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ASSESSMENT PAYMENT OPTIONS and ADJUSTMENT of ACH (DIRECT DEBIT) SERVICES

Dear Homeowner,

As your management company, one of Vesta Property Services' highest priorities is the protection of your personal and financial data. We have evaluated the benefits of continuing with the ACH (Direct Debit) payment method and have determined that we will no longer process ACH debits internally effective December 31, 2019. There are several factors that have led to this decision:

- With identity theft on the rise, we feel that your financial institution provides a higher level of encryption and security when making electronic transactions than the current ACH process.
- Over the years, the use of ACH has been replaced by more convenient and popular options for the payment of Association assessments. Most financial institutions offer online "Bill Pay" services and your Association bank most likely offers a similar service if you wish to utilize it.
- As a market leader, our experience shows that most homeowners prefer to control and initiate the payment process, rather than our office issuing debits to their bank account.

You will still have the ability to utilize direct debit services, and can set such up with the association's bank, Valley National Bank. ACH and online payments can be made through Valley's secure website, <https://valleyfloridapay.com/#/person/find/>. The website is very user friendly; enclosed please find a quick reference guide with instructions on setting up your account and processing online payments.

In addition to ACH and online payments, you may also pay your association dues via the following methods:

Paying By Check

Please make your check payable to the Association, not Vesta Property Services.

Please write your account number in the "Memo" field on the check.

Please do not send your check to our office address - mail your check to the Association's bank lockbox processing facility:

Valley National Bank
P.O. Box 24479
Tampa, FL 33623-4479

Please allow up to one week for receipt and processing of your payment.

Paying Via Online Banking

- Your bank may not mail the payment on the day the amount is debited from your account, so please allow plenty of time for this when setting-up the payment date schedule.
- Although the amount is debited from your account when the check is cut, this does not mean that it has reached the Association's bank account on that date so please allow sufficient time for your payment to reach the Association's bank lockbox.



Please note: We are not able to accept any post-dated checks, nor are we able to accept cash payments.

Please contact our office if you have any questions.

Best regards,

A handwritten signature in black ink, appearing to read 'J. Tanigawa'.

James Tanigawa, CAM, CMCA
General Manager, Bonita Springs
Vesta Property Services

Getting Registered

Already Registered? Login Here



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

CONTINUE

Register your payer information.

The **email** address is a required field. Your email address will function as your username.

The **Mobile Phone** field is optional. However, if you enter a phone number, it must be a mobile number or the system will not let you proceed to the next screen.

Choose a **4 digit PIN** which will function as a password.

Set the **Frequency** and the **Day** in which you would like to receive your **payment reminders**.

The option to **Text a Payment Link** will be grayed out unless a valid mobile number is entered above.

Making a Payment

Enter in the **amount** of your payment and **add a payment method**.

Click **Cancel** to be redirected to the payer portal.

Click **Make Recurring** to set up scheduled payments.

Payment Amount

\$0.00

Select Payment Method

+ Add a Payment Method

Easiest Option - Add Your **Debit Card**



Payments may not be posted to your account for 2-3 business days.

CANCEL

MAKE RECURRING



Menu Jenny Smith ▾
Graham Woods 1279

Settings

My Info

My Notifications

Notification Preferences

Payment Reminders

☒ Email ☐ Text

Reminder Frequency

Monthly ▾

Reminder Day

11 ▾

SAVE PREFERENCES

You can also access your **Notification Preferences** by clicking on the **Notifications** button on the home page.



Menu

Jenny Smith

Graham Woods (328)

Payments

Make a Payment

History (6)

Scheduled (3)

Methods (1)

VISA

CREDIT: *4747

EXP: 2023-01

Cardholder: Jenny Smith

MAKE DEFAULT

DELETE

+ Add Payment Method

(Mobile View of Payment Methods)

Menu

Jenny Smith

Graham Woods (328)

Settings

My Info

My Notifications

Language Preference

English

Company

First Name

Jenny

Last Name

Smith

Email Address

Jenny@BluffMgmt.com

Mobile Phone #

(000) 000-0000

SAVE MY INFO

RESET 4 DIGIT PIN

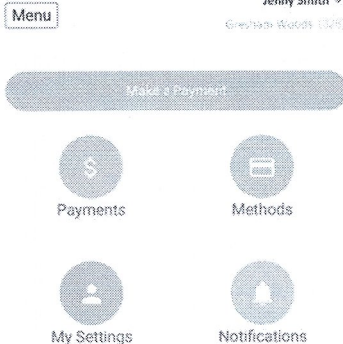
(Mobile View of My Settings)

From the home page, click on **My Settings**.

In the **My Info** section you can update your name, email address, or phone number.

You can also **reset your PIN**.

Payer Portal



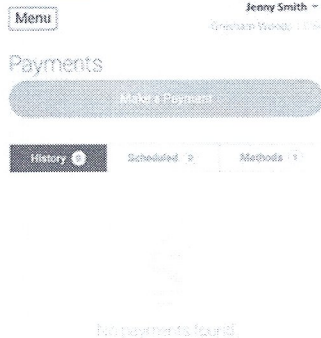
You can access the Payer Portal by clicking the link at the bottom of the confirmation page or in the email receipt.

From the Payer Portal you can:

- review your **Payment History**
- edit your **settings**
- set up **scheduled payments**

You can quickly **Make a Payment** by clicking the green button at the top.

(Mobile View of Portal Home Page)



From the home page, click on **Payments**.

On the Payments page, you can:

- see your payment **History**
- create and manage your **Scheduled Payments**
- manage your payment **methods**


(Mobile View of Payment History)



You can also access **Payment Methods** by clicking on the **Methods** button on the home page.

Select the **Payment Method Type** and enter the required information. (sample screenshot shows Bank Account fields)

any fees apply, a message will display at the bottom.

 **ve** your payment method information. It will be available for you to select next time.

Select Payment Method Type

Bank Account

Bank Account Holder Name

Routing Number

Bank Account Number

Confirm Account Number

Account Type

Checking Account

SAVE BANK ACCOUNT

BACK

Review the confirmation page.

Click **Confirm**.

After you click confirm, a **confirmation message** will display and a **receipt** will be emailed to you.

Your email receipt will contain a unique **reference number** to be used if you have any questions concerning that payment.

There are links provided at the bottom to access your **Payer Portal** and to see your **Payment History**.

Payment Type: Payment

Payment Amount \$10.00

eChecks/ACH Fee \$0.00

Total \$10.00

Pay Method Checking

CONFIRM

 This is a Secure Payment

By clicking confirm you agree to the [terms](#)

By authorizing this transaction, customer agrees that merchant may convert this transaction into an Electronic Funds Transfer (EFT) transaction or paper draft, and to debit this account for the amount of the transaction. Additionally, in the event this draft or EFT is returned unpaid, a service fee, as allowable by law, will be charged to this account via EFT or draft.

Payments may not be posted to your account for 2-3 business days.

 Thanks Test! Your payment of \$11.95 has been processed.

We emailed a receipt to meredith@lenderpayments.com

[MY PORTAL](#) | [MY PAYMENT HISTORY](#)