

# Welcome to CAMS!

We are pleased to announce that effective January 1, 2021, CAMS (Community Association Management Services) has been selected by your Board of Directors to provide Accounting Services for Sea Trail Plantation Master Association, Inc. CAMS is a local Accredited Association Management Company (AAMC) that has provided trusted guidance and helpful services to community associations for almost 30 years.

The duties outlined in the CAMS accounting services agreement with the association include billing & collecting assessments, processing and paying the associations expenses, providing monthly financial reports to your Board of Directors and processing ownership transfers. All duties outside of accounting services, will continue to be performed directly by your Association's Board of Directors and On-Site Administrator.

The first 60 days are crucial to the success of our new partnership, to establish clear communication and ensure the procedural practices currently in place are consistent with the board policies. We want to ensure a smooth transition, so please follow the simple step by step guide on the back of this letter to register with CAMS.



Owners will have 24/7 access to their accounts through CAMS Owners Portal, where billing and payment preferences can be set and electronic payments can be processed by Automatic Draft (ACH), eCheck or credit card.

If there are any questions or concerns, please do not hesitate to contact your Board of Directors or CAMS. We are looking forward to working with you and your community!

## IMPORTANT INFORMATION

### OFFICE HOURS

Monday – Friday  
8:30 am to 5:00 pm

### CONTACT US

877.672.2267  
[www.camsmgt.com](http://www.camsmgt.com)

### OWNER'S WEB PORTAL

[www.camsmgt.com/owner](http://www.camsmgt.com/owner)

### BILLING ADDRESS:

*Mail payments to:*  
Sea Trail Plantation  
Master Association, Inc.  
c/o CAMS  
PO Box 97548  
Raleigh, NC  
27624-7548



## STEP BY STEP GUIDE TO YOUR CAMS ACCOUNT

### STEP 1 – CAMS ONLINE REGISTRATION

On January 1, 2021, you will receive an email with log-in credentials for the CAMS Owners Portal, providing your Board has sent CAMS your email address. Once you receive this email, you may begin accessing your account at [www.camsmgt.com/owner](http://www.camsmgt.com/owner). If you do not receive credentials on January 1, 2021, you may register by clicking “Sign Up”. You will be required to provide your account number and registration key, which can be found on the cover page. If you misplace your credentials, containing your temporary password, please click “Forgot Password” for a new one to be generated.

*Note: Please be sure to add [email@camsmgt.com](mailto:email@camsmgt.com) or the camsmgt.com domain to your “safe sender” lists (Outlook 2003–2016), address books (Apple Mail, Mozilla Thunderbird) or contacts (Gmail, Yahoo, Outlook.com, AOL, iOS) to ensure delivery of eStatements, community eBlasts and other communication sent by email from your Association.*

### STEP 2 – VERIFY YOUR CONTACT INFORMATION

Once you have logged in, click on “My Contact Info” on the left-hand side of page, verify your contact information including your email address, phone number and mailing address. CAMS wants to ensure we have accurate contact information for sharing billing information.

### STEP 3 – BILLING PREFERENCES

Your Association has chosen Eco Billing. Eco Billing allows owners to view and pay their bill online – saving owners and their Association money! You will be receiving the initial January 2021 eStatement at the end of this month and moving forward, future bills will be sent by email approximately 10 days prior to your assessment due date. Please make sure your email address and contact information are updated to avoid missed billing. If you are unable to accept email billing and would like a paper statement, please request this individually through the owner’s portal.

### STEP 4 – OPTIONS FOR PAYING MY ASSESSMENTS (DUES)

You can always check your most current bill by logging in to your owner’s portal, [www.camsmgt.com/owner](http://www.camsmgt.com/owner). We offer several different payment options for your convenience, referenced below. Please note outstanding prepaid or past due balances will not be available immediately. These balances normally take approximately 30 days to post to your account. ***As a reminder, if you were previously enrolled in recurring drafts, you will need to set this up in the CAMS owner’s portal to continue this service, as this information is not transferred for your privacy and security.***

## PAYMENT OPTIONS & INSTRUCTIONS

***To avoid late fees, payment should be remitted on or before the 1<sup>st</sup> day of your billing cycle.***



#### SECURE ONLINE PAYMENT:

- Login or sign up through the owner’s portal [www.camsmgt.com/owner](http://www.camsmgt.com/owner)
- E-Check Payment (free) – one-time or recurring
  - Automatic Draft Payment (free)
  - Credit Card or Debit Card Payment – one-time or recurring
  - Same Day Processing



#### MAIL YOUR PAYMENT:

- Checks should be made payable to your association name (*do not abbreviate*) & should be received on or before due date.
- Please write your account number on your check as it appears on the coupon.
- If you are paying assessments for two different associations, do not combine payments. Checks must be made out separately.
- Mail payment at least 15 business days in advance of due date to allow for mailing and processing time.



#### BANK BILL PAYMENT:

If you’re using your online banking service to pay your HOA dues, a physical check is mailed from your banking institution. (*Please set up payment through your bank at least 15 business days in advance of due date to allow your bank’s check to be received in time.*) Be sure to note your account number in the memo line in the bill pay portal.