- ✗ Use upper and lower case letters (e.g. Aa)
- ✗ Use a number (e.g. 1234)
- ✗ Use a symbol (e.g. @#%)

☐ Remember me

Login

Forgot password?

### New Users

Setup Account

Set up an account to retain payment history and schedule payments.

### One Time Payment

To make one-time payment, please make sure you have the information below available:

- Management Company ID
- Association ID
- Property Account Number

eCheck Payment

Debit/Credit Card Payment

Payments must be received by 4:00 PM Pacific Standard Time processing.

Processing will complete within 4 business days.

Register to maintain payment history, manage payment methods, properties, and view email notifications.

Password specifications will turn green as they are met.

A one time eCheck payment will not maintain payment history.

A one time credit/debit card payment will include fees for

## New Users – Setup Account

New users will be directed to the **Setup Account** page which will allow them to:

- Create a new profile by clicking **Setup Account** on the **Welcome Screen**.
- Enter the required information (see image below).
- Once completed, click **Setup Account** at the bottom of the page.

**Setup Account**

**Personal Information**

First Name:  Last Name:  Phone Number:

Email Address:  Re-enter Email Address:

**Login Information**

Password:  Re-enter Password:

✗ Use 8 or more characters  
✗ Use upper and lower case letters (e.g. Aa)  
✗ Use a number (e.g. 1234)  
✗ Use a symbol (e.g. @#5)

**Security Questions**

Security Question 1:  Security Question 2:  Security Question 3:

I can access and have read the **CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC RECORD AND SIGNATURE DISCLOSURES** document and the **TERMS AND CONDITIONS** document; and I can print on paper the disclosures or save or send the disclosures to a place where I can print them, for future reference and access; and Until or unless I notify AAB at 888-24-4567, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, and communications that are required to be provided or made available to me during the course of my relationship with you.

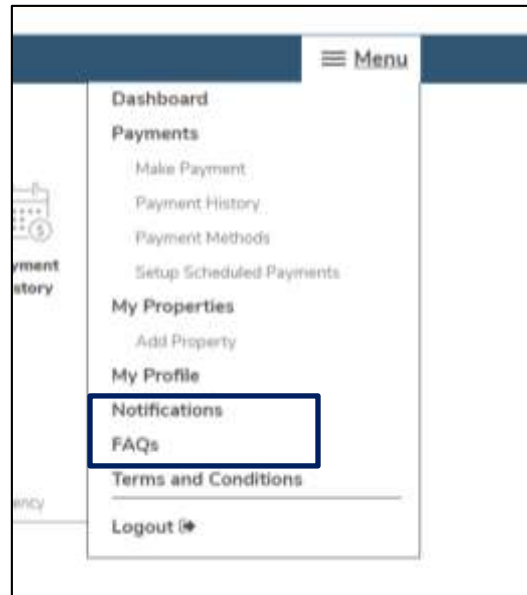
**Callout 1:** Security questions will only be used to verify user identity when users call in to payment support.

**Callout 2:** Users can click the E-sign Disclosure and the Terms & Conditions to read, save, and/or print.

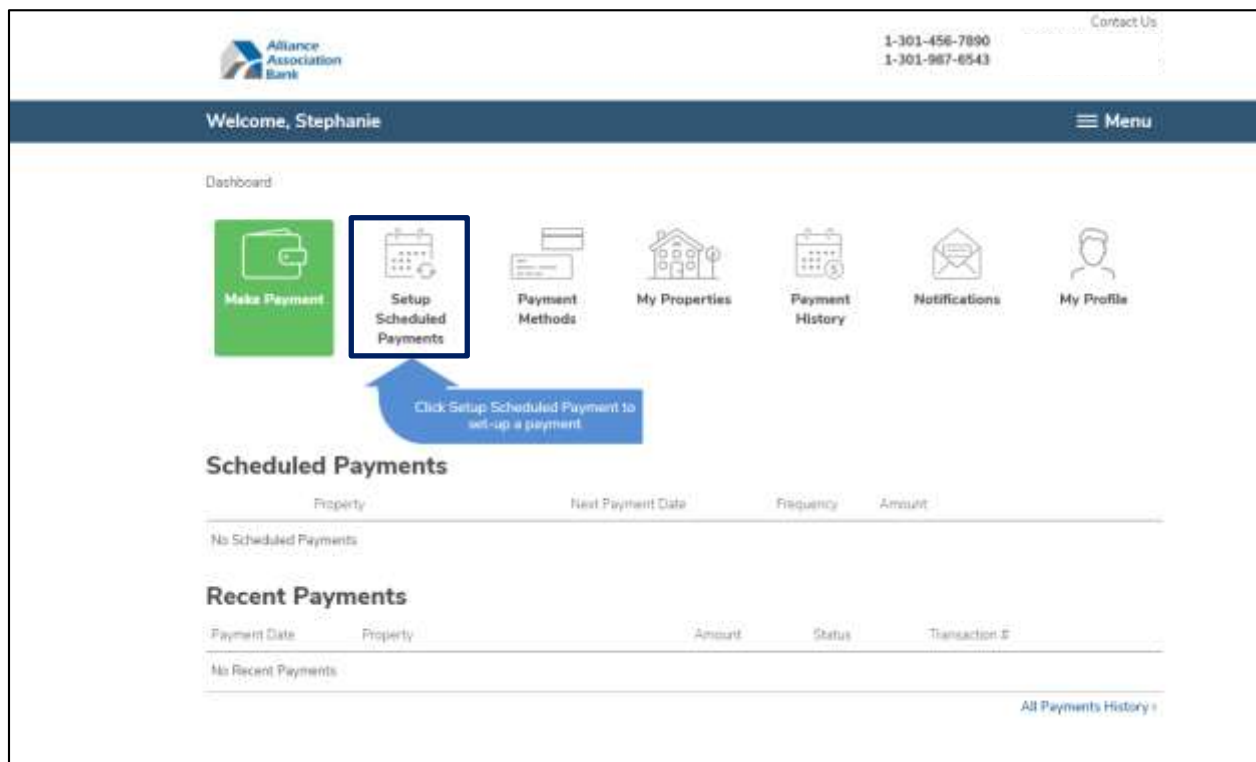
## User Dashboard

When new and existing users log in, the **User Dashboard** shows all available options within the user profile.

- The **Dashboard Menu** contains items from the dashboard in a drop down, including a link to the portal FAQs and Terms & Conditions.



- As a first time user, a blue arrow will guide users to **Setup Scheduled Payments**.



## Setup Scheduled Payments

- **Setup Scheduled Payments** will walk users through setting up a scheduled payment based on a frequency of choice.
- If there are no properties or payment methods established for the profile, users can add them by clicking on the links shown below.

### Payment

Select a Property:

Please add a Property First ▼

+ Add a Property

---

Select a Payment Method:

Please add a Payment Method First ▼

+ Add a Payment Method



- The payment type will automatically default to the **Scheduled Payment** tab, however, users may toggle between **Scheduled Payment** and **One Time Payment**. Users can make a scheduled payment on a monthly, quarterly, semi-annual or annual basis.
- The **End Date** defaults to *No End Date*, however, users have the ability to establish an end date.

The screenshot shows a web form for setting up a scheduled payment. At the top, there are two tabs: "One Time Payment" and "Scheduled Payment", with the latter being the active tab. Below the tabs, there is a section for "Fixed Amount \$" with a text input field showing "\$0.00". A disclaimer text is present below this field: "Specify the dollar amount you authorize on the date selected. You acknowledge and agree that, your Association may update, however, is not required to update your payment amount when a new assessment fee is assigned by the Association. You are solely responsible for verifying and ensuring the payment amount is sufficient to keep your Property Account current." Below this, there are two rows of input fields: "Fee per payment:" and "Payment Total:", both showing "\$0.00". Further down, there is a "Frequency:" label followed by a dropdown menu currently set to "Monthly". At the bottom, there are two date selection fields: "Date of First Payment:" (showing "10/17/2018") and "End Date of Scheduled Payment (Optional):" (showing "No end date"). At the very bottom, there are two buttons: "Cancel" and "Review Payment".

- Management Companies can set a predefined value for the following fields when a user is setting up a Scheduled Payment
  - Payment Amount
  - Payment Frequency
  - Date of First Payment
- If the Management Company charges an eCheck fee for Scheduled Payments, it will be displayed as "Fee Per Payment" under the Fixed Amount and is included in the Payment Total. This fee will be charged each time a payment is processed in the schedule.

- If the Payment Amount and/or Payment Frequency is predefined, the use will not be able to edit these field

☒ Fixed Amount: \$

*Specify the dollar amount you authorize on the date selected. You acknowledge and agree that, your Association may update, however, is not required to update your payment amount when a new assessment fee is assigned by the Association. You are solely responsible for verifying and ensuring the payment amount is sufficient to keep your Property Account current.*

**Payment Total:**

---

Frequency:

- If the Date of First Payment is predefined, the user will only be able to start their payment on the predefined date

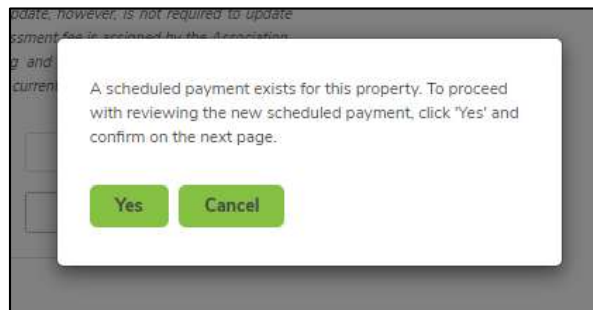
**Payment Total:**

---

---

End Date of Scheduled Payment (Optional):

- If a recurring payment already exists for the chosen Property, a popup is displayed warning the user that completing the action may result in a duplicate payment. The user can either click *Cancel* and be routed back to the dashboard, or click *Yes* and proceed with the payment.

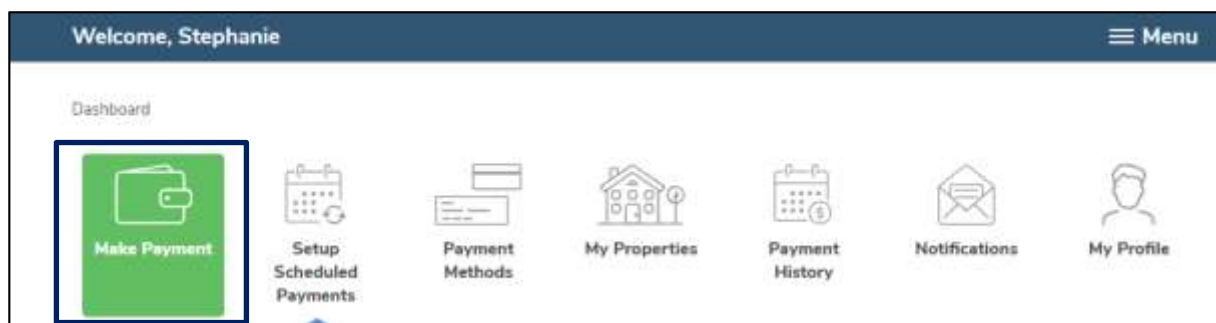


- Once the payment is reviewed and confirmed, it will be presented under **Scheduled Payments** on the **User Dashboard**.

Scheduled Payments				
Property	Next Payment Date	Frequency	Amount	
No Scheduled Payments				
Recent Payments				
Payment Date	Property	Amount	Status	Transaction #
No Recent Payments				
<a href="#">All Payments History &gt;</a>				

## Make a Payment

Selecting *Make Payment* from the **User Dashboard** allows a setup of a one time payment or scheduled payment. By default, the payment type will be set to one time.



The screenshot shows the 'Make Payment' form. At the top, there are two toggle buttons: 'One Time Payment' (which is selected and highlighted with a blue box) and 'Scheduled Payment'. A callout box with a blue border and a pointer to the toggle buttons contains the text: 'Toggle between Scheduled or One Time payment.' Below the toggle buttons, there is a 'Payment Amount:' label followed by a text input field containing '\$0.00'. Below that, there is a 'Payment Date:' label followed by a date input field containing '10/17/2018' and a calendar icon. At the bottom of the form, there are two buttons: 'Cancel' and 'Review Payment' (which is green). Below the buttons, there is a note: 'Payments must be received by 4:00 PM Pacific Standard Time for current day business. Processing will complete within 4 business days.'

One Time Payment

Scheduled Payment

Payment Amount:

\$0.00

Fee:

\$10.00

**Payment Total:**

\$10.00

Payment Date:

01/10/2020

Cancel

Review Payment

Payments must be received by **4:00pm Pacific** to begin processing today.

Payments received after 4:00pm Pacific may take up to 4 business days to be completed if the payment date falls on a weekend or Holiday.

In most cases, payments are processed within 1-2 business days.

- If the Management Company charges an eCheck fee for One Time Payments, it will be displayed as “Fee” under the Payment Amount and is included in the Payment Total.

## Cancel a Payment

Users can cancel a payment from the **User Dashboard** if the payment has not yet been pulled for processing and reflects a 'Pending' status.

- If the cancel option is not available, the payment has already begun processing and cannot be canceled.

Property	Next Payment Date	Frequency	Amount
No Scheduled Payments			

Payment Date	Property	Amount	Status	Transaction #
10/17/2018	5101 Coach Drive	\$10.00	Pending	20000007

[All Payments History >](#)

## Payment Methods

A user may view or delete any existing payment methods as well as add new methods of payment.

- To add or delete payment methods, click *Payment Methods* from the **User Dashboard**.
- Users can add payment details by selecting *Add Payment Method*. This will require user routing and account information.

**Add Payment Method**

[Back Account](#)

**Payment Information**

Account Type  
☒ Checking ☐ Savings

Name on Account  
required field

Routing Number  
required field

Account Number  
required field

Re-enter Account Number  
required field

[Back to Dashboard](#) [Cancel](#) [Add Payment Method](#)

Please be sure that the check number is **not included** when entering the account number. The check number appears at the top right corner of the check and at the end of the account number on the bottom right.

## Manage My Properties

- The Homeowner's Online Payment Site Portal allows users to add, edit, or delete a property. Click *My Properties* from the **User Dashboard** to get started.
  - Management Company ID, Association ID, Property Account Number are required fields which can be gathered from the coupon, statement or directly from the Management Company.
  - **Note: Leading zeros are not required and will be ignored.**
  - Nickname (optional) is used to help differentiate between properties.

Dashboard » Payment » Add Property

### Add Property

Management Company ID (A)  
required field

Association ID (B)  
required field

Property Account Number (C)  
required field

Property Nickname (optional)  
Creating a property nickname may help to differentiate multiple properties.

Back To Dashboard Cancel Add Property

Nickname defaults to property address if left blank.

## Review Payment History

- **Payment History** provides the ability to view and search through all transactions, including cancelled and returned payments (also includes one time payments made outside of the profile using the same email address).
  - Users have the ability to search by Property, Date, Amount, Status or Transaction Number.

### Payment History

Property: All  
Date: Search Payment Date Range  
Amount: Search Amount Range  
Status: All  
Transaction #: Items per page: 20  
Go

Payment Date	Property	Amount	Transaction #	Status
--------------	----------	--------	---------------	--------

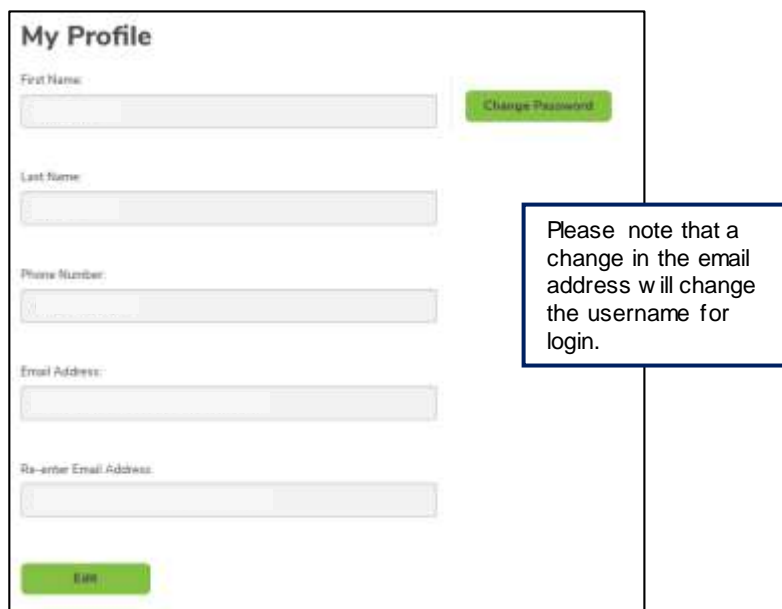
Nothing found for this search.

## Notifications Overview

- **Notifications** will reflect the correspondence that have been sent to the email address registered with the profile.
  - Notifications include: Payment reminders, confirmation of payments, return notices, changes made to the profile, password resets, and change in payment schedule.

## My Profile

- **My Profile** allows users to edit/update name, phone number, email address and password information.



The screenshot shows a web form titled "My Profile". It contains five input fields: "First Name:", "Last Name:", "Phone Number:", "Email Address:", and "Re-enter Email Address:". To the right of the "First Name" field is a green button labeled "Change Password". At the bottom left of the form is a green button labeled "Edit". A blue-bordered callout box with a line pointing to the "Email Address" field contains the text: "Please note that a change in the email address will change the username for login."



## Payment Options as a Guest

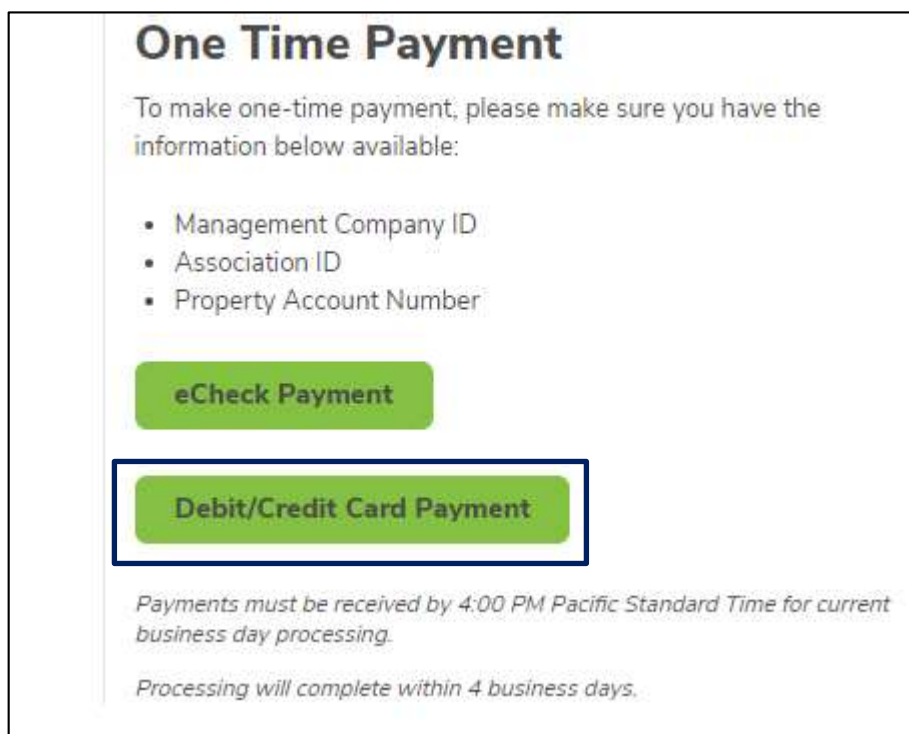
Users can select to make payments in the following manner from the **Welcome Screen**:

- One Time Debit/Credit Card Payment
- One Time eCheck Payment

Information is also provided below on how to navigate the Debit/Credit Card User Portal.

### Debit/Credit Card Payment

- Make a one time credit or debit card payment by selecting *Debit/Credit Card Payment* on the **Welcome Screen** at the bottom right.



**One Time Payment**

To make one-time payment, please make sure you have the information below available:

- Management Company ID
- Association ID
- Property Account Number

**eCheck Payment**

**Debit/Credit Card Payment**

*Payments must be received by 4:00 PM Pacific Standard Time for current business day processing.*

*Processing will complete within 4 business days.*

- Click *Proceed* on the following screen to acknowledge that a fee will be assessed at the time of the payment.



**Pay by Credit Card**

Alliance Association Bank has contracted with a third party vendor to jointly provide you with a safe and secure credit card payment system for your convenience. **A fee will be charged for each assessment payment made using this credit card payment system.** Please contact Alliance Association Bank with any questions or issues in the use of the following site.

**PROCEED**

- The next screen will require that the user's Management Company ID, Association ID, Property Account Number and Email Address are entered. Select *Search*.
  - If property information and email address match a prior payment, the search results will reflect the user's found property. Select the found property and the option to *Register*.

### Find Your Account #

John Smith      Account Number: 12345      Date Due: Jan 1, 2018      Amount Due: \$199.99

Homeowners Association Name: HOMEOWNERS ASSOCIATION NAME      New Due Date: Jan 15, 2018

Please make check payable to your Association and be sure to use the return envelope provided.

Homeowners Association  
c/o Management Company Processing Center  
P.O. Box 000000  
Las Vegas, NV 89100

0000 00000A 0000000000012345 SMITH0000000 39999 7

Property Account # (3)  
Association ID (2)  
Management Company ID (1)

Please enter the following information found on your payment coupon using the example above.

Property Account Numbers are unique and separate payments must be submitted for each payment obligation or payment type, or if you are paying for more than one property.

Payments may take up to five business days to process and post to your account. We recommend all payments be submitted at least five business days before the due date indicated on your invoice or coupon to avoid late charges.

(1) Mgmt Co ID

(2) Assoc ID - Without Leading Zeros

(3) Property Account #

Email

SEARCH

[Already Registered? Login Here](#)

**Found 1**      [Search Again](#)

---

**Username:**      Registered

2

[Create a new account](#)

- On the registration page, users will enter property details unless prepopulated.
  - A user's First Name, Last Name, Email and Mobile Phone are required fields.
  - A user's Email will be prepopulated if a previous payment was made.
- Verify the information represented is accurate and enter a 4 Digit PIN number of choice. This PIN number will be used when accessing the user profile in the future.
- Payment reminders are set up by default to occur the 1<sup>st</sup> of every month. Modify the reminder date, frequency, and type (email or text) prior to registration. If no mobile phone number is provided, text will **not** be an option.

### Make a Payment

**Daily Review**

**Association ID:** DAY

**Management Company ID:** 6708

[Already Registered? Login Here](#)

**Property Account #**

1

**First Name**

**Last Name**

**Email**

**Mobile Phone**

(000) 000-0000

**Create a Simple 4 Digit Pin For Your Security**

**Set up your payment reminders.**

**Frequency**

Monthly ▼

**Reminder Day**

1 ▼

☒ **Email me a Payment Link**

☐ **Text me a Payment Link**

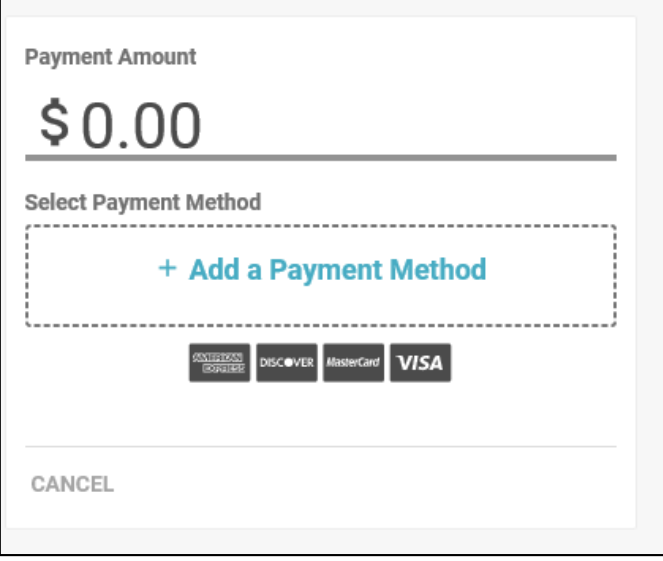
**CONTINUE**

Users will enter property details unless prepopulated.

Create a unique 4 Digit PIN. This PIN number will be used when accessing the user profile in the future.

Payment Reminders are set up by default to occur on the 1<sup>st</sup> of every month. Modify the reminder date, frequency, and type (email or text) prior to registration. If no mobile phone number is provided, text will **not** be an option.

- The payment page will be presented along with a previously used payment method, if available.
- Enter the payment amount and choose a payment method or select *Add a Payment Method*. If multiple properties exist, these will be presented to the user with associated payment methods.



The screenshot shows a payment interface. At the top, it says "Payment Amount" followed by "\$ 0.00" in a large font. Below this is a horizontal line. Under the line, it says "Select Payment Method". There is a dashed rectangular box containing the text "+ Add a Payment Method" in blue. Below this box are four logos for payment methods: AMERICAN EXPRESS, DISCOVER, MasterCard, and VISA. At the bottom left of the form is a "CANCEL" button.



The screenshot shows a list of properties under the heading "Found 2". There is a "Logout" link in the top right corner. The list contains two items, each with a "Daily Review" link and an "Account #" link. The first item has "Account # - 2" and the second has "Account # - 5". Two blue arrows point from a text box on the right to these two account numbers.

If multiple properties exist, these will be presented to the user with associated payment methods.

- When adding a payment method, the name on the payment profile is prepopulated. Enter the **Card Number** and **Zip Code**. Select *Save Payment Method*.

Cardholder Name

Card Number

Expiration Date

Zip Code

**SAVE PAYMENT METHOD**

AMERICAN EXPRESS DISCOVER MasterCard VISA

- Credit Card Fee Info -  
A 3% service fee will be applied at the time of payment.

[BACK](#)

- If an account exists, user will be presented with saved payment method details.

Payment Amount

**\$0.00**

Select Payment Method

**VISA** Credit Card # xxxx  
Exp: 10/20 - Fee: 3%

Enter CVV

Add New Payment Method

**NEXT - REVIEW PAYMENT**


AMERICAN EXPRESS DISCOVER MasterCard VISA

[CANCEL](#)

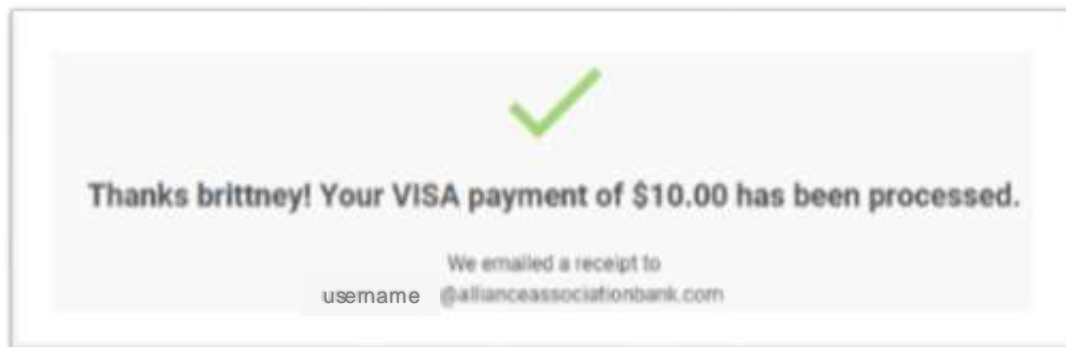
- Prior to confirming the payment, the payment amount plus the convenience fee is presented along with the payment total. Review the payment details and select *Confirm* to submit the payment.

Payment Type:	Payment
Payment Amount	\$5.00
Debit Card Fee	\$5.00
<b>Total</b>	<b>\$10.00</b>
Pay Method	Visa Debit Card #

**CONFIRM**

 This is a Secure Payment  
By clicking confirm you agree to the [terms](#).

- A confirmation page will be presented and emailed to the email address associated with the user profile.



- When making a payment by card in the future, select *Already Registered? Login Here* from the **Make a Payment** page. Users will be prompted to enter an email address and the 4 Digit PIN created.
  - Within the Portal, users can make a payment, view payment history, maintain payment methods, change personal information, and view payment notifications.

The screenshot shows a login form with the following elements:

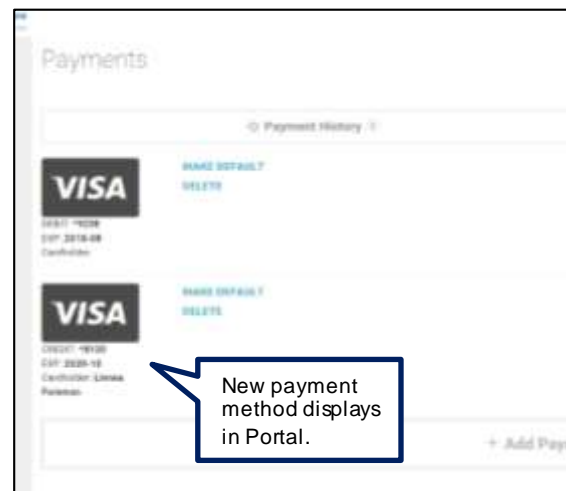
- Title:** Enter your Email and 4 digit PIN to login to your Portal
- Email Address:** A text input field with a red border and a red error message "Email is required" below it.
- Enter Your 4 Digit Pin:** Four square input boxes for the PIN.
- LOGIN:** A blue button.
- Remember Email:** A checked checkbox.
- RESET MY PIN:** A link below the login button.

### ***Navigating the Debit/Credit Card User Portal***

- Users will be prompted to enter an email address and 4 Digit PIN (as shown in the previous screenshot). All properties registered with this information will appear.
  - If a user has multiple properties, select the property to review by clicking on it.
- Once a selection has been made, users can access **Payment History**, **Payment Methods**, **My Settings**, and **Notifications** in the Portal.

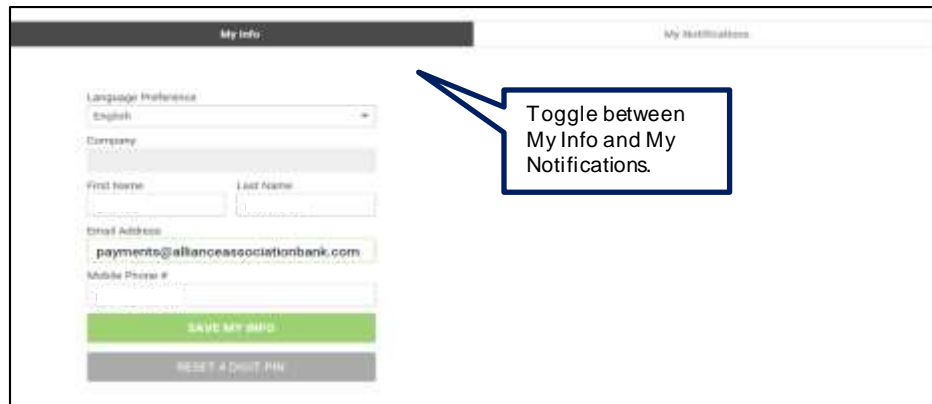


- Payment History
  - This screen will display all payments made associated with the user account.
- Payment Methods
  - This screen will present all payment methods the user has on file.
  - Here, users can either add or delete payment methods.



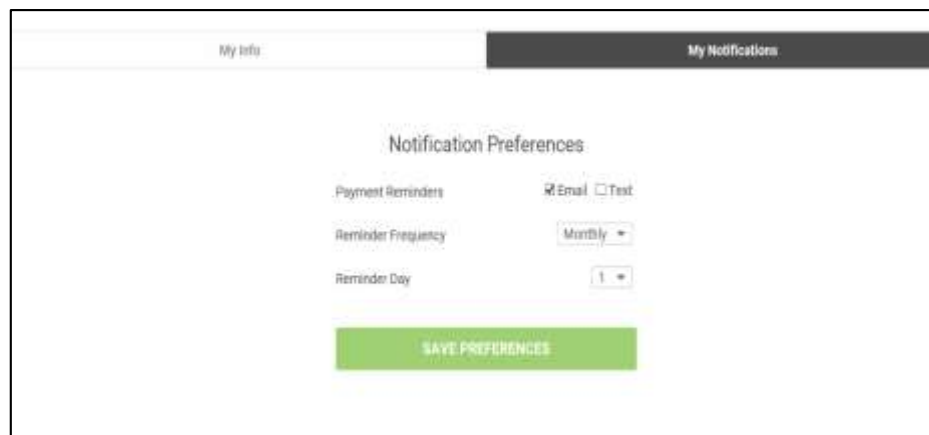


- Settings
  - This screen presents two tabs that the user can toggle between: **My Info** and **My Notifications**.
    - **My Info:** This tab allows users to edit/update name, email address, and phone number information. It also allows users to reset the 4 Digit PIN used to login.



The screenshot shows the 'My Info' tab selected. It contains a form with the following fields: 'Language Preference' (set to English), 'Company', 'First Name', 'Last Name', 'Email Address' (set to payments@allianceassociationbank.com), and 'Mobile Phone #'. At the bottom are two buttons: 'SAVE MY INFO' (green) and 'RESET 4 Digit PIN' (grey). A blue callout box with an arrow pointing to the tab header contains the text: 'Toggle between My Info and My Notifications.'

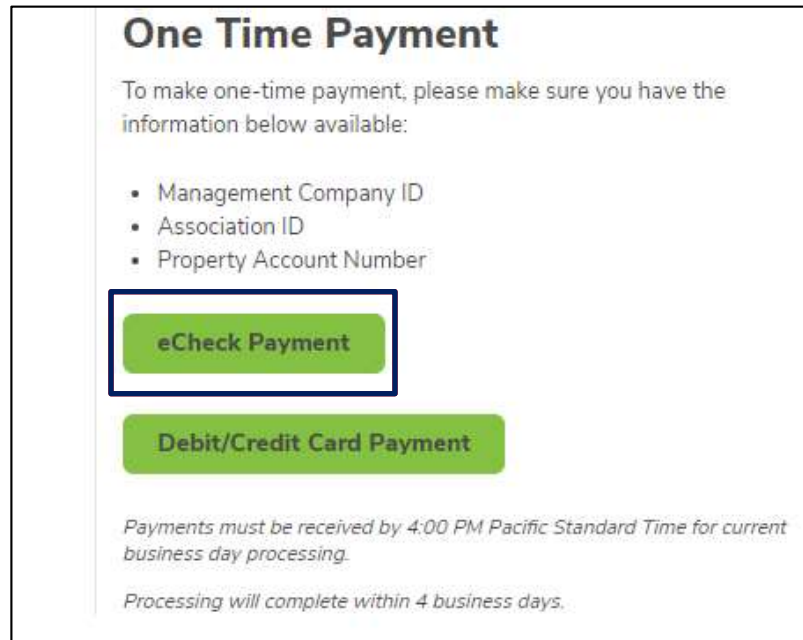
- **My Notifications:** This tab allows users to make changes to how notifications are received.



The screenshot shows the 'My Notifications' tab selected. It displays 'Notification Preferences' with the following options: 'Payment Reminders' (checked), 'Reminder Frequency' (set to Monthly), and 'Reminder Day' (set to 1). There are radio buttons for 'Email' (selected) and 'Text'. A green 'SAVE PREFERENCES' button is at the bottom.

## eCheck Payment

- Users can make a one time eCheck payment for a community assessment by visiting the designated Association or Management Company Website.
- Select *eCheck Payment* on the **Welcome Screen** at the bottom right.



**One Time Payment**

To make one-time payment, please make sure you have the information below available:

- Management Company ID
- Association ID
- Property Account Number

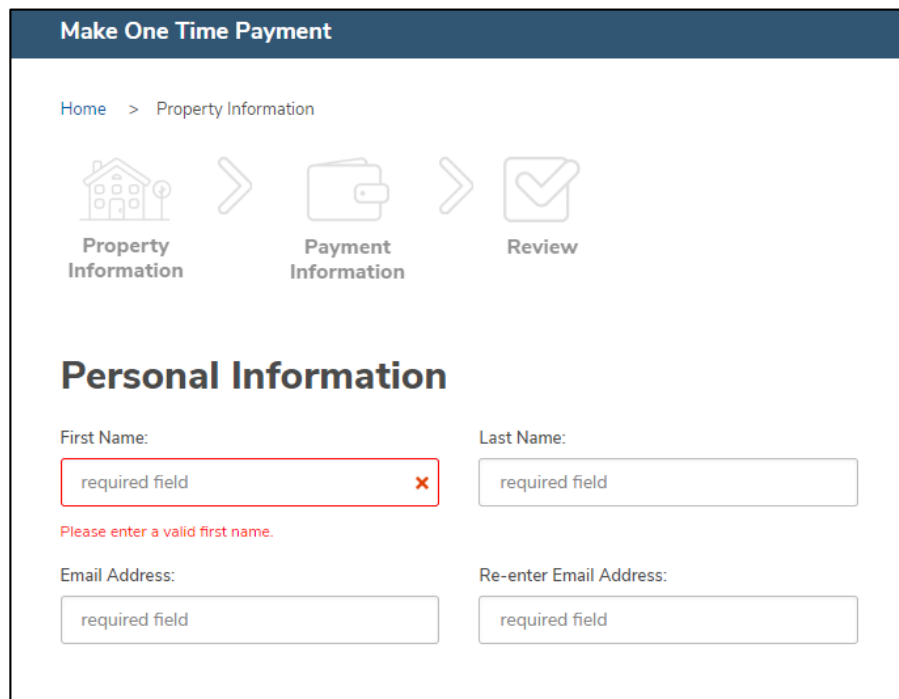
**eCheck Payment**

**Debit/Credit Card Payment**

*Payments must be received by 4:00 PM Pacific Standard Time for current business day processing.*




*Processing will complete within 4 business days.*

- Enter **Personal Information** and **Property Information**.




**Make One Time Payment**

[Home](#) > [Property Information](#)

**Property Information** **Payment Information** **Review**

**Personal Information**

First Name:  


*Please enter a valid first name.*

Last Name:

Email Address:

Re-enter Email Address:



Payment Amount:	<input type="text" value="\$0.00"/>
Fee:	\$10.00
<b>Total Payment:</b>	<b>\$10.00</b>
Payment Date:	<input type="text" value="01/14/2020"/> 

---

[< Back to Property Information](#)[Cancel](#)[Review and Finalize Payment](#)

Payments must be received by **4:00pm Pacific** to begin processing today.  
Payments received after **4:00pm Pacific** may take up to 4 business days to be completed if the payment date falls on a weekend or Holiday.  
In most cases, payments are processed within 1-2 business days.

- Once the payment is reviewed and confirmed, users will receive a confirmation email with all details related to the payment established.
- If the Management Company charges an eCheck fee for One Time Payments, it will be displayed as “Fee” under the Payment Amount and is included in the Total Payment.