

## Online Payment Guide:

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## Creating an Account / Profile

We have provided you with a customized Online Pay link for your management company. We strongly suggest you integrate this link with your website for owner access.

To set up a profile, homeowners will need to first click "Create Account".

**\*\*\* Please inform homeowners that they need to use a desktop computer. The website is not compatible with mobile devices. \*\*\***

## WELCOME

*Please choose an option below to pay your assessment online. You will want to make sure you have your account information available.*



**Create Account**

*Register now to make recurring payments. If you have already registered, please [Login](#)*



**Login**

*Login to access your account information. If you have not previously registered, please [register now](#)*



**One Time  
eCheck Payment**

*Make a one-time eCheck payment from your bank account*



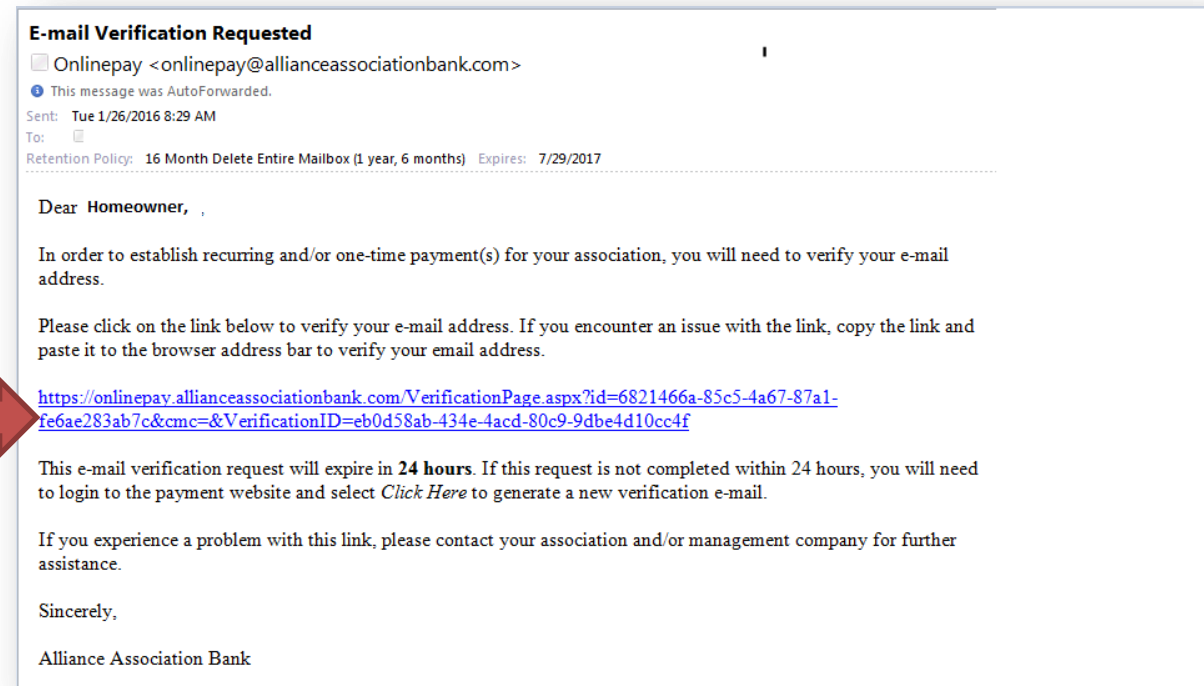
**One Time Credit  
Card Payment**

*Pay your assessment via credit card. (A processing fee will apply.)*



When the homeowner clicks *Proceed* they will be prompted to visit their email to verify the email address entered is correct.

The homeowner will need to login to their email to access the verification email (See example below) and click the link to verify their email address. At times the email provider may block the link from the message deactivating the link from being clickable. If this happens the homeowner will need to copy and paste the link into the browser address bar.



**E-mail Verification Requested**

Onlinepay <onlinepay@allianceassociationbank.com>

This message was AutoForwarded.

Sent: Tue 1/26/2016 8:29 AM

To: [redacted]

Retention Policy: 16 Month Delete Entire Mailbox (1 year, 6 months) Expires: 7/29/2017

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Dear Homeowner, ,

In order to establish recurring and/or one-time payment(s) for your association, you will need to verify your e-mail address.

Please click on the link below to verify your e-mail address. If you encounter an issue with the link, copy the link and paste it to the browser address bar to verify your email address.

<https://onlinepay.allianceassociationbank.com/VerificationPage.aspx?id=6821466a-85c5-4a67-87a1-fe6ae283ab7c&cmc=&VerificationID=eb0d58ab-434e-4acd-80c9-9dbe4d10cc4f>

This e-mail verification request will expire in **24 hours**. If this request is not completed within 24 hours, you will need to login to the payment website and select *Click Here* to generate a new verification e-mail.

If you experience a problem with this link, please contact your association and/or management company for further assistance.

Sincerely,

Alliance Association Bank

## Setting Up a Recurring Payment with a Profile

Before the homeowner initiates a payment they must have the Management Company ID, Association ID, Member ID and payment amount. This is information that is provided to homeowners by the management company within the coupon and statement scanline. AAB cannot provide this information to homeowners.

To sign into their account, the homeowner will click *Login* from the *Home Page*.

# WELCOME

Please choose an option below to pay your assessment online. You will want to make sure you have your account information available.



Create Account

Register now to make recurring payments. If you have already registered, please [Login](#)



Login

Login to access your account information. If you have not previously registered, please [register now](#)



One Time  
eCheck Payment

Make a one-time eCheck payment from your bank account



One Time Credit  
Card Payment

Pay your assessment via credit card. (A processing fee will apply.)


From the Dashboard the homeowner will click *Add a Property*.

### Member Dashboard

Welcome Homeowner Name you are currently logged in as Email Address

#### Payments

No future payments are currently scheduled.



[ADD A PROPERTY](#) [MAKE ONE-TIME PAYMENT](#)

If the selected recurring payment date falls on a weekend or holiday, it will post to your account on the next business day. (Business days are Monday-Friday, except for banking holidays.) Paying less than the total amount due may result in an interruption of service.

**As a note:** The *Add a Property* screen below will time out. Please inform homeowners it is important they know the property information before they begin to avoid any errors.

They will then be prompted to input the highlighted information below.

When selecting a date homeowners should select from the calendar to the left.

\* Required Fields

\* Nickname : Homeowners choosing. EX: Street Name

\* Management Company ID : Provided by the Mgmt Co

\* Association ID : Provided by the Mgmt Co

\* Unit Account Number : Provided by the Mgmt Co. Also known as Member ID

John Smith	Account Number 12345	Billing Date Jan 1, 2016	Assess Due \$199.99
<small>Please check payable to:</small> <b>HOMEOWNERS ASSOCIATION NAME</b>			<small>Next Billing:</small> Jan 15, 2016
<small>Please make check payable to your Association and be sure to use the return envelopes provided.</small>			
<small>1st/2nd/3rd/4th/5th/6th/7th/8th/9th/10th/11th/12th/13th/14th/15th/16th/17th/18th/19th/20th/21st/22nd/23rd/24th/25th/26th/27th/28th/29th/30th/31st</small> Homeowners Association c/o Management Company P.O. Box 000000 Las Vegas, NV 89150			

0000 00000A 0000000000012345 SMITH0000000 19999 ?

Unit Account Num.

Association ID

Management Company ID

**Recurring**

Create an automatic monthly or quarterly debit from your bank account on the date you specify below. Please be aware if your assessment amount changes, you will need to edit your payment amount by editing this recurring payment.

\* Start Date :

\* Payment Type: \* Frequency Period : Monthly

*(All scheduled payments that occur on a non-banking day will be processed the next banking day.)*

**One-Time** Create a one-time debit to your checking account. A payment will be initiated today, and your payment information will be saved for future use. You must visit this website to initiate your payment each time. (You may choose to change this to a recurring payment in the future.)

\* Amount :

(Enter 1 To 10,000)

PROCEED

CANCEL

The homeowner should review all the entered information is correct from this page and click *Authorize Payment*.


### Payment Authorization

Please confirm the following information for your scheduled payment.

Nickname :  
Management Company ID :  
Association ID :  
Unit Account Number :  
Email :  
Frequency :  
Amount :  
Payment Start Date :

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

If you wish to cancel this recurring payment, please choose the *Delete* option from the dashboard page.

[PREVIOUS PAGE](#) [AUTHORIZE PAYMENT](#) 

The homeowner will receive a confirmation page with a confirmation number. They have successfully set up their recurring payment.

### Confirmation and Receipt


Nickname :  
Management Company ID :  
Association ID :  
Unit Account Number :  
Email :  
Frequency :  
Amount :  
Payment Start Date :

Your payment has been scheduled for processing and a confirmation email has been sent to your email address.

Please note, this is not a confirmation that your payment has been processed. Payments may take up to four business days to process.

If you wish to stop this recurring payment in the future, please choose the *Delete* option from the dashboard page.

We recommend you print/save this page for your records.

[GOTO HOME PAGE](#) 



## Make a One-Time Payment with a Profile

Before the homeowner initiates a payment they must have the Management Company ID, Association ID, Member ID and payment amount. This is information that is provided to homeowners by the management company within the coupon and statement scanline. AAB cannot provide this information to homeowners.

To sign into their account, the homeowner will click *Login* from the *Home Page*.

# WELCOME

Please choose an option below to pay your assessment online. You will want to make sure you have your account information available.



Create Account

Register now to make recurring payments. If you have already registered, please [Login](#)



Login

Login to access your account information. If you have not previously registered, please [register now](#)



One Time  
eCheck Payment

Make a one-time eCheck payment from your bank account



One Time Credit  
Card Payment

Pay your assessment via credit card. (A processing fee will apply.)

To initiate the one-time payment from the homeowner profile they will click *Add a Property*. They will then be prompted to input the highlighted information below.

They will **uncheck** *Recurring* and check the *One-Time* box below.

When selecting a date homeowners should select from the calendar to the left. Then *proceed*.

\* Required Fields

\* Nickname : Homeowners choosing. EX: Street Name

\* Management Company ID : Provided by the Mgmt Co

\* Association ID : Provided by the Mgmt Co

\* Unit Account Number : Provided by the Mgmt Co. Also known as Member ID

John Smith	Invoice Number 12345	Invoice Date Jan 1, 2016	Invoice Due \$199.99
Please make check payable to: <b>HOMEOWNERS ASSOCIATION NAME</b>		Pay Date/Year: Jan 15, 2016	
Please make check payable to your Association and be sure to use the return envelopes provided.			
Homeowners Association c/o Management Company P.O. Box 000000 Las Vegas, NV 89102			

0000 000H0A 00000000000012345 SMITH0000000 19999 7

Unit Account Num.

Association ID

Management Company ID

**Recurring**  
Create an automatic monthly or quarterly debit from your bank account on the date you specify below. Please be aware if your assessment amount changes, you will need to edit your payment amount by editing this recurring payment.

\* Start Date : 1/27/2016

\* Payment Type: \* Frequency Period : Monthly

(All scheduled payments that occur on a non-banking day will be processed the next banking day.)

**One-Time** Create a one-time debit to your checking account. A payment will be initiated today, and your payment information will be saved for future use. You must visit this website to initiate your payment each time. (You may choose to change this to a recurring payment in the future.)

\* Amount :  
(Enter 1 To 10,000)

PROCEED CANCEL

Uncheck the *Recurring* bullet

Check the *One-Time* bullet

The homeowner should review all the entered information is correct from this page and click *Authorize Payment*.


### Payment Authorization

Please confirm the following information for your scheduled payment.

Nickname :  
Management Company ID :  
Association ID :  
Unit Account Number :  
Email :  
Frequency :  
Amount :  
Payment Start Date :

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

If you wish to cancel this recurring payment, please choose the *Delete* option from the dashboard page.

[PREVIOUS PAGE](#) [AUTHORIZE PAYMENT](#) 

The homeowner will receive a confirmation page with a confirmation number. They have successfully set up their one-time payment.

### Confirmation and Receipt


Nickname :  
Management Company ID :  
Association ID :  
Unit Account Number :  
Email :  
Frequency :  
Amount :  
Payment Start Date :

Your payment has been scheduled for processing and a confirmation email has been sent to your email address.

Please note, this is not a confirmation that your payment has been processed. Payments may take up to four business days to process.

If you wish to stop this recurring payment in the future, please choose the *Delete* option from the dashboard page.

We recommend you print/save this page for your records.

[GOTO HOME PAGE](#) 

## Edit/ Delete a Payment

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.

The homeowner's dashboard will contain the payment information in the highlighted fields below after they have set up the profile and added the property.

If the homeowner needs to make any corrections to the amount, date, or frequency they will click *Edit*.

Welcome Homeowner , you are currently logged in as Email Address

Payments

NICKNAME	ACCOUNT	FREQUENCY	AMOUNT	NEXT PAYMENT DATE	EDIT	PAYMENT TYPE	DELETE
					Edit	Recurring	Delete

[ADD A PROPERTY](#) [MAKE ONE-TIME PAYMENT](#)

If the selected recurring payment date falls on a weekend or holiday, it will post to your account on the next business day. (Business days are Monday-Friday, except for banking holidays.) Paying less than the total amount due may result in an interruption of service.

If the homeowner needs to delete the payment to stop them from paying they will click *Delete*.

Welcome Homeowner , you are currently logged in as Email Address

Payments

NICKNAME	ACCOUNT	FREQUENCY	AMOUNT	NEXT PAYMENT DATE	EDIT	PAYMENT TYPE	DELETE
					Edit	Recurring	Delete

[ADD A PROPERTY](#) [MAKE ONE-TIME PAYMENT](#)

If the selected recurring payment date falls on a weekend or holiday, it will post to your account on the next business day. (Business days are Monday-Friday, except for banking holidays.) Paying less than the total amount due may result in an interruption of service.

## Other Functions of the Member Dashboard

The *Dashboard* is the main page which shows future payments and will also contain payment history.

Dashboard | [Change Password and Security Questions](#) | [Change Bank Account](#) | [Logout](#)

### Member Dashboard

Welcome **Homeowner**, you are currently logged in as **Email Address**

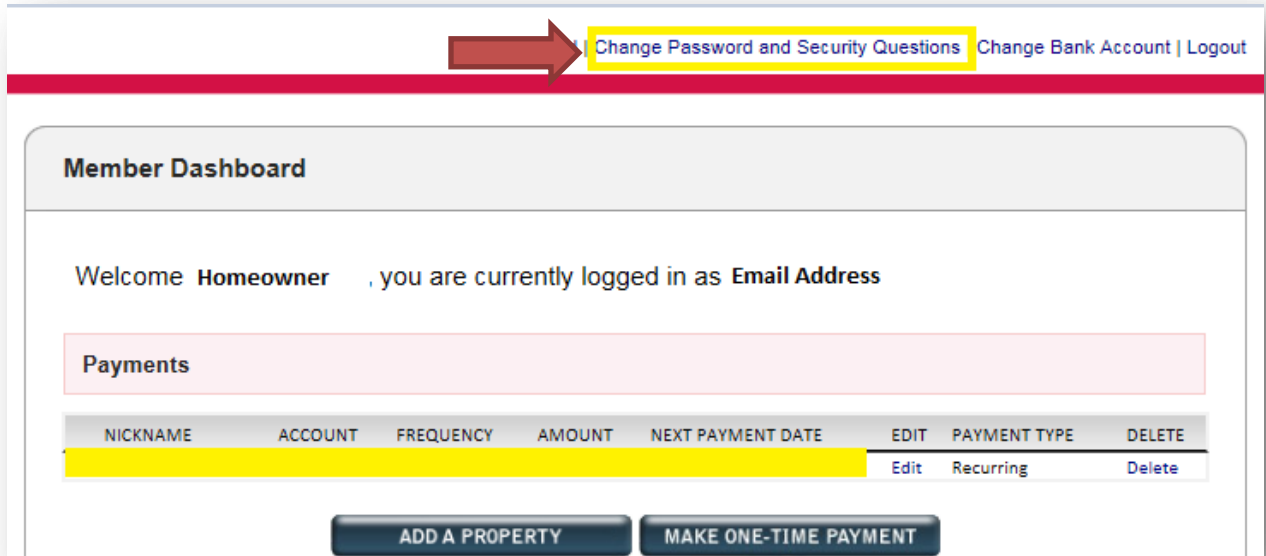
#### Payments

NICKNAME	ACCOUNT	FREQUENCY	AMOUNT	NEXT PAYMENT DATE	EDIT	PAYMENT TYPE	DELETE
					<a href="#">Edit</a>	Recurring	<a href="#">Delete</a>

[ADD A PROPERTY](#) [MAKE ONE-TIME PAYMENT](#)

## Change Password and Security Questions

This allows the owner to change their password and/or security questions.



The screenshot shows a web interface for a member dashboard. At the top, there is a navigation bar with a red arrow pointing to the link "Change Password and Security Questions". Other links in the navigation bar include "Change Bank Account" and "Logout". Below the navigation bar is a "Member Dashboard" header. The main content area starts with a welcome message: "Welcome Homeowner, you are currently logged in as Email Address". Below this is a "Payments" section with a table. The table has columns for "NICKNAME", "ACCOUNT", "FREQUENCY", "AMOUNT", "NEXT PAYMENT DATE", "EDIT", "PAYMENT TYPE", and "DELETE". A single row is visible in the table, with the "EDIT" column containing the text "Edit" and the "DELETE" column containing "Delete". Below the table are two buttons: "ADD A PROPERTY" and "MAKE ONE-TIME PAYMENT".

Change Password and Security Questions | Change Bank Account | Logout

### Member Dashboard

Welcome Homeowner, you are currently logged in as Email Address

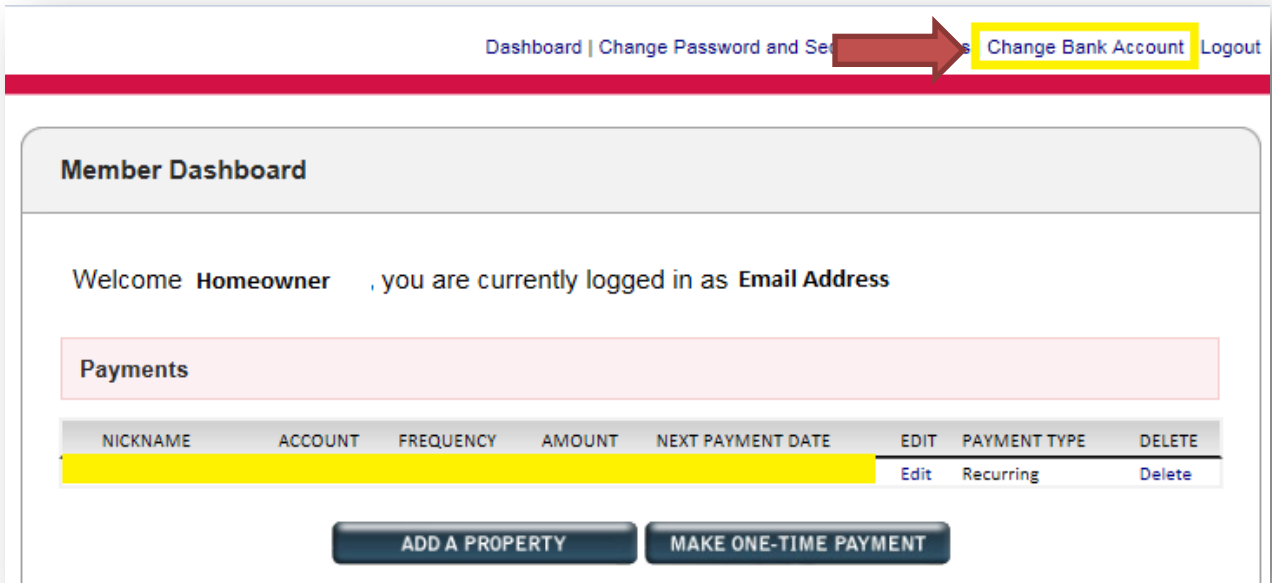
#### Payments

NICKNAME	ACCOUNT	FREQUENCY	AMOUNT	NEXT PAYMENT DATE	EDIT	PAYMENT TYPE	DELETE
					Edit	Recurring	Delete

ADD A PROPERTY | MAKE ONE-TIME PAYMENT

## Change Bank Account

This allows the homeowner to update the routing number and account number the payment is set up to debit. Only a checking account may be used.



Dashboard | Change Password and Security | **Change Bank Account** | Logout

### Member Dashboard

Welcome **Homeowner**, you are currently logged in as **Email Address**

#### Payments

NICKNAME	ACCOUNT	FREQUENCY	AMOUNT	NEXT PAYMENT DATE	EDIT	PAYMENT TYPE	DELETE
					Edit	Recurring	Delete

**ADD A PROPERTY**   **MAKE ONE-TIME PAYMENT**

## One-Time Payments Without a Profile

There are **two** options when making a one-time payment. The homeowner can pay via *One Time E-Check Payment* or the homeowner can pay via *One Time Credit Card Payment*.

E-check payments are free of charge.

Credit Card/Debit Card payments are assessed a fee at the time of the payment. The fee set up is chosen by the management company at boarding.

# WELCOME

*Please choose an option below to pay your assessment online. You will want to make sure you have your account information available.*



Create Account

*Register now to make recurring payments. If you have already registered, please [login](#)*



Login

*Login to access your account information. If you have not previously registered, please [register now](#)*



One Time  
eCheck Payment

*Make a one-time eCheck payment from your bank account*



One Time Credit  
Card Payment

*Pay your assessment via credit card. (A processing fee will apply.)*



1

or



2



## To make a One-Time E-check Payment

The homeowner will enter the highlighted property information below. One-Time payments process immediately, same day.

### One-Time E-Check Payment

#### Community Account Information

Management Company ID :

Association ID :

Unit Account Number :

Account Number	Due Date	Amount Due
John Smith 12345	Jan 1, 2016	\$199.99

Make checks payable to:  
**HOMEOWNERS ASSOCIATION NAME**

Please make check payable to your Association and be sure to use the return envelopes provided.


Pay Due After Jan 15, 2016

Homeowners Association  
c/o Management Company  
P.O. Box 000000  
Las Vegas, NV 89193

0000 000H0A 00000000000012345 SMITH0000000 19999 7

Unit Account Num.  
Association ID  
Management Company ID

*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.*



Please note small print below.

*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.*

Once the homeowner clicks *Proceed* they will be prompted to fill out their bank account information along with their personal contact information. Notice the property information is prefilled at the top.

**Bank Payment Information**

Please review the following information to ensure it is correct:

Management Company ID :

Association ID :

Unit Account Number :

Address :

Please provide the following information for payment processing.

\*First Name :

\*Last Name :

\*Email :

\*Phone :   
(Enter NNN-NNN-NNNN)

\*Amount :   
(Enter 1 To 10,000)

\*Routing Number :

\*Bank Account Number :

\*Re-Enter Account Number :

Agree with [terms and conditions of use.](#)

Greg Huntington 1000  
123 Main Street  
Anytown State 9999

PAY TO:   
THE GROUP OF

DOLLARS

MY BANK NAME  
123 North Street  
Los Angeles, CA 90000

MEMO:

+122123456789 (1) Routing Number    98765432109876543210 (0) Account Number    1000

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

## When making a One-Time Credit Card/ Debit Card Payment

Homeowners are informed of the fee before proceeding to enter information on the payment site.

### Pay by Credit Card

Alliance Association Bank has contracted with a third party vendor to jointly provide you with a safe and secure credit card payment system for your convenience. **A fee will be charged for each assessment payment made using this credit card payment system.** Please contact Alliance Association Bank with any questions or issues in the use of the following site.

PROCEED

Property information will then need to be completed with information provided to the homeowners by you, the management company.

### Find Account

Please enter the following information found on your payment coupon.

See the [Coupon Document Example](#) for help locating your information.

(1) Mgmt Co ID	<input type="text"/>
(2) Assoc ID	<input type="text"/>
(3) Homeowner ID	<input type="text"/>

Continue

\* Account Numbers are unique and separate payments must be submitted:

1. For each payment obligation or payment type.
2. If you own more than one unit.

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

### Coupon Document Example

Account Number	Date Due	Amount Due
000-012345	JAN 1, 2009	\$453.04

CRAIG HUNTINGTON  
Make check payable to:  
**HOMEOWNERS ASSOCIATION**  
Please make check payable to your Association and be sure to use the return envelopes provided.

Past Due After JAN 15, 2009

Payment Consists of:  
Maintenance Fees 453.04

HOMEOWNERS ASSOCIATION  
C/O MANAGEMENT COMPANY  
P.O. BOX  
LAS VEGAS, NV 89000-0000

1391 000H0A 0000000000012345 HUNTINGTON00 04304 7

(3) Homeowners ID

(2) Association ID

(1) Management Company ID

Please note small print.

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

Homeowners will then go through a few pages to finalize and input all of their homeowner information and finalize. Once they have completed the process a confirmation email will be sent to their email.