



# Parkview Hills Management Company

December, 2019

Re: AppFolio System & Online Payments

Happy Holidays!

Many of you have already begun using our new web based system which was implemented January 1<sup>st</sup>, 2019. This system, AppFolio, allows co-owners to create an online portal to manage their account information, submit work orders and make payments directly to their account.

Please be advised that December 2019 dues payments will be the last payments that will be taken by our in-house ACH (automatic check withdrawal). All dues payments going forward can be made using the three (3) options detailed below. We encourage you to use AppFolio as it provides the quickest and easiest way to make your payment. Your AppFolio payment is immediate and deposited directly into your Association's bank account without delay.

- Option #1 (recommended): Use Google Chrome or Firefox web browsers for best results!

Free online e-Check through the AppFolio Portal. The online portal accepts e-Check or credit card payments. Please note there is a charge for credit card payments only, e-Checks are free. The e-Check is similar to the ACH program we offered. You are able to quickly set up a single e-Check with your checking or savings account by selecting "**Pay Now**". You can also setup e-Checks to automatically withdraw (Monthly, Quarterly, Bi-Annually or Annually) by selecting "**Set Up Autopay**". You will have an option to choose a fixed payment amount or balance in full. Choose fixed amount, and then choose your HOA dues payment frequency in the dropdown box. Select the date for the first payment to begin. The bottom of the page will have an option to "**Create Autopay**" if you would like this transaction to occur automatically each month.

- Option #2: Online bill pay directly through your banking institution located on your bank website or by contacting your bank directly to set up monthly payments.
- Option #3: Mail or drop off a payment to our office located at: 3329 Greenleaf Boulevard, Kalamazoo, MI 49008.

NOTE: Please make checks out to your Association.

AppFolio activation information is included on the back of this letter. Should you have any questions or require further set up assistance, please feel free to contact our office at 269-375-0327.

Thank you in advance for your attention to this matter.

Sincerely,

**PARKVIEW HILLS MANAGEMENT COMPANY**

# Did You Know You Can Make Payments Online?



## **Secure**

Online payments are encrypted using bank-grade security.



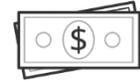
## **Fast**

Your charges are immediately marked as paid.



## **Convenient**

Download the AppFolio app and pay your dues from anywhere with your mobile device.



## **Flexible**

Choose the method that best fits your needs.

## We offer you the following payment options:

### **eCheck (100% free to you!)**

Enter your routing and account numbers in your secure Online Portal to pay dues or any other charges directly from your checking or savings account.

### **Credit or Debit Card**

Use your debit or credit card to pay dues or any other charges through the secure Online Portal. (An online convenience fee applies and is based on your monthly charges.)

### **How to get started with activation:**

1. Go to [https://parkviewhills.appfolio.com/connect/users/sign\\_in](https://parkviewhills.appfolio.com/connect/users/sign_in)

#### **Or**

Email us at [admin@parkviewhills.net](mailto:admin@parkviewhills.net) to request access to your Online Portal. Please include your first and last name as well as your street address.

2. You will receive an email with a link to your personal, secure Online Portal. Be sure to check your junk/spam folder if you do not receive the email in your in-box.
3. Create a login and password to access right away!

If you have any questions, please email us at [admin@parkviewhills.net](mailto:admin@parkviewhills.net) or call 269-375-0327.