



CINC Systems

## New Dues Payment Processing System

Effective January 1st, 2024, the Arbors at Mountain Shadows will be moving to a new payment processing system. This is great news! The software is called Cinc, and it is going to make things easier for everyone. Remember, we are here to help!

### *Why is this move happening?*

We are working with Balanced Bookkeeping, our accounting service, to offer a new payment process through Cinc. The move is being done, at no cost to Association or homeowners, to provide our owners with enhanced abilities to pay dues and to have real-time access to their HOA account balances. It will also streamline payment processing and reduce the workload for our Treasurer, allowing them the ability to concentrate on other duties such as monthly finance reporting, monthly bill paying, planning and all the tasks involved with Arbors property transactions.

### *What are the enhancements I will see?*

You can log in anytime to see the status of your HOA account. There are multiple ways to submit your monthly payments, and the ability to switch between them as you see fit.

- You can pay directly online at the Cinc website, using e-check (free) or credit/debit card (3.3% convenience fee). Payments can be setup to be monthly, quarterly, semi-annually, or annually.
- You can still use online bill pay services directly from your bank.
- You can set up recurring ACH payments; monthly only.
- You can mail a personal check directly to the new payment processor.

### *What other changes will I see?*

- !➔ • **Don't forget the new fee schedule is effective starting January 1st.**
- !➔ • **The drop box in the clubhouse will NO LONGER be used to collect checks.** You must use one of the methods above to submit your payments.
  - **If you currently have an account balance with payment OWED, you CANNOT use the ACH option until your account is current.** You can use the online payment, a mailed check or direct bill pay option in the mean time.
- !➔ • **Any current billpay processes need to be canceled ASAP**
- !➔ • **Even if you choose not to pay online, you should create your account on the new system so that you can review your account status in the future at any time.**
- **This website is for payments only and does not replace the Arbors current website.**



### How do I set up my new Cinc account?

- Go to the Cinc website at <https://bbcam.cincwebaxis.com/arb>.
- !➔ • **Click the Sign In button;** it will take you to a page that says Powered by Balanced Bookkeeping.
- !➔ • On that page, **click Create Account.**
- !➔ • **Fill out the form to register your account.** All the spaces with the red asterisk next to it must be filled out.
- **Once accepted, you will then receive an email from donotreply@cincsystems.com that will have a link in it to set up your password. The acceptance process may take a day or two. Check your spam folder if you don't see the email.**
- You can then log in with your email address and new password to make payments and access information about your account!

### How do I set up e-check or credit card payments?

- Any time before your January payment, set up your Cinc account.
- !➔ • **Starting on January 1st you can log into the new system with your email address and new password** to make payments and access information about your account.
- There is a 3.3% convenience fee for credit/debit card payments, but there is no fee for e-check payments.
- !➔ • This website also allows you to set up automatic recurring payments. **To setup your recurring payments, click the Pay Assessments Link.** On the Pay Assessments page, you can choose to set up your recurring payments for e-checks or credit/debit card by clicking on the New Recurring E-check or New Recurring Credit Card link.

### How do I set up online billpay?

- !➔ • **Before your current January billpay is processed, cancel that payment.**
- Set up a new payee with your bank in the usual way.
- !➔ • **Make sure that the payment date is on or after 1/1/2024.** It won't be late if it arrives by 1/15/2023.
- **Your account number is:** {ARB, (4-digit building number), A or D (for Alicia or Denton), (3-digit unit number)}  
For example: ARB2210A101.
- The address is:

➔ Arbors at Mountain Shadows  
c/o Balanced Bookkeeping & CAM  
PO Box 17323  
Denver, CO 80217


### How do I set up monthly recurring ACH payments?

- !➔ • **First payment for ACH payments will not occur before February.**
- !➔ • **Fill out the ACH authorization form – see sample.**
- !➔ • **Mail your ACH Authorization to:**

➔ Balanced Bookkeeping & CAM  
P.O. Box 25696  
Colorado Springs, CO 80936

- !➔ • **Your payment for January will need to be paid online or mailed to the new address (see next step)**

## Where do I mail a check if I choose to pay that way?

- 📌 → • **Do not mail your check before January 1st!**
- 📌 → • **Put your new account number in the memo portion of the check.** Your account number is: {ARB, (4-digit building number), A or D (for Alicia or Denton), (3-digit unit number)} For example: **ARB2210A101**.
- Mail your check to:  **Arbors at Mountain Shadows  
c/o Balanced Bookkeeping & CAM  
PO Box 17323  
Denver, CO 80217**

## What other help can I get if I have questions with this new system?

Community members can stop in at any of the help sessions being scheduled in the clubhouse to get help.

The schedule will be as follows:

### Information plus account setup help

- 12/23/2023, 10am to 11am
- 12/26/2023, 10am to 11am
- 12/29/2023, 10am to 11am

### Payment setup help

- 1/2/2024, 10am to 11am
- 1/3/2024, 3pm to 4pm
- 1/6/2024, 10am to 11am

Thank you all for your patience and understanding during this process. Have a safe holiday!

~ Arbors at Mountain Shadows Board