

CONDOMINIUM COMMUNITY & RESIDENTIAL SERVICE, LLC

CC&RS, llc

INSTRUCTIONS FOR ONLINE PAYMENTS

Follow these steps on your computer or smartphone to set up online payments - no downloads

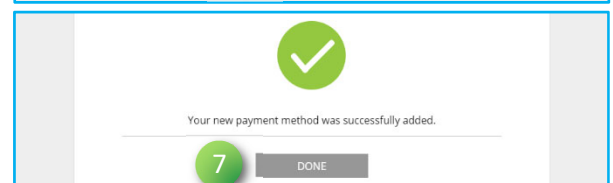
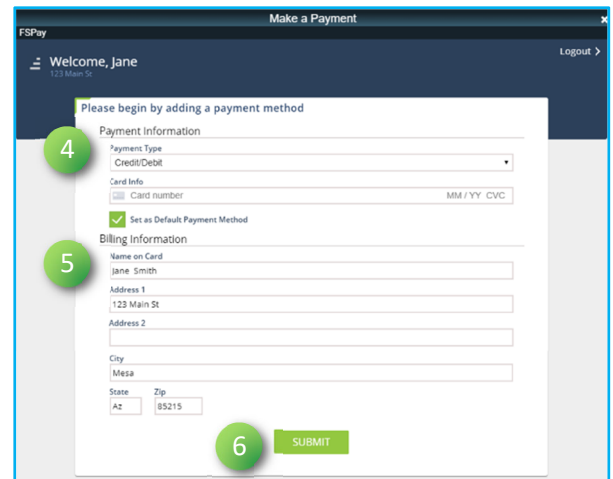
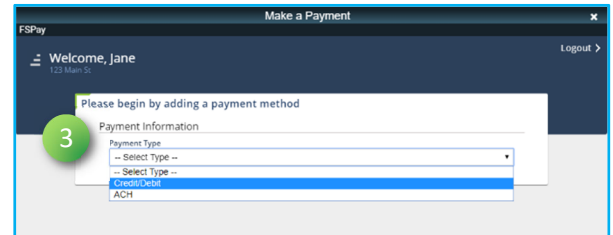
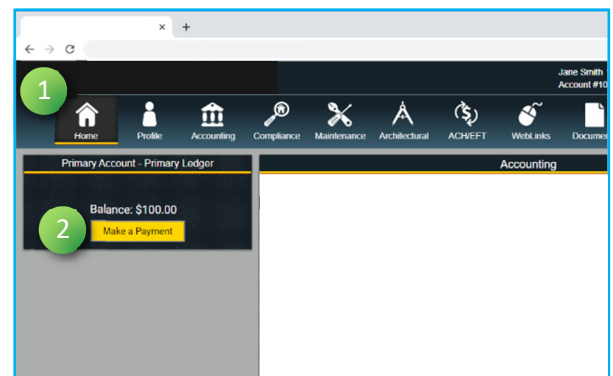


Before making a payment, confirm that your Profile contains your most up-to-date email address so that you receive email receipts.

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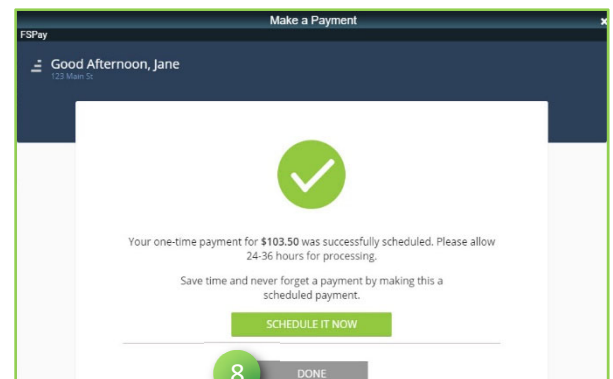
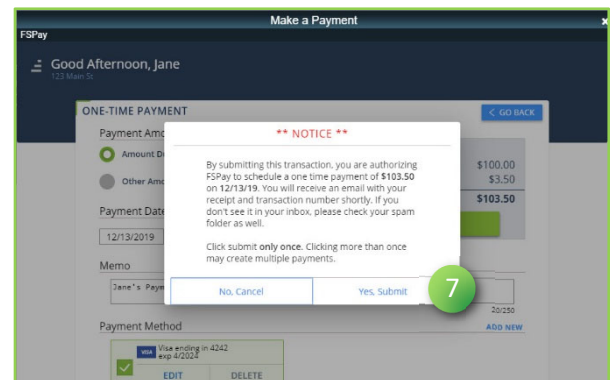
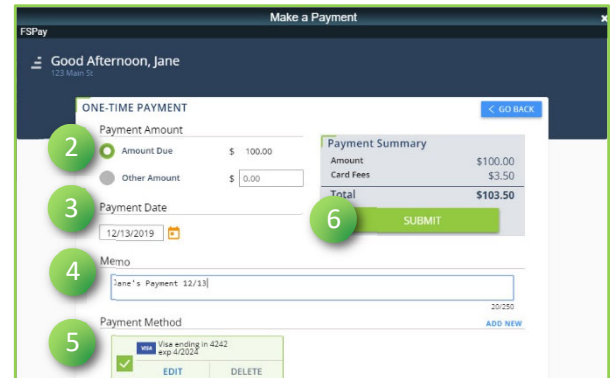
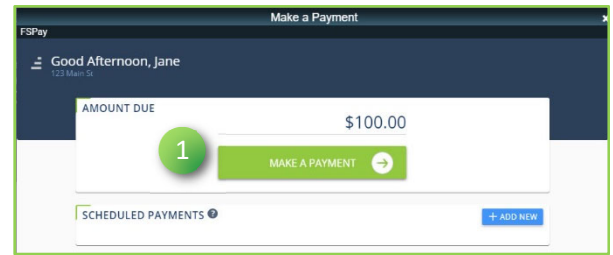
Adding Your First Payment Method:

1. From your browser, log in to your community portal.
2. Click **Make a Payment** to access your Payments Dashboard.
3. Select a **Payment Type**: Credit/Debit or ACH (eCheck).
4. Enter your Payment Information.
 - For Credit/Debit (currently only VISA and Mastercard): **Card Number, Expiration Date (MM/YY), and CVC.**
 - For ACH (eCheck): **Routing Number and Account Number.**
5. For Credit/Debit, enter your Billing Information: **Name on Card, Address, City, State, and Zip.**
6. Click **Submit**.
7. Click **Done** to return to the Payments Dashboard.



How to Make a One-Time Payment

1. Click **Make a Payment**.
2. Select **Amount Due** or **Other Amount**. If selecting **Other Amount**, enter the amount you want to pay.
3. Select a **Payment Date**. Click the calendar icon (📅) to easily scroll to a future date.
4. Enter a **Memo**. This will appear on your email receipt and on your Transaction History.
5. Select a **Payment Method** or **Add Payment Method**. Payment types: Credit/Debit (currently only VISA and Mastercard) or ACH (eCheck).
6. Click **Submit**.
7. Click **Yes, Submit** to confirm your payment.
8. To set up this payment in AutoPay, click **Schedule It Now** and continue to #9. If you do not want to enroll in AutoPay, click **Done** to return to the Payments Dashboard. You will receive an email confirming your payment.



9. Select a **Frequency** (Monthly, Quarterly, SemiAnnually, or Annually).

10. Select a **Day of the Month**.

11. Select a **Type of Payment**

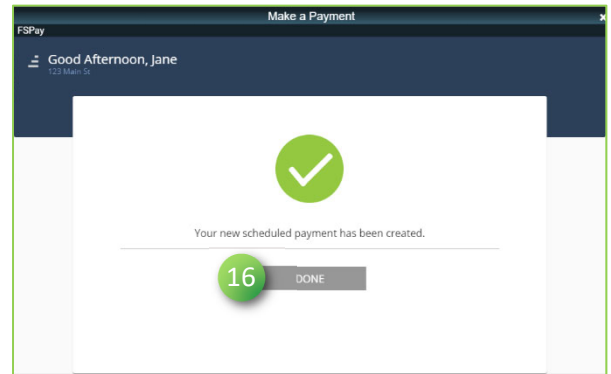
12. Enter the payment **Amount**.

13. Enter a **Memo**.

14. Select a **Payment Method** or **Add New**.

15. Click **Submit**.

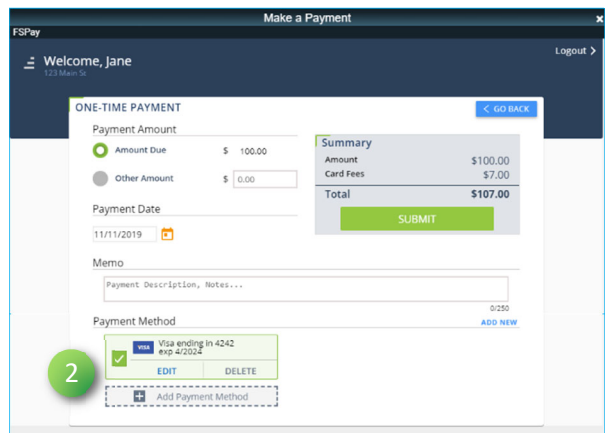
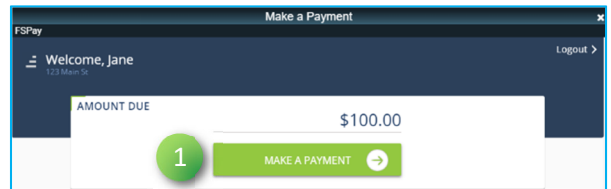
16. Click **Done** to return to the Payments Dashboard.



How to Add, Edit, or Delete a Payment Method:

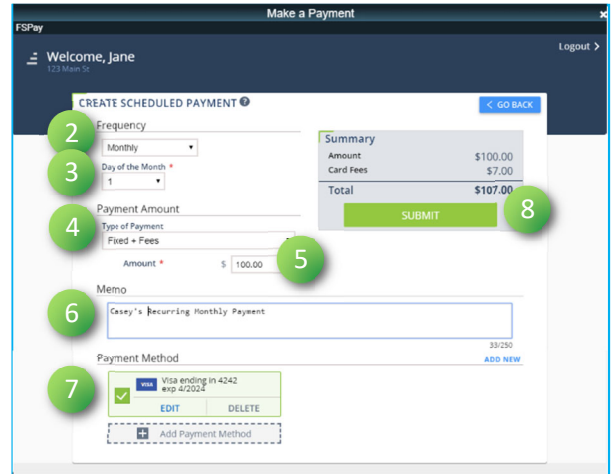
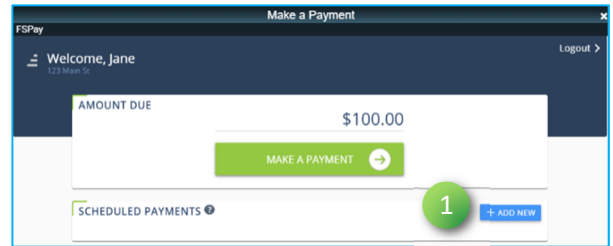
1. Click **Make a Payment**.

2. Click **Add Payment Method, Edit, or Delete** to update a payment method. Payment types: Credit/Debit (currently only VISA and Mastercard) or ACH (eCheck).



How to Add, Edit, or Delete a Scheduled Payment (AutoPay):

1. Under Scheduled Payments, click **Add New**.
2. Select **Frequency**.
3. Select **Day of the Month**.
4. Select **Type of Payment**.
5. Enter the **Amount** you want to pay.
6. Enter a **Memo**. This will appear on your email receipt and on your Transaction History.
7. Select a **Payment Method** or **Add New**. Payment types: Credit/Debit (currently only VISA and Mastercard) or ACH (eCheck).
8. Click **Submit**.

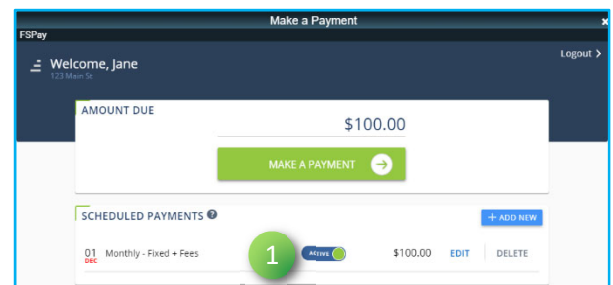


Active/Inactive Scheduled Payments (AutoPay):

1. Under Scheduled Payments, click the **Active/Inactive** toggle to activate or disable a scheduled payment.

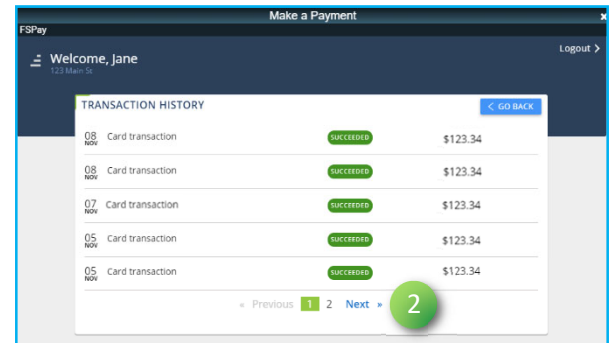
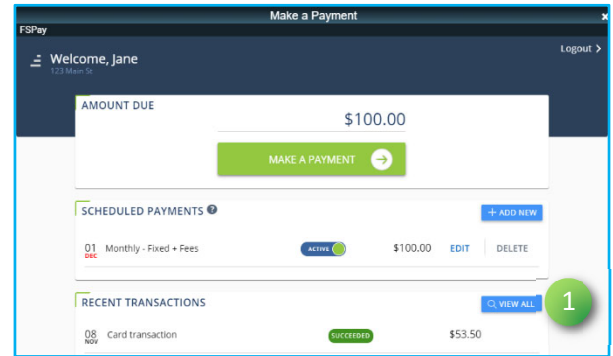
Scheduled payments set to **Active** pay on your balance automatically, based on the payment settings you define when adding a new scheduled payment.

Scheduled payments set to **Inactive** are disabled and do not automatically pay on your balance. Use Inactive when you want to temporarily suspend your scheduled payment but save your payment settings to use again later.



View Recent Transactions:

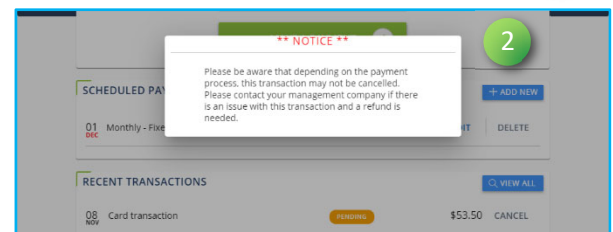
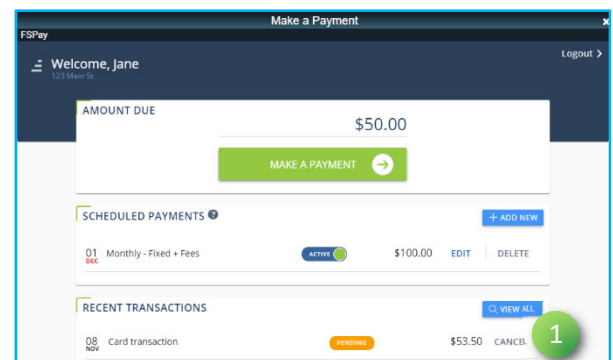
1. Under Recent Transactions, click **View All**.
2. Click << **Previous** and **Next** >> to navigate the pages of your Transaction History.



Cancel a Pending Payment:

! Only *PENDING* payments may be canceled.

1. Under Recent Transactions, click **Cancel** next to the pending payment.
2. Click anywhere on the main window to return to the Payments Dashboard.



Contact Us:

Have questions? Our Support team is happy to assist. **Contact us at (800) 581-5389.**