

Post Office Box 1082, Point Pleasant Beach, NJ 08742 Phone: (732) 903-7078 ~ Fax: 1-732-202-2440

# Ways to Make Payments

### Hello and Welcome to Pinnacle!

Many owners ask us how to make their HOA payments. The answer to this is a simple solution for everyone, you can pay right online through your own portal or by sending in a check to the associations lockbox. Both methods are detailed below.

## <u>Appfolio's Homeowners Portal (\*\*Preferred Method\*\*)</u>

The homeowners portal is the best and most efficient way to make your payment. You can either download the app right to your smart device or you can access using the portal address on your computer! The homeowner portal is a pretty cool little tool because it not only allows you to make payments and set up recurring payments but you can also access your governing documents, current insurance documents for the association, submit maintenance requests and see in real time the progress of that request as well as much more! It's kind of a one stop shop. Please contact your bookkeeper and ask for the activation link today!!

The name of the app for your smart device is Online Portal by Appfolio



Once you register with the link the bookkeeper sends you to your email, you can begin to use this app. You can also access your account online by using this link

### https://pinnaclepropertymgmt.appfolio.com/connect

You can set up to make recurring or one-time payments and you can use ACH (your checking account) which is Free or for a small fee a debit or credit card.

### Sending Physical Checks / Your banks Online Bill Pay

If you prefer not to use the online payment option, that's ok too. However you will need to reach out to your bookkeeper to have a coupon book ordered. Pinnacle Property Management uses the largest lockbox bank in the US which services hundreds of thousands of condo associations and specializes in streamlined HOA banking. Though this is the lesser preferred method due to the processing time being on average 7-10 business days once the check is received by the bank. To use this method please reach out to the bookkeeper and ask for a coupon book.

- On your check you would need to make sure your account number above is in the memo line
- ❖ Your check needs to be made out to your association
- ❖ And you need to send the payment with your coupon to the address on the coupon
- ❖ Just place your coupon with the check behind it right in the envelope supplied, stamp and mail.

The last method is online bill pay through your bank. This is not recommended but if you really prefer to use this system you absolutely must have your account number appear on the payment or it will be rejected by the bank. The reason being that the lockbox bank is completely automated. Your payment is received and opened by a computer and without a coupon being inside the bank cannot process the payment. This causes an additional delay on top of the 7-10 business day processing time and if the payment also has no account number the payment is rejected and sent back to us at the management company. So it is imperative that you include your account number which you can get from your bookkeeper on the memo line. See below.

In your banks bill pay enter the following:

*	Payee:	Your Co	<u>ondo /</u>	<u>Associatio</u>	<u>on</u> c/o	Pinnacl	e Prop.	Mgmt
---	--------	---------	---------------	-------------------	---------------	---------	---------	------

Address to send Payment: PO BOX 531304, Atlanta GA 30	ひろうご
---	------

Account Number:	
-----------------	--