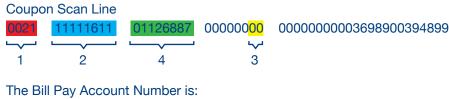# Online Bill Pay Instructions
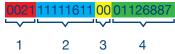# For Unit Owners

DEFAULT BILL PAYER ACCOUNT NUMBER

Our default and standard format (based on our coupon) will be to link together the "Company ID," the "Association Code," the "Coupon Type" and the "Unit Owner Number" for Bill Payer users to enter as the Bill Pay Account Number. At the very least, the Bill Pay Account Number will be 22 characters in length.

		FORMAT	PURPOSE
1	Company ID (Red)	Right justified – 4 characters in length (zero filled)	Used to identify if your association is self managed or the property manager of your association.
2	Association Code (Turquoise)	Right justified – 8 characters in length (zero filled)	Used to assign your Unit Owner Number payment to the correct association.
3	Coupon Type (Yellow)	Right justified – 2 characters in length (zero filled)	Used to identify if you are making a special assessment payment to the association.
4	Unit Owner Number (Green)	Right justified – 8 characters in length (zero filled)	Used to assign your payment to your unit number.

EXAMPLE

Here is a coupon scan line example:

Coupon Scan Line

0021   11111611   01126887   00000000   0000000003698900394899

  1   2   4   3

The Bill Pay Account Number is:

0021 11111611 00 01126887

  1   2   3   4

When the Bill Pay information is received by the lockbox vendor electronically, if the unit owner enters the correct information, the vendor will be able to process it accordingly without any manual intervention.

We recommend informing unit owners using Bill Pay in the following ways:

• Include a special "Attention: Bill Pay Users" insert or letter with coupons which provides the Bill Pay Account Number and/or describes the necessary steps for Bill Pay use.

• When a Bill Pay check is received, send the unit owner a letter or insert describing the update required for Bill Pay use.

• You may also refer unit owners to our website at www.associationbankers.com and click on "Bill Pay Users."

SPECIAL ASSESSMENT INDICATORS

When information is being provided to the community association for special assessments, unit owners should be instructed to include their full name and the association name on the "Payable" line, followed by a "–SA."

If there is a separate Memo field available to the unit owner, the unit owner should enter "Special Assessment."

If there is more than one special assessment, the unit owner should be instructed to include the purpose of the special assessment, i.e., "Special Assessment–Roof" or "SA–Pool."

POPULAR® ASSOCIATION BANKING

UNDERSTANDING THE NEEDS OF Community Associations

www.AssociationBankers.com