

INSTRUCTIONS: OWNER MISC CHARGES & PAYMENTS



Updated: 7.7.2021
Created 5.5.2021

INSTRUCTIONS

1. Navigate to Homeowners > Homeowner List
Confirm the link at the top left says All Associations or the specific association you're searching for.
2. Search for the relevant owner, and click the Select button on the right side of the screen to view that owner's account
3. On the Homeowners > Action Item screen click the +New Action Item button
4. Choose the appropriate action item. Options:
 - Clubhouse Charge
 - Fob/Key Charge
 - Misc. Charge
 - Move Fee Charge
 - Onsite Resale Request Charge
 - Parking Rental Charge
 - Party Room Charge
 - Pet Fee Charge
 - Pool Charge
 - Storage Rental Charge
 - Work Order Charge
5. The Charge Amount will autofill in. Adjust when necessary.
6. Enter a short description explaining what the charge is for.
Ex. Extra fob for tenant Bob/Party Room Use 5.1.2021/Storage Rent May 2021/etc.
7. Update. The charge will instantly post and the owner will be emailed a message notifying them to go to the portal to pay.

Subject: [-Association Name~] Charge Applied

Body

B I U [List icons] (inherited font) (inherited size) [Image icon] **A** [Watermark icon]

This message is being sent to notify you that a new charge has been applied to your account #[~Account Number~] within [-Association Name~].

[~Action Item Description~]

To view this charge and make a payment, please visit your owner's portal at [-Web Portal~].

Regards,

[~Author~]

[~Association Name~]

This Community is Professionally Managed By:

[~Company Name~]
[~Company Primary Phone~] | [-Company Website~]

8. View the Homeowners > Ledger – Transactions Tab to see the charge, and eventually the payment.

9. Managers will not be automatically notified when payment is submitted. However, owners can respond the notification email. If they respond, the action item will re-open in the manager’s My Action Items queue at the Owner Response step.

- If the message requires another communication from you, Step the action item to Reply to Owner and type your message in the Note box.
- If the message does not require a response, Step the action item to Completed.

ERRORS/EXCEPTIONS

If, after the submitting the charge, you notice there is an error (ex. the charge was typed in as \$100 instead of \$10) the Property Accountant will have to adjust the owner’s account. DO NOT submit the charge again as the owner will be double-billed.

1. Find the action item on the owner’s account. (Check the “Include Closed” box to find it.)
2. Step the action item from Completed to the Adjust Charge Step.
3. Type an explanation of what you want the Accountant to do. *Ex. Please correct the \$250 charge for storage. It should be \$25.*
4. The Property Accountant will make the necessary change and will Step the action item to Adjustment Completed. The owner will automatically receive an email notification.

Subject: [~Association Name~] Charge Adjusted

Body

B I U [Text alignment icons] [List icons] [Link icon] [Code icon] (inherited font) (inherited size) [Image icon] [Text color icon] [Background color icon]

This message is being sent to notify you that an adjustment has been made to a charge on your account ([~Account Number~]) within [~Association Name~].

To view this charge and make a payment, please visit your owner’s portal at [~Web Portal~].

Regards,
[~Author~]
[~Association Name~]

This Community is Professionally Managed By:
[~Company Name~]
[~Company Primary Phone~] | [~Company Website~]

NOTES:

If multiple of the same charge is posted on the same date (ex. purchased 2 key fobs in 2 action items) it will display as one total amount on the owner’s account.

The charges will be accrued until the payment is made, and will instantly display on the income statement. The charges will be offset in the Accounts Receivable GL (possibly 12020-001 or 13000-100) until the payment is made.

We are only able to collect electronic payments from owners (ie. someone who has a portal login) right now. Vantaca’s other clients generally don’t collect funds from tenants.

FAQs

What can I pay for? *Key fobs, garage remotes, parking passes, pool passes, move out fees, storage rental, parking space rental, clubhouse/party room use, etc.*

What about move IN fees? *If the owner is entered in Vantaca before their move in date, then yes. However, if an owner moves in before we receive their settlement paperwork they will not have a portal login. In those cases, the fee can be paid by paper check/money order.*

What about deposits (ie. damage/party room rental)? *We are not processing deposits electronically at this time. The funds would leave the owner's bank account and/or the owner would be charged for the 3.25% credit card fee. In those cases, the deposit can be paid by paper check/money order.*

Where do I pay? *Login to your owner portal at <https://portal.ghacm.com/>*

How do I pay? *Login to your owner portal and click on the Make a Payment button. Choose either ONE TIME eCHECK (recommended) or CREDIT CARD. The 3.25% credit card fee will apply.*

When do I submit the payment? *Your association's manager will charge your account first. You can make the payment any time after that. The association's Rules may require payment to be confirmed prior to delivering the item/service.*

Do I have to do this? *No, but we do encourage electronic payments for speed and convenience.*

Who can make electronic payments? *Anyone who has a login to the Vantaca portal. In most cases, that's going to be the owner(s). Tenants do not have access to the portal.*

How do tenants make payments? *Tenants, or anyone who does not have a login to the owner's portal, will continue to use paper checks/money orders.*