



Making One-Time E-Check and Card Payments^{1,2} 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[®], Visa[®], and Discover[®]**: three-digit code on the back of the card to the right of the signature line
 - **American Express[®]**: 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.