

Hello, and Welcome to the Owner Portal!

Homeowner Home Page/Dashboard

The Dashboard page gives an overview of the homeowner's account information, any upcoming scheduled payments if applicable, and their "Open Issues" also known as "My Items".

Welcome test!

Owner

- Dashboard
- My Account
- Make a Payment
- My Items
- My Contact Info
- My Login
- ARC Request
- Submit a Request

Association

- Calendar & Events
- Directory
- Documents

PRESIDENTIAL VALLEY POA

Owner Dashboard

Account Information - Balance: \$4,375.00

Upcoming Assessments

Regular Assessment \$225.00 on 01/01/2019 for 1893 Pennsylvania Ave

[View Account...](#)

Recurring Payments

Recurring Payments

No scheduled payments.

[View Recurring Payments...](#)

Open Issues - 6

- Collections (3 letter process) - Need Address Verification
- Association Broadcast Message - Closed
- Homeowner Statement - Sent To Homeowner

[Read More...](#)

My Account Page

The "My Account" page shows a transaction history for the owner's account. If the homeowner has multiple properties, the transaction histories for all properties will be listed here.

Welcome test! HOME | [FAQS](#) | [HELP](#) | [LOGOUT](#)

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PRESIDENTIAL VALLEY POA

Account Details

If you have a question about your owner account, please visit the [Make a Request](#) page and submit a Billing Question.

Tran Date	Description	Amount
* Acc: 10062767 Address: 1893 Pennsylvania Ave Association: Presidential Valley POA		
	Previous Balance Previous Balance	\$3,675.00
08/30/2018	Late Fee	\$250.00
09/01/2018	Regular Assessment	\$225.00
10/01/2018	Regular Assessment	\$225.00
		Sub Total: \$4,375.00
		Total: \$4,375.00

[PAYMENTS](#) [REQUESTS](#) [DOCS](#) [FAQS](#) [CALENDAR](#)

Make a Payment Page

On this page, owners have a variety of online payment options to choose from.

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PRESIDENTIAL VALLEY POA

Make A Payment

CAMS offers a variety of convenient payment methods to pay your community's assessments! We accept eCheck, ACH, Visa, M/C, AMEX, Discover.

The most secure and recommended method is ACH or eCheck. Using your checking account information, you can sign up for recurring payments or a one-time payment. This is an electronic funds transfer and you will be credited the same day your payment is made! It's free and you can avoid late fees, save a stamp and be more environmentally friendly! Money market, savings and non-checking accounts are not accepted.

If you'd like to setup a one-time or recurring credit card payment, please know that there is a service fee that will be added by the credit card processor for all credit/debit card payments.

Select from the options below to pay your account online today.

[Auto-Draft](#) [One-Time eCheck](#) [Recurring eCheck](#) [Credit Card*](#)

Auto-Draft

Homeowners can set up auto draft for their monthly assessments from a checking account only. The monthly assessments will be auto-drafted on the same day each month.

Please note that the auto-draft date is determined by the management company. The homeowner can choose the payment date for an automatic, recurring payment by using the "Recurring eCheck Payment" option below.

The homeowner will be required to have a \$0 balance before enrolling in Auto Draft. If they have a balance due, they can submit a one-time eCheck payment for the full balance, then enroll.

Auto Draft Enrollment

We are pleased to offer Automatic Draft for your Association's assessments, free of charge! Under this Auto Draft agreement, your regularly scheduled Assessments will be automatically drafted on the 10th day of your Association's billing cycle. With Auto Draft, the draft amount will automatically change according to your Association's yearly budget, so you won't have to make any changes when your Assessment balance increases or decreases.

In order to enroll in Auto Draft, your account balance must be paid in full. If you have a balance due, you can submit a one-time eCheck payment to bring your balance due, and then return to this page to enroll in Auto Draft. Make sure to edit the start date for your next assessment due date. We are unable to accept money market, savings and non-checking accounts.

Please keep in mind that this authorization is for your regularly scheduled Assessments only. If you have a question about your draft or the best payment option for your unique situation, please submit a Billing Question to our friendly staff through your Submit a Request page. We are always glad to assist!

****PLEASE NOTE:** Auto Draft must be configured at least ONE full business day in advance. If payment is set up the same day, it will not process until the following billing cycle. Please make a one-time payment for same day payment.

Enroll/Update All Properties						
Account	Address	Bank Account	Routing	Start Date	Balance	
Presidential Valley POA						
10082767	1893 Pennsylvania Ave				\$4,375.00	One-Time Payment *

One-Time eCheck

eChecks are a free payment option for homeowners. They will just need to enter in the checking account number, routing number, and payment amount before submitting the payment. The payment amount will default to the balance due but can be edited by clicking and editing the Payment Amount field.

eCheck Payment

Our one-time eCheck payment option is completely free and will be reflected on your account ledger the same business day. By completing the eCheck form below and clicking "Make Payment", you are authorizing CAMS to process a one-time eCheck payment using the bank account and routing number that you provide. Please be advised that this transaction can take up to 2-3 business days to be reflected on your personal bank statement. We are unable to process money market, savings and non-checking accounts at this time.

You can make a payment of any amount, regardless of your balance due. If you would like to pay an amount other than the total listed in the "Payment Amount" field below, you can click on the number in the "Payment Amount" field to edit the amount you would like to pay.

Email	<input type="text" value="gforgrover@blah.com"/>	Checking Account Number	<input type="text"/>
Routing Number	<input type="text"/>	Confirm Checking Account Number	<input type="text"/>
Select properties to pay			
<input type="checkbox"/>	Property	Balance	Payment Amount (Click Below to Edit)
<input checked="" type="checkbox"/>	1893 Pennsylvania Ave Washington, DC 20500 at Presidential Valley POA	\$4,375.00	500

Payment Total: \$4,375.00

Make Payment

Recurring eCheck

By using this payment option, owners can choose the date which they would like to automatically pay their assessments each month. If any changes are made by the association to the monthly assessment amounts, homeowners will have to manually edit the amount they wish to pay.

All Recurring ECheck Payments

By using our recurring eCheck payment method, you can setup a recurring payment on monthly or quarterly basis. With recurring eChecks, you control the date that your payment is made. Recurring eChecks can be edited or deleted online at any time and there are no processing or setup fees! At this time, we are unable to accept money market, savings and non-checking accounts.

It is very important to note that by using the recurring payment method, the assessment amount will not automatically update according to your Association's Assessment amounts. If your community changes the assessment amount, you will need to come back to this page and update your recurring eCheck to reflect the balance due for your account.

Click on the "New Recurring Payment" link below to get started!

[New Recurring Payment](#)

Nickname	Property	Amount	Account Ending	Frequency	Pay on		
			No scheduled payments.				

To enroll, the homeowner will click on "New Recurring Payment" to navigate to the following page where they can enter all of the required information:

Instructions:

Please fill out your information in the form below to make a payment. Only use a valid checking account. We cannot accept a money market, savings and non-checking accounts.

You have the option of scheduling a monthly or quarterly payment.

Please be sure to select the correct property to apply the payment to before clicking the "Make Payment" button.

****PLEASE NOTE:** Recurring eCheck payments must be configured at least ONE full business day in advance. If payment is set up the same day, it will not process until the following billing cycle. Please make a one-time eCheck payment for same day payments.

Your Information

Nickname

Checking Account Number

Confirm Checking Account Number

Routing Number

Schedule Information

Monthly

Pay on

1st

Quarterly

Select 4 payment dates:

Quarter 1

January 1st

Quarter 2

January 1st

Quarter 3

January 1st

Quarter 4

January 1st

Payment Information

Select property to pay

1893 Pennsylvania Ave Washington, DC 20500 at Presidential Valley POA

Account Information - Balance: \$4,375.00

Upcoming Assessments

Regular Assessment \$225.00 on 01/01/2019 for 1893 Pennsylvania Ave

Payment Amount

\$0.00

Schedule Payment

Credit Card Payments

Homeowners can make payment by a credit or debit card. Most 3rd party payment processors do charge a fee for this option.

Credit/ Debit Card Payments

For credit/ debit card payment processing, CAMS uses Paylease, one of the most widely recognized and trusted payment processors in the property management industry. By clicking on the "Make Payment" link below, you will be directed to Paylease.com, where you can make payments that will be applied directly to your Association's account. Please be advised that Paylease does charge a processing fee for this service.

Select a property to pay	Property	Balance	
	1893 Pennsylvania Ave Washington, DC 20500 at Presidential Valley POA	\$4,375.00	Make Payment

My Items

Homeowners have access to a list of their property's action items on the "My Items" page. Here, they can see what step each item is currently in as well as send a message directly to the appropriate team member by clicking "Reply" next to each specific action item.

My Items

Welcome to your My Items page! This page allows you to follow activity on requests submitted through the *Submit a Request* page and any open tickets, which we refer to as "Action Items." Action Items displayed here include all activity for your property or properties over the last 30 days. This can include any resolved or voided activity.

Click on the drop down arrow next to each Action item displayed to see any messages sent to you and recent activity related to that item. Click "Reply" to send a message about your item.

	XN	Address	Type	Step	Description	
▶	2229690	1893 Pennsylvania Ave	Collections (3 letter process)	Need Address Verification	Balance of \$1,125.00 meets the Association's minimum collection balance of \$10.00 that is at least 30 days old.	Reply
▶	3835991	1893 Pennsylvania Ave	Association Broadcast Message	Closed	Please find the attached notice from CAMS regarding Hurricane Florence. We appreciate your prompt attention to this matter.	Reply
▶	3888610	1893 Pennsylvania Ave	Association Broadcast Message	Closed	Here is a thing that is happening for which you need to devote your undivided attention: Cat Attack	Reply
▶	3890000	1893 Pennsylvania Ave	Association Broadcast Message	Closed	Testing with AJ on phone, to both assoc in Demo portfolio	Reply
▶	4130810	1893 Pennsylvania Ave	Association Broadcast Message	Closed	Please find the update from CAMS regarding post storm recovery efforts from Hurricane Florence.	Reply

My Contact Info

On the My Contact Info page, homeowners can update any of the below information. Once these changes are made in the portal, it will automatically update with the new information.

My Contact Info

Note: Paperless Associations bill via email only. Therefore; if your Association has opted for Paperless billing and you set your billing preference to Paper it will be ignored.

General Communication Preference Email	<input type="checkbox"/> International Address?
Billing Communication Preference Email	Address Label Mailing
Note: Electronic-only associations will ignore Paper preference	Address 4932 Wrightsville Ave
Email Label	City Wilmington NC 28403
Email gforgrover@blah.com	Directory Preferences <input type="checkbox"/> Hide Name In Directory? <input checked="" type="checkbox"/> Hide Email In Directory? <input checked="" type="checkbox"/> Hide Phone In Directory?
Phone Label	
Phone	
<input type="button" value="Update Contact Information"/>	

My Login

Owners can change their password and login email on this page. Changing their login email will not change their primary email address.

My Login

Change your user name or password for this website.

Please note that this will not update your email address for communications. Please visit the "My Contact Info" page to update the email address for communications.

eMail
<input type="text" value="jessica.wilson@vantaca.com"/>
Password
<input type="password"/>
<input type="button" value="Update Login"/>

ARC Requests (If Applicable)

Homeowners can submit their own ARC (ACC) requests through their portal through this page. This will generate an ARC Request action item to the management company as well as show up on the homeowner's "My Items" page where they can keep track of the status of their request throughout the process.

ARC Requests

Which Property

Work To Be Done

Provide complete details of the work to be done.

Estimated Project Start Date

Estimated Project End Date

Download and fill out the appropriate ARC Form to attach.

Attach ARC Form and Other Documents

Select files...

 Painted House.jpg
24.45 KB

Homeowners will be able to go to the **Documents** page to find a copy of the ARC Form.

Submit a Request Page

Homeowners can use this page to submit different types of requests. Once they submit, a new action item will kick off at the management company.

Submit A Request

Thank you for using your Owner's Portal! Here you will be able to easily select from four options to help communicate with CAMS about association related matters. All requests will be reviewed and responded to within 24 to 48 business hours.

Billing Question: For questions related to your account balance, select "Billing Question" from the drop down menu as your request type.

Fee Waiver Request: If you feel that there is an erroneous charge on your account, please submit a "Fee Waiver Request" and indicate the specific fee and amount you request to be waived.

Please note that fees and interest charged by your association may require approval from your board of directors before being waived. You will continue to incur interest and fees if your account is delinquent.

Service/Maintenance Requests: Service/Maintenance Requests are a great way to report property damage or maintenance concerns specific to your unit or common areas within the community. Please be sure to describe the problem with plenty of detail including specific location or area of concern. Submit separate requests for each individual issue reported. All emergency requests including active leaks that may lead to property damage or safety concerns should be reported to our office at 877-672-2267 and select the Emergency option to be directed to our Emergency Response Team.

General Question: For all other inquiries, or if you are unsure where to start, please submit a "General Question" and we will be happy to help guide you!

Choose a Type of Request
Billing Question ▼

For Which Property
1893 Pennsylvania Ave ▼

Provide describe in detail your request.
Why does my account show 2 assessment charges for this month?

Attach documents to help describe your request
Select files...

Submit

Owners can keep track of these requests on their "My Items" page.

My Items

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Click on the drop down arrow next to each Action item displayed to see any messages sent to you and recent activity related to that item. Click "Reply" to send a message about your item.

	XN	Address	Type	Step	Description	
▶	4194532	1893 Pennsylvania Ave	Statement	Sent To Homeowner	created and is ready for you to view.	Reply
▶	4316960	1893 Pennsylvania Ave	ARC Request	Application Received	We would like to paint our house the color of the house in the attached picture.	Reply
▾	4317073	1893 Pennsylvania Ave	Billing Question	Closed	Why does my account show 2 assessment charges for this month?	Reply

Messages

	Entered	Author	Attach	Message
●	10/01/2018	Vantaca Support		We have removed the duplicate charge on your account.
	10/01/2018	test		Why does my account show 2 assessment charges for this month?

Calendar & Events

The Calendar in the homeowner portal can show different events and important dates within the community.

Calendar

Presidential Valley POA

Stay up to date with events going on in your community.

Today	October, 2018	Day	Week	Agenda	Month	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27 Halloween Party
28	29	30	31	01	02	03
04	05	06	07	08	09	10

Directory *(only when enabled)*

Homeowners have access to their community's directory. Each homeowner/board member can choose their Directory Preferences on the My Contact Info page.

Directory

Presidential Valley POA

Board Members	▼
Committees	▼
Homeowners	▼

Documents

Here, homeowners have access to Association documents that are applicable to them.

Documents

Presidential Valley POA ▼

Documents

- Documents
 - Amenities
 - Financials and Annual Meetings
 - Florence Updates
 - Forms
 - Governing Docs
 - Move
 - Newsletters
 - Payment Plan
 - Special Assessments
 - Welcome Packet