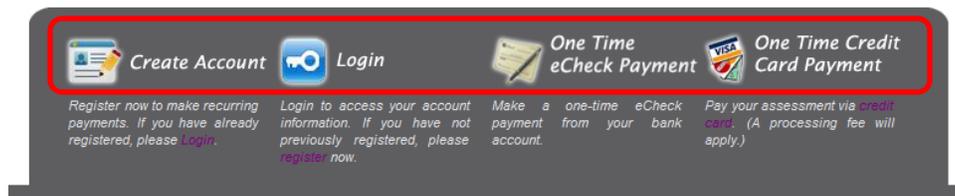# Online Payment Website

AAB creates a unique payment website specifically designed for each management company. A link is provided and should be added to your website directing homeowner payments to this payment site. When a homeowner visits this page they will find a homepage that includes the management company logo, contact information and company colors. From this page, payment options include *Create Account*, *Login, One Time eCheck Payment*, and *One Time Credit Card Payment*. Payments may take up to four business days to process. These payments made from this site are included in your daily lockbox file.

There is no processing fee to pay by eCheck; however there is a processing fee to pay by credit card. The credit card processing fee covers the interchange/finance fee charged by the credit card processor. This fee is charged to the homeowner at the time of payment.

The information below has been provided to help you assist homeowners with making their assessment payments using the online payment site.

Create Account

By creating an account, the homeowner has the ability to set up both one-time and recurring payments. This will provide the ability to edit and delete recurring payments as needed. All payment history made from the created account is retained within the homeowner profile.

To set up an account, a homeowner will click *Create Account* on the home page and complete all required fields on the *Create New User Account* page. Once complete, a verification email is sent to the homeowner's email address provided which is also their new user ID. This email validates the user's email address when they click on the link in the email. If the link in the email is not clickable, the user will need to copy and paste the link into their web browser.

Once validated, the user then proceeds with making payments by logging into their new profile.

Create New User Account

* Required Fields

First Name : * [   ]   Last Name : * [   ]

Email (User ID) : * [   ]   Re enter Email : * [   ]

Password : * [   ]   Re enter Password : * [   ]

Security Question 1: * [What is your oldest sibling's middle name? ▼]

Answer : * [   ]

Security Question 2: * [In what city did you meet your spouse/significant other? ▼]

Answer : * [   ]

Security Question 3: * [What school did you attend for sixth grade? ▼]

Answer : * [   ]

Phone : * [___-___-____]
(use:XXX-XXX-XXXX)

Checking Account Information

All debits will process from this account.

Routing Number : * [   ]

Checking Account Number : * [   ]

Re-Enter Account Number : * [   ]

Craig Huntington		1000
123 Main Street		
Anytown, State, 9999		
PAY TO THE ORDER OF		$ [ ]
		DOLLARS
MY BANK NAME		
123 North Street		
Los Angeles, CA 99999		
Memo		
⑈1234567⑆1	⑆67⑆67⑆67⑆67⑆67⑆67⑈67⑆9 1000	
(1) Routing Number	(2) Account Number	

☐ Agree with terms and conditions of use.

[PROCEED]   [CANCEL]

Login Page

Once an account is created, the homeowner selects *Login* from the payment site home page to access their account and manage payments.

> *Please note AAB does not have the ability to make changes to the homeowner/user password, debiting bank account, property information, or recurring payments. The homeowner must visit their profile to make these changes.*

User Dashboard

The user dashboard page is the main page that allows a homeowner to change their password, change their bank account, add a property to set up recurring payments and set up one time payments. On this page they also see payment history.

Registered User- Add a Property (Recurring Payment)

To setup a recurring payment choose *Add a Property* from the dashboard. Complete the required fields including *Nickname, Management Company ID, Association ID,* and *Unit Account Number.* The nickname is used to help differentiate between multiple scheduled assessments. (This is particularly valuable for homeowners that own multiple properties.)

Select a payment type: recurring with a start date and frequency, or one-time to initiate a single payment.

Select *Proceed*

The next page will provide payment details prior to authorizing the payment. Review the details and select *Authorize Payment*. A confirmation page will generate. We recommend the homeowner prints this page for their records. The homeowner will also receive an email confirmation regarding the new recurring payment.

For recurring payments, the homeowner will receive an email reminder 5 days before payment processing regarding the recurring payment that is scheduled to generate. On the date of processing, a payment confirmation email will be sent to the homeowner with a confirmation number.

Registered User- Make One-Time Payment

One-time payments can be used to pay a special assessment/fee or for homeowners that prefer to initiate their payment for each payment cycle. Select *Make One-Time Payment* from the dashboard. Select a property that has been added and click *Proceed* or select *Add a Property.* If a property has not been added you will be prompted to add a property at this time.

If using a property that has already been added, the payment information will generate and only the payment amount is needed. Select *Authorize Payment.*

After selecting Authorize Payment a confirmation page will generate. A confirmation email will be sent to the email address set up by the homeowner and the payment will be on the payment history section of the dashboard.

One-Time E-Check Payment

Confirmation and Receipt

Management Company ID : **6708**
Association ID : **DAY**
Unit Account Number : **10**
Amount Paid : **$1.00**
Confirmation Number : **9139901**

Your payment has been submitted for processing and a confirmation email has been sent to atorres@allianceassociationbank.com.

Please note, this is not a confirmation that your payment has been processed. We recommend you print/save this page for your records. Payments may take up to four business days to process.

GOTO HOME PAGE

Change Password and Security Questions

When signed in, select *Change Password* on the top right of the dashboard. A window appears allowing the user to change their password and/or security questions.

If the password is forgotten, the homeowner must select the *Forgot Password* link from the login page. They are prompted to enter their email address used for their profile. A link will be sent to the email address registered allowing the user to create a new password.

Change Bank Account

When signed in, select *Change Bank Account* on the top right of the dashboard. A window appears allowing new checking account information to be updated.

Non-Registered User- One Time eCheck Payment

One Time eCheck Payment allows a one-time payment without creating a profile.

Complete all fields including *Management Company ID, Association ID,* and *Unit Account Number* as shown on assessment coupon/statement. Select *Proceed.*

Enter payment processing information. All fields are required. Read and check the box to accept terms and conditions.

One-Time E-Check Payment

Bank Payment Information

Please review the following information to ensure it is correct:

Management Company ID : **6708**
Association ID : **DAY**
Unit Account Number : **10**
Address :

Please provide the following information for payment processing.

*First Name : [ ]

*Last Name : [ ]

*Email : [ ]

*Phone : [___-___-____]
(use:XXX-XXX-XXXX)

*Amount : [ ]
(Cannot Exceed 10,000)

*Routing Number : [ ]

*Bank Account Number : [ ]

*Re-Enter Account Number : [ ]

☐ Agree with terms and conditions of use.

Craig Huntington
123 Main Street
Anytown, State, 9999   1000

PAY TO
THE ORDER OF _____ | $ [   ]

_____ DOLLARS

MY BANK NAME
123 North Street
Los Angeles, CA 99999

Memo_____

⑈①②③④⑤⑥⑦⑧⑈   ⑈⑨⑥⑨⑥⑨⑥⑨⑥⑨⑥⑨⑥⑨⑥⑨⑥⑨⑈ 1000
(1) Routing Number   (2) Account Number

By submitting this form I authorize Alliance Association Bank, a division of Western Alliance Bank, to initiate ACH entries to my checking account at the financial institution listed above. This process will debit my checking account and credit the Association account as indicated.

Please do not click "**Authorize Payment**" more than once. There may be a pause during payment processing

[PREVIOUS PAGE]   [AUTHORIZE PAYMENT]

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

Select Authorize Payment and a confirmation page will generate. A confirmation email is sent to the email address entered by the homeowner.