

STEP BY STEP GUIDE MAKING ONLINE PAYMENTS

1. Go to <https://pay.allianceassociationbank.com/Home?cmcid=A11C66C0>
2. If a returning user log in and from your homepage dashboard select "One-Time Payment. If new to Alliance, you may submit a one time payment from the login page without creating an account.



[937-461-7474](tel:937-461-7474)

Contact Us
3199 Klepinger Rd #200
Dayton, OH 45406-1837

Welcome

Welcome!

We offer multiple payment options for your community association assessment.

To make an online payment, please select an option from the right. Be sure to have your account information available when making a payment. We recommend new users setup an account in the online payment system to create a recurring payment or to save your property and payment information. You may also make one time debit/credit card or eCheck payments. (A fee applies for credit/debit card payments).

Please note the Management Company ID for Turner Property Services Group is 7317.

If you have a technical issue making an online payment, you can contact Alliance Association Bank at (844) 739-2331. If you need information about your property or current balance, please contact Turner Property Services Group at [937-461-7474](tel:937-461-7474).

You may also mail your payment or setup an online bill payment with your bank using the following address:

Association Name
c/o Turner Property Services Group
PO Box 98181
Las Vegas, NV 89193-8181

Returning Users

- ✗ Use 8 or more characters
- ✗ Use upper and lower case letters (e.g. Aa)
- ✗ Use a number (e.g. 1234)
- ✗ Use a symbol (e.g. @#\$)

Remember me

Login

[Forgot password?](#)

New Users

Setup Account

Set up an account to retain payment history and schedule payments.

One Time Payment

To make one-time payment, please make sure you have the information below available:

- Management Company ID
- Association ID
- Property Account Number

eCheck Payment

Debit/Credit Card Payment

Payments must be received by **4:00pm Pacific** to begin processing today.
Payments received **after 4:00pm Pacific** may take up to 4 business days to be completed if the payment date falls on a weekend or Holiday.
In most cases, payments are processed within 1-2 business days.

[Online Payment Terms and Conditions](#)

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Payment Options as a Guest

Users can select to make payments in the following manner from the **Welcome Screen**:

- One-time debit/credit card payment
- One-time eCheck payment

Information is also provided below on how to navigate the debit/credit card user portal.

Debit/Credit Card Payment

- Make a one-time credit or debit card payment by selecting *Debit/Credit Card Payment* on the **Welcome Screen** at the bottom right.

One Time Payment

To make one-time payment, please make sure you have the information below available:

- Management Company ID
- Association ID
- Property Account Number

eCheck Payment

Debit/Credit Card Payment

Payments must be received by 4:00 PM Pacific Standard Time for current business day processing.

Processing will complete within 4 business days.

- Click *Proceed* on the following screen to acknowledge that a fee will be assessed at the time of the payment.


Pay by Credit Card

Alliance Association Bank has contracted with a third party vendor to jointly provide you with a safe and secure credit card payment system for your convenience. **A fee will be charged for each assessment payment made using this credit card payment system.** Please contact Alliance Association Bank with any questions or issues in the use of the following site.

PROCEED

- The next screen will require that the user's management company ID, association ID, property account number and email address are entered. Select *Search*.
 - If property information and email address match a prior payment, the search result will reflect the user's found property. Select the found property and the option to *Register*.

Find Your Account

John Smith	Account Number 12345	Date Due Jan 1, 2018	Amount Due \$199.99
Make checks payable to: HOMEOWNERS ASSOCIATION NAME		Pay Due After: Jan 15, 2018	
Please make check payable to your Association and be sure to use the return envelope provided.			
 Homeowners Association c/o Management Company Processing Center P.O. Box 000000 Las Vegas, NV 89130			

0000	000H0A	000000000000	12345	SMITH00000000	19999	7
Property Account # (3)						
Association ID (2)						
Management Company ID (1)						

Please enter the following information found on your payment coupon using the example above.

Property Account Numbers are unique and separate payments must be submitted for each payment obligation or payment type, or if you are paying for more than one property.

Payments may take up to five business days to process and post to your account. We recommend all payments be submitted at least five business days before the due date indicated on your invoice or coupon to avoid late charges.

(1) Mgmt Co ID

(2) Assoc ID - Without Leading Zeros

(3) Property Account #

Email

[SEARCH](#)

[Already Registered? Login Here](#)

Found 1 [Search Again](#)

Username Registered

2

[Create a new account](#)

- On the registration page, users will enter property details unless prepopulated.
 - A user's first name, last name, email and mobile phone are required fields.
 - A user's email will be prepopulated if a previous payment was made.
- Verify the information represented is accurate and enter a 4-digit PIN number of choice. This PIN number will be used when accessing the user profile in the future.
- Payment reminders are set up by default to occur the 1st of every month. Modify the reminder date, frequency, and type (email or text) prior to registration. If no mobile phone number is provided, text will **not** be an option.

Make a Payment

Daily Review

Association ID: DAY

Management Company ID: 6708

[Already Registered? Login Here](#)

Property Account #

First Name

Last Name

Email

Mobile Phone

Create a Simple 4 Digit Pin For Your Security

Set up your payment reminders.

Frequency

Reminder Day

Email me a Payment Link

Text me a Payment Link

Users will enter property details unless prepopulated.

Create a unique 4-digit PIN. This PIN number will be used when accessing the user profile in the future.

Payment reminders are set up by default to occur on the 1st of every month. Modify the reminder date, frequency, and type (email or text) prior to registration. If no mobile phone number is provided, text will **not** be an option.

- The payment page will be presented along with a previously used payment method, if available.
- Enter the payment amount and choose a payment method or select *Add a Payment Method*. If multiple properties exist, these will be presented to the user with associated payment methods.

Payment Amount

\$ 0.00

Select Payment Method

+ Add a Payment Method

AMERICAN EXPRESS DISCOVER MasterCard VISA

CANCEL

Found 2 Logout

Daily Review	Account # - 2
Daily Review	Account # - 5

If multiple properties exist, these will be presented to the user with associated payment methods.

- When adding a payment method, the name on the payment profile is prepopulated. Enter the **card number** and **zip code**. Select *Save Payment Method*.

Cardholder Name

Card Number
 VISA

Expiration Date

Zip Code

SAVE PAYMENT METHOD

DISCOVER | DISCOVER | MasterCard | VISA

- Credit Card Fee Info -
A 3% service fee will be applied at the time of payment.

[BACK](#)

- If an account exists, user will be presented with saved payment method details.

Payment Amount
\$ 0.00

Select Payment Method

VISA Credit Card # xxxxx
Exp: 10/20 - Fee: 3% ✓

Enter CVV ⓘ

Add New Payment Method

NEXT - REVIEW PAYMENT

DISCOVER | DISCOVER | MasterCard | VISA


CANCEL

- Prior to confirming the payment, the payment amount plus the convenience fee is presented along with the payment total. Review the payment details and select *Confirm* to submit the payment.


Payment Type:	Payment
Payment Amount	\$5.00
Debit Card Fee	\$5.00
Total	\$10.00

Pay Method: Visa Debit Card #

CONFIRM

 This is a Secure Payment
By clicking confirm you agree to the [terms](#).

- A confirmation page will be presented and emailed to the email address associated with the user profile.



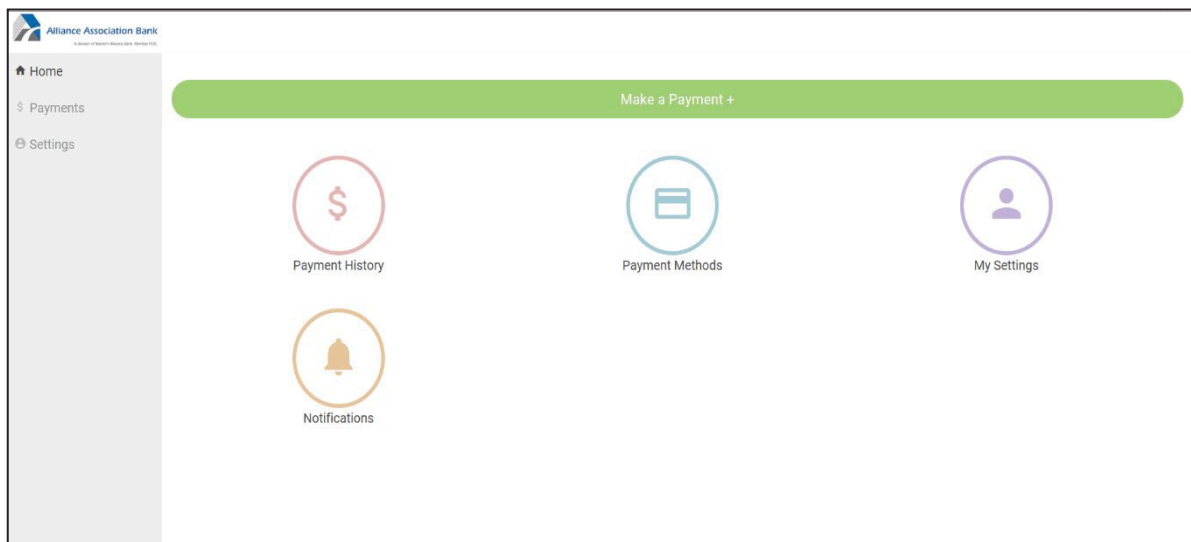
Thanks brittney! Your VISA payment of \$10.00 has been processed.

We emailed a receipt to
username @allianceassociationbank.com

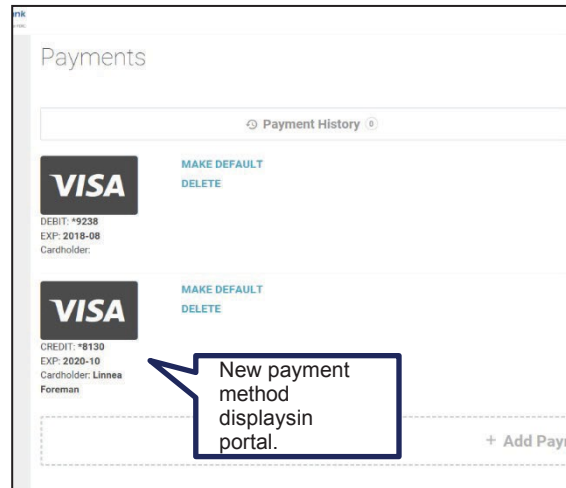
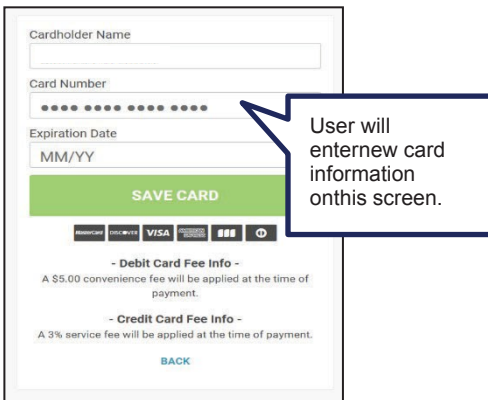
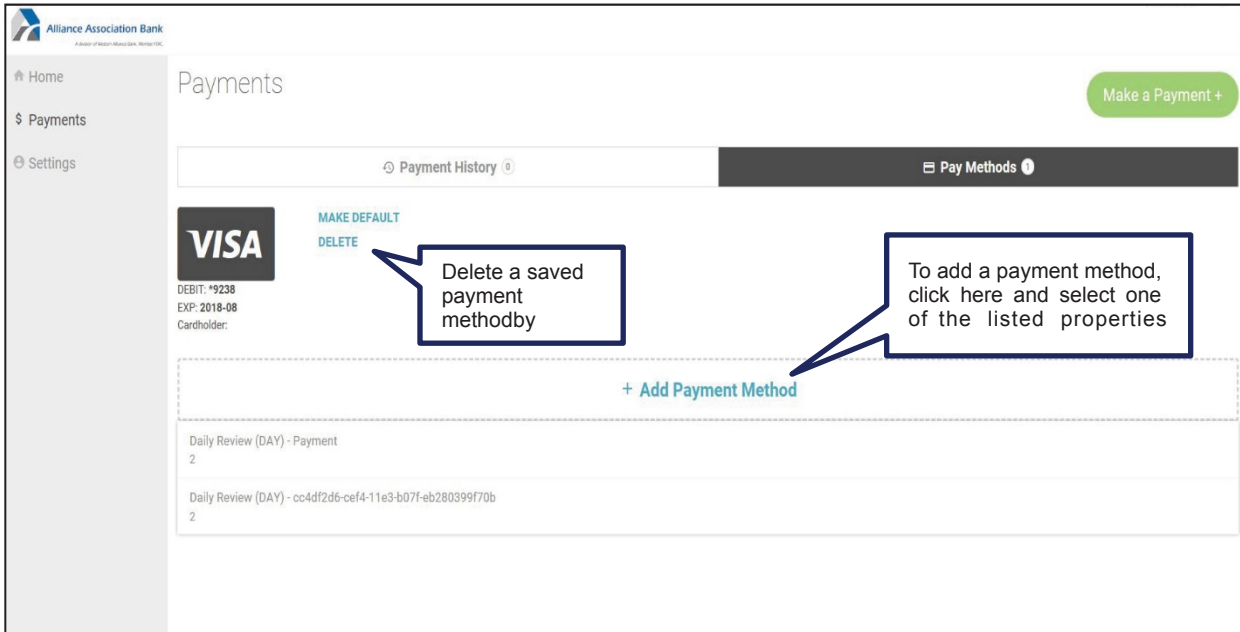
- When making a payment by card in the future, select *Already Registered? Login here* from the **Make a Payment** page. Users will be prompted to enter an email address and the 4-digit PIN created.
 - Within the portal, users can make a payment, view payment history, maintain payment methods, change personal information, and view payment notifications.

Navigating the Debit/Credit Card User Portal

- Users will be prompted to enter an email address and 4-digit PIN (as shown in the previous screenshot). All properties registered with this information will appear.
 - If a user has multiple properties, select the property to review by clicking on it.
- Once a selection has been made, users can access **Payment History**, **Payment Methods**, **MySettings**, and **Notifications** in the portal.

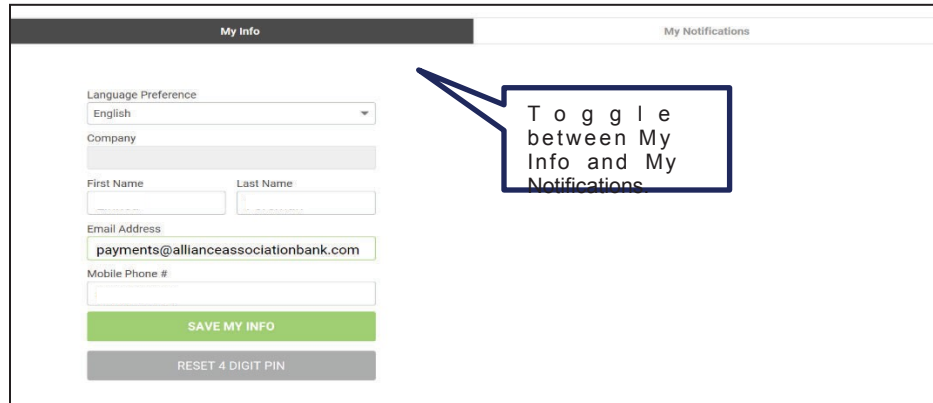


- Payment History
 - This screen will display all payments made associated with the user account.
- Payment Methods
 - This screen will present all payment methods the user has on file.
 - Here, users can either add or delete payment methods.



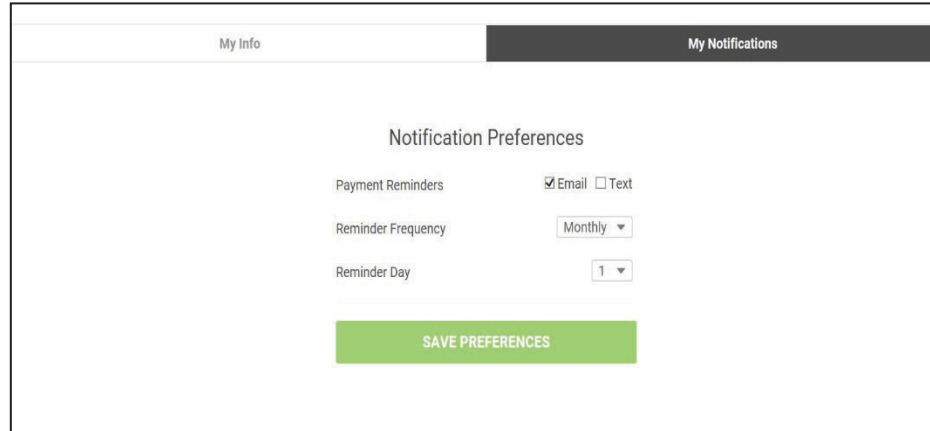
- Settings

- This screen presents two tabs that the user can toggle between: **My Info** and **My Notifications**.
 - **My Info:** This tab allows users to edit/update name, email address, and phonenumber information. It also allows users to reset the 4-digit PIN used to login.



The screenshot shows the 'My Info' tab selected. The interface includes a 'Language Preference' dropdown menu set to 'English', a 'Company' text field, 'First Name' and 'Last Name' text fields, an 'Email Address' field containing 'payments@allianceassociationbank.com', and a 'Mobile Phone #' field. At the bottom, there are two buttons: a green 'SAVE MY INFO' button and a grey 'RESET 4 DIGIT PIN' button. A blue callout box with a pointer to the top right corner of the form area contains the text: 'Toggle between My Info and My Notifications'.

- **My Notifications:** This tab allows users to make changes to how notifications are received.



The screenshot shows the 'My Notifications' tab selected. The title 'Notification Preferences' is centered. Below it, there are three settings: 'Payment Reminders' with radio buttons for 'Email' (checked) and 'Text'; 'Reminder Frequency' with a dropdown menu set to 'Monthly'; and 'Reminder Day' with a dropdown menu set to '1'. A green 'SAVE PREFERENCES' button is located at the bottom center.