

## Making One-Time E-Check and Card Payments<sup>1,2</sup> Quick Reference Guide

This guide walks you through making quick one-time payments using an e-check or credit/debit card without registering for an account.

#### Association Name/Homeowner ID

- First, prepare to make your payment by locating the correct association information. There may be many similarly named associations across the country, so please find the exact association name and its city/state as well as your management company's name on your coupon or statement.
- Your Homeowner ID may also be referred to as an account or unit number. This is assigned by your management company to identify the property.
- You may find that the system cannot locate the association name and homeowner ID entered. Please verify if the correct information was entered. If it appears you entered it correctly based on your coupon or statement or you can't locate a coupon or statement, contact your management company for further assistance.

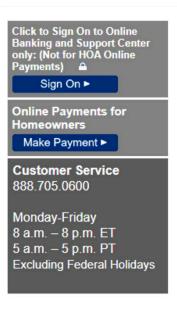
#### **E-Check Payment**

- When you enter your routing number, reference a check, not a deposit slip. The deposit slip routing number is an internal bank routing number and if it is entered, the payment will be rejected.
- If your financial institution's savings and checking routing and account numbers are the same, the payment will default to the checking account.
- If you are paying from a credit union, money market, or business account, check with your financial institution to verify the correct numbers to use.

#### **Card Payment**

- You will be asked to enter your full credit/debit card number, expiration date, and Card Verification Value (CVV) code. The CVV code is located either on the back or front of your card:
  - **MasterCard**<sup>®</sup>, **Visa**<sup>®</sup>, **and Discover**<sup>®</sup>: three-digit code on the back of the card to the right of the signature line
  - American Express<sup>®</sup>: four-digit code on the front of the card above the last digits of the card number
- Please note:
  - There is a \$14.95 technology fee that will be added to each card transaction.
  - The maximum amount that can be paid using a card is \$5,000.
  - Additional fees may be applied by your credit/debit card issuer.
  - Card payments are processed by a third-party vendor.

Under the Online Payments for Homeowners section on the left-hand navigation bar, click Make Payment https://www.hoabankservices.com/



#### Click Make a One-Time Payment

ard payment without registering for an
and a second
count.

#### Enter at least 5 digits of the Homeowner Association Name.

Name.	Property	Payment	Authorize	Confirm		
Click Find	Find Your Pr	operty				<u>Help</u>
A potential list of matching associations will be loaded (as you enter more information, your options will be narrowed)	Type Partial /	equired fields. Association Name wner Association Name *	then click Find. Cl	l <b>ick <u>here</u> for an e</b> least 5 character		Find
Select your association from the dropdown	Homeowner	Association Name	ABC Test As	ssociation	(City, State) (City, State) 1 (City, State) 2 (City, State)	Find

	Homeowner Association Name * ABC Test Association (City, State)
	Continue by entering your HomeOwnerID/Account/Unit number. This number identifes the property you are paying for and can be located on your coupon or statement. Refer to the sample coupon, to the right, or contact your Management Company if you are unable to locate.
Enter your Homeowners ID	View larger
	Homeowner ID/Account Number * (assigned by Management Company)
Click Continue	Continue Cancel

Determine if the correct property Make a One-Time Payment

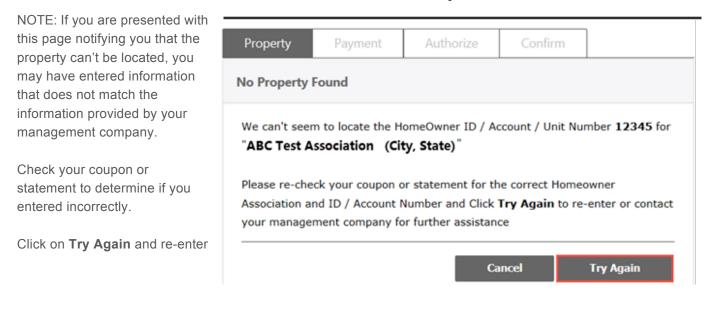
information is reflected

Property	Payment	Authorize	Confirm		
Property Fou	nd				
Is this your p	roperty below?				
Homeown	ers Association	Management	t Company	HOA ID	Property Location
ABC Test	t Association	Community Ma Inc.	anagement	12345	City, State
				Yes, Continue	to Make a Payment
	Not what you are	e looking for?	Search Agai	in C	Cancel

#### If it is correct, click **on Yes, Continue to Make a Payment**

If it IS NOT correct, click **Search Again** to be brought back to the "Find Your Property" page or **Cancel** if you need to exit back to the "Make a Payment" page

## Make a One-Time Payment



Verify the property information

Click Change Property if

necessary

Property	Payment	Authorize	Confirm
* Indicates require	ed fields.		
Property			
		C	change Property
Homeowners	Assocation		ABC Test Associatio
Management	Company	Commu	nity Management Ir
Homeowner I	D		1234
			City, Sta

#### Enter the **Payment Amount**

Click **CREDIT CARD** or **E-CHECK**, then scroll down to complete the required information

HOA Payment	
Payment Amount * \$125.00	
Select Your Method of Payment: *	
CREDIT/DEBIT CARD	E-CHECK

#### E-Check

Complete all Billing Information fields

Billing Information		
First Name *	Last Name *	
First	Last	
Address Line 1 *		
1111 Street		
Address Line 2 (Optional)		
City *	State *	Zip *
City	Pennsylvania 🗸 🗸	11111
Contact Number * (Do not enter hyphens or spaces)	Email *	
1112223333	email@email.com	

Click the **Checking Account** or **Savings Account** radio button to select the account type

Enter and re-enter your **Routing** Number

Enter and re-enter your **Account Number** 

Click Submit Payment

Checking Savings Account Account	Note: If the savings and checking routing and account numbers and the same your payment will default to the checking account for payment.
	ADDRESS GTV, STATE ZIP Date: Date: D
Routing Number *	BAY TO THE
123123123	ORDER OF
Re-enter Routing Number *	BANK MAME DOLLARS
123123123	Shirida to
Account Number *	1012345678# 01234567890123# 0123
987456	Routing Number Account Number Check Number
Re-enter Account Number *	
987456	For savings, credit union, money market and business accounts, please check with your financial institution to verify the correct numbers to use for electronic transfers.

NOTE: If you are not brought to the Authorization page, look for any fields outlined in red or scroll to the top of the page to determine the details of the error, such as entering the contact number incorrectly

List Of Errors:				
Zip Code is required Contact No. is incor				
Property	Payment	Authorize	Confirm	
City *		State *	Zip *	
City		Florida	~ 11111	
Contact Number * (Do not ent	ter hyphens or spaces)	Email *		
1112223333		email@email.com		

Authorize Your Payment	Property	Payment	Authorize	Confirm	
	Authorize Yo	ur Payment			
	* Indicates re		First Last hereby	authorize	Homeowners Association
	Services eChe	eck to process th		ansactions to de	ebit my Checking, account number
Enter your first and last name in	Association	n the amount of	\$120.00		
the <b>Type Your Name Here:</b> field	Authorization	:			
Read the <b>E-Sign Agreement</b>	Type Your Na *	me Here:	rst Last		
and Authorization Agreement					
and click the checkmark box acknowledging that you have			derstand all of the	E-Sign Agreem	ent and <u>Authorization Agreement</u>
read it	Privacy Policy	Ĺ			
Click Authorize Payment	Cancel			Back	Authorize Payment

A confirmation message will appear letting you know that the e-check payment was successful

Keep the **Confirmation #** for future research, if necessary

A confirmation email will be sent to the email address provided

Save the email confirmation for future research, if necessary

# appear letting you know that the Make a One-Time Payment

Property	Payment	Authorize	Confirm		
Thank y	ou!				
Confirmation You should al		n email confirmati	ion shortly.		
You have su	ccessfully mad	e a One Time Pa	yment to:		
Homeowners	Assocation			ABC Test Association	
Management	Company			Community Management, Inc.	
First and Last	Name			First Last	
Homeowner I	D / Account Num	ber		12345	
Billing Addres	s			1111 Street, City PA, 11111	
Payment Date	e			11-09-2018	
Payment Met	hod			ECheck	
Payment Amo	ount			\$125.00	
Print	Make /	Another One Time	Payment	Return to Home Page	Logout

#### Credit card

#### Complete all **Billing** Information fields

Review that the **HOA Payment** amount is correct

\* All credit/debit card payments:

-Will be processed by a third party processer.

-Are assessed a \$14.95 fee for each payment.

-Have a \$5000 maximum payment amount for each transaction.

#### **Homeowner Association Services Credit Card Payment**

First Name *	Last Name *		Description	Amount
First	Last		HOA Payment	\$125.0
Address Line 1 *			Technology Fee	\$14.95
1111 Street			A \$14.95 fee will be a	ssessed for
Address Line 2 (Optional)			each payment. There maximum payment ar	
			transaction.	nouncion each
City *	State *	Zip *	🔶 Payment Total	\$139.9
City	Pennsylvania 🗸	11111		
Contact Number * (Do not enter hyph spaces)	ens or Email *		Payments made after be processed the next	
1112223333	email@email.com			
	email@email.com			

#### NOTE: The **Payment Total** reflects the amount you entered + the \$14.95 **Technology Fee**

Click Continue

NOTE: If you are not brought to the Authorization page, look for any fields outlined in red or scroll to the top of the page to determine the details of the error, such as entering the phone number incorrectly

complete the payment

# the Authorization page, look for Make a One-Time Payment

List Of Errors:			
Zip Code is required			
Contact No. is incor	rect format		
Property	Payment	Authorize	Confirm
City *		State *	Zip *
City		Florida	~ 11111
Contact Number * (Do not enter hyphens or spaces)		Email *	
1112223333		email@email.com	

Enter the Card Number	Card Information	* Denotes a required field
Use the dropdowns to choose the month / year of the <b>Expiration</b> date	*Card Number: *Expiration: *CVV:	4003002345678903 12 V / 2019 123
Enter the <b>CVV</b> (based on card type: see page 1 of this guide for more information)	Transaction Inform Amount: \$139 Process Credit Card	
Click Process Credit Card to		

FDIC

A confirmation message appears letting you know that the credit card payment was successful

Keep the Confirmation # for records for future research, if necessary

A confirmation email will be sent to the email address provided

Save the email confirmation for future research, if necessary

### Make a One-Time Payment

Property	Payment	Authorize	Confirm			
Thank y	oul					
Please do not			er to make chang	es to this payment. This payme	nt has been su	bmitted, using th
Confirmatio	n# 697714					
You should a	lso be receiving a	an email confirmati	on shortly.			
You have su	iccessfully mad	e a One Time Pa	yment to:			
Homeowners Assocation			ABC Test Association			
Management Company				Community Management, Inc.		
First and Last Name				First Last		
Homeowner ID / Account Number				12345		
Billing Address			1111 Street,			
			City PA, 11111			
Payment Date				11-09-2018		
Payment Method				Credit Card		
Payment Amount				\$139.95		
Print	Make	Another One Time	Payment	Return to Home Page	Logout	

<sup>1</sup>Payments made Monday through Friday (excluding federal holidays) after 8 p.m. ET / 5 p.m. PT and between Friday 8 p.m. ET/5 p.m. PT and Monday 8 a.m. ET/5 a.m. PT will be processed the next business day. Recurring card payments are not available.

<sup>2</sup>A \$14.95 fee will be assessed for each card payment. The maximum payment amount for each card transaction is \$5,000. Additional fees may be applied by the cardholder's credit/debit card issuer. Payments made Monday through Friday (excluding federal holidays) after 8 p.m. ET/5 p.m. PT and between Friday 8 p.m. ET/5 p.m. PT and Monday 8 a.m. ET/5 a.m. PT will be processed the next business day. Recurring card payments are not available.