



**WilliamDouglas**  
PROPERTY MANAGEMENT CO.

**Assessment Payment Options**

**Option One – Mail (includes online banking Bill-Pay Checks):** Please mail your dues payment, made payable to your Association as follows:

(Your Association Name)  
c/o William Douglas Management, Inc.  
PO Box 1208  
Commerce, GA 30529

To properly credit your account, please include your payment coupon when paying via mail. If you utilize online banking services, such as On-Line bill-pay, please make sure the check is made out in the name of your Association and that the memo line of the check lists the account number as found on your coupon.

**Option Two – Automatic Draft:** An automatic-draft form is included for your convenience. Please note only normal and current **monthly** HOA dues will be drafted from your account, not any other billings such as Special Assessments or past due amounts. Your homeowner dues will be drafted from your bank account on or around the 10<sup>th</sup> of each month.

**Option Three - Website:** To pay on-line visit: [www.wmdouglas.com](http://www.wmdouglas.com) and click on the green "Homeowner Login." You will also be able to view your account balance and payment history as well. Once signed into your account you will have the option of paying via E-Check or via credit card. **Four Credit Cards are offered (Visa, MasterCard, Discover, and American Express) and the bank charges a 3.25% processing fee for each scheduled credit card transaction.**

Also within your on-line account: **Paperless E-Statement Option** - To go paperless, all homeowners can choose the E-statement option. Please be aware that any homeowner signed up for E-statements will NO longer receive paper coupons mailed. Homeowners will receive an email alert once a month using the email address registered via the form mentioned above. However, if you have an outstanding balance, paper late statements will still be sent. Homeowners on Automatic Draft (option 2 above) are not able to be setup for E-statements because they already do not receive coupons.

**Option Four – Office Location:** To properly credit your account, please include your payment coupon along with your check. Please note we do not accept cash at any of our offices. All dues payments must be in the form of personal check or money order.

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<b>Charleston, SC:</b>	#3 Gamecock Ave. Suite 307, Charleston
<b>Charlotte, NC:</b>	4523 Park Road, Suite 201A, Charlotte. (After business hours drop-box in front door)
<b>Columbia, SC:</b>	1722 Main Street. Suite 1B, Columbia
<b>Greensboro, NC</b>	3721 W. Market Street, Suite B, Greensboro
<b>Mauldin, SC</b>	412 E Butler Road, Mauldin
<b>Myrtle Beach, SC:</b>	1110 London St., Suite 103, Myrtle Beach
<b>Raleigh, NC:</b>	1033 Wade Avenue, Suite 208, Raleigh

In order to more efficiently handle your assessment checks, your association has elected to use a check scanner to process your checks in the office. This will turn your paper check into an electronic check transaction. You will not receive your paper check back in your statement. The payment will be reflected as an electronic transaction on your banking statement and can clear as soon as the same day we receive your payment.



Authorization Agreement for Automatic Draft
For Homeowner's Who Pay Monthly Association Dues

Funds for your HOA dues are drafted on the 10th of each month, excepting holidays and weekends. This date cannot be changed for individual homeowners. In the event the regular HOA dues change to a different amount, the amount drafted will automatically adjust to the new regular assessment amount.

By signing this form, you agree to give William Douglas permission to initiate drafts from your account on a monthly basis for your regular dues only, and that funds will be available at the time of drafting to cover the dues amount. If the draft comes back as Non-Sufficient funds by your financial institution, you agree to make up the payment by another payment method such as a check, money order, or electronically through www.wmdouglas.com, and will be assessed a \$20 NSF fee for the returned payment. The draft will continue until you submit a written request to terminate the draft. Cancellations must be received no later than 10 full days prior to the drafting date. This agreement is non-negotiable and non-transferrable.

For your form to be processed, you must attach a voided check to this form. Any forms unsigned or submitted without a voided check will be returned to the owner for resubmission.

Large rectangular box for attaching a voided check.

staple voided check here

This form must be received by the corporate office no later than the 25th of a month, otherwise please pay the next month's dues by check. (e.g. If you want to be setup for the February 10th draft, we need the form and voided check by January 25th.) Back dues for the missed month will not be drafted. Automatic draft will only debit the current month's HOA dues and not any other assessments or balances owed on the account, such as a special assessment.

Month to start draft (Circle One): Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Form fields for Name of HOA, Name(s), Property Address, Phone Number, Signature, and Date.

Please mail your authorization with an original VOIDED CHECK to:

William Douglas Management
Attention: ACH Department
PO Box 37109
Charlotte, NC 28237-7109



# Online Registration for Owner Account

Type in the website address [www.wmdouglas.com](http://www.wmdouglas.com)

On the top right hand side of that page, you will click on a green Homeowner Log-In tab. This will bring up a new screen.



Click on the Register button, which is located below the Log-In button, and then scroll down and input all of your personal information.

Account No	
First / Last Name*	
Street No / Street Address*	
Additional Address Line	
City* / State* / Zip*	
Unit No	
Home Phone	
Work Phone	
Mobile Phone	
Email Address*	

Please give the William Douglas accounting department 24 hours (next business day) to verify your account. The accounting department will then send you an email containing your log-in ID and your password.

You are then able to login and access your personal account, make payments, and view community documents, and request work orders.

Once you enter the work order request, an email is sent immediately to the community manager, who will process this work order, and send it to the appropriate vendor once the request has been approved by the Board of Directors.

As the manager receives updates, he/she will post them as a note under the appropriate work order. The owner will be able to view these notes at any time, and also make their own comments throughout the process, until the work is resolved and the order is closed.

To keep this process moving smoothly, please be sure to include all contact information so that the manager and vendors may contact you directly.

The association does not maintain contractors on staff, and hires sub-contract labor per each individual maintenance request.

If you have a water or fire emergency please call the office and/or on call emergency number, do not place a work order online for emergency matters, as your property manager could be away from their desk, in a meeting or out of the office on property.

We want to insure that all matters are properly handled. Emergencies will take priority over routine maintenance issues, which are targeted for a Two (2) week resolution of the work order request.