



ONLINE PAYMENT INSTRUCTIONS

How does it work? You can choose to make a one-time payment or set up recurring payments. You may do so by using the eCheck option or by using the credit card option (*a 2.95% convenience fee applies with every card transaction.*) We recommend having your coupon book or statement handy so that you have your account number available. Payments made before 9:00 p.m. EST Monday – Friday will be posted on the same day unless it is a holiday. Payments made on the weekend or a holiday will be posted on the next business day.

Create a payment schedule online – for use with a computer, tablet, or mobile device

- Visit propertypay.cit.com (please note: **no www before the address**)
 - **Note: All payments are absolutely free if set up via eCheck**
- Select Sign up to register
- Create an account –Please keep record of your Username and Password.
- After creating an account, you will be asked to log in using your new username and password
- Enter the required property information
 - **Management ID: 8041**
 - **Association ID:** 3 digit code
 - **Account Number:** located on your payment coupon or statement
- Enter the required payment information
- Enter the details for your payment schedule – choose your start and end dates (or no end date)

OR

Create a payment schedule in the Property Pay App – when using a mobile device

- Download the app from Google Play or the App store – search for Property Pay
 - *Note: a fee is charged by the bank - ***\$1.95 per payment****
- Select Sign up to register. Please keep record of your Username and Password.
- Enter the required property information *OR* capture property details using your mobile device's camera
- Enter the required payment information *OR* capture check details using your mobile device's camera
- Enter the details for your payment schedule
- Follow the instructions using the required property information listed above

**** Please note: if you own more than one property in an Association or in multiple Associations, you must set up separate transactions for each unit; otherwise payments will not be posted properly and may result in one account being overpaid while another remains unpaid. ****
Follow instructions for Add Property.

Add Property

- From the Properties home page, scroll down and click on Add Property
- Enter the property information using either the Property Address or Account Number provided on the statement or coupon.
- Click on Find My Property to continue.
- Verify property information is correct and click on Register Property.
- A confirmation screen may appear, and you will be returned to the Properties page. The new property is now listed.

Continued on reverse

ONLINE PAYMENT INSTRUCTIONS cont.

YOUR BANK'S ONLINE BILL-PAY

How does it work? Set up your HOA as a payee with your bank's online banking bill-pay.

What do I need to do? Please complete your Bill Pay setup exactly as follows:

- **Payee:** Association Name
- **Address 1:** c/o Horst Management Services
- **Address 2:** PO Box 60545
- **City:** Phoenix **State:** AZ **Zip:** 85082-0545
- **Account Number/Reference Number:** Please include your HOA account number in the notes/memo section. Your HOA account number is listed on your coupon book or statement.

*** Please note: if you own more than one property in an Association or in multiple Associations, you **must** set up separate transactions for each unit; otherwise payments will not be posted properly and may result in one account being overpaid while another remains unpaid. ***

FOR ACCOUNT QUESTIONS, PLEASE CONTACT:

Accounts Receivable Specialist: Cristie Neal
Office Phone: 717-581-9834
Email Address: cneal@horstgroup.com