

October 21, 2024

**RE: Oasis A Condominium Association, Inc., Important Payment Method Update, Web Portal Information, and Website Information Beginning November 1<sup>st</sup>, 2024.**

Dear Unit Owner:

We first would like to begin by thanking the many residents that have reached out to us, with thoughtful wishes and giving us a warm welcome back. It is much appreciated and know that it is a pleasure to be back and be able to serve all of you.

We have several great announcements to share with you. As of November 1<sup>st</sup>, those owners who were making payments through Click Pay may begin to do so. Also, any new resident who would like to enroll in the Click Pay method may also do so. Enclosed please find important information regarding the ability to make your payment and how to proceed.

In addition, we are excited to announce the launch of our community web portal, CONDO MANAGER, which will also be available November 1<sup>st</sup>, a dedicated platform for all residents. Through the portal, you can access important community updates, documents, and stay informed about events, make maintenance (work order) requests, see statement detail, etc. Enclosed, please find information regarding registering on the portal and how to proceed.

Last but not least is the community website which will be up and running by November 1<sup>st</sup>, 2024, also. We will send a future communication regarding the website in the upcoming days.

We thank you for your attention to this matter and if you have any questions, please do not hesitate to contact us.

Thank you for your attention to these matters.

Sincerely,

Elizabeth Perez Garcia

Association Manager

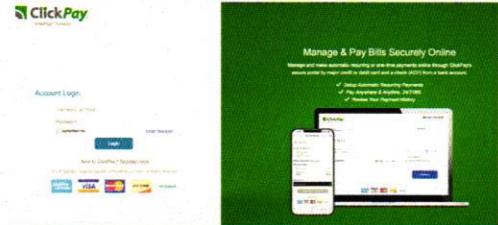
ClickPay provides a convenient and secure way for you to manage and make your payments online. Get started by following the instructions listed below.

## Step 1

### Creating Your Profile

Visit [www.ClickPay.com/GettingStarted](http://www.ClickPay.com/GettingStarted) Click Register, and then create your online profile.

- Account Already Exists?**  
If you receive a message stating that an account already exists, you have already been pre-registered. Click the link within the activation email sent to you or simply request a password reset link to gain you access to your existing profile.

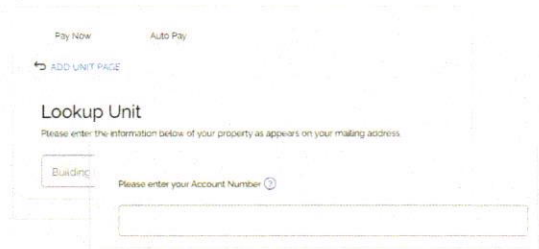


## Step 2

### Connecting Your Property

Add your unit(s) using the street address and zip code. You may be required to confirm the account number on your bill and the last name on the property agreement for verification.

- Last Name Entered Not Working?**  
Try the co-resident last name or if a business, the full name of the business associated with your unit.
- Direct-Debit Users**  
If you're looking to gain access to your existing ACH Direct-Debit profile transitioned to ClickPay, you will be required to verify your banking details associated with this schedule.

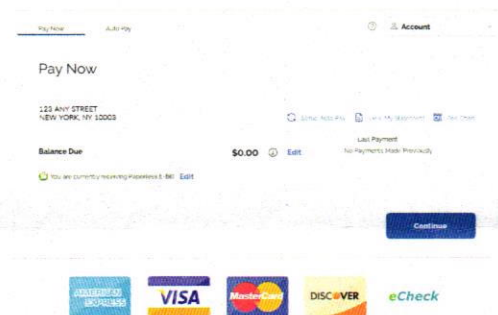


## Step 3

### Make a One-Time Payment

From the Pay Now screen, confirm your payment amount and then click **Continue**.

- No or Incorrect Balance Showing?**  
Click the 'Edit' link next to your balance and input the amount you would like to pay.
- Adding a Payment Option**  
When setting up one-time or automatic payments, you will be required to select a new or existing payment option. Payment options and applicable service fees vary by managing agent.



## Step 4

### Set Up Automatic Payments

From the home screen, click Auto Pay and then select your payment option, payment frequency and amount.

- Fixed Amount**  
Select this option if you want to pay a **FIXED** amount of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.
- Full Amount**  
If available, select this option if you want to pay the **FULL** amount due on your account. This may also include any open, one-time fees.
  - Maximum Amount** - Some automatic payment configurations allow you to set a maximum. By selecting this option, your automatic payment will not withdraw above the limit set, no matter what is owed on your account.



### HOW DO I REGISTER?

To register for online payments, please visit [www.ClickPay.com/GettingStarted](http://www.ClickPay.com/GettingStarted) and click "Register". If you received an email from ClickPay or your managing agent regarding this payment option, your account already exists and can be accessed by clicking the link emailed to you or by requesting a password reset email from the log in page.

### HOW DO I ADD MY UNIT(S)?

After you create your profile, you will be required to link your unit(s) to your account using your street number and zip code. Your managing agent may also require you to enter the unique account number found on your billing statement or last name on the lease or property agreement. If you haven't received your statement yet or do not know your account number, you can contact ClickPay or your property manager for assistance.

### WHAT ARE MY PAYMENT OPTIONS?

Payments can be made online through ClickPay by e-check (ACH) from your checking or savings account, by credit card (Visa, MasterCard, Discover, and American Express) or by debit card (Visa Debit, Mastercard Debit, Discover Debit, and American Express Prepaid).

Payment options and applicable service fees vary by managing agent. To view the payment options and service fees applicable to you, visit the Fee Chart on your Pay Now page.

### HOW DO I SET UP AUTOMATIC PAYMENTS?

If you'd like to have your payments withdrawn automatically, simply visit the Auto Pay tab in your account to get started. Select your payment method, the month you would like your payments to start, and the day/frequency for your payments. You can set up payments to run until canceled or have them run for any period of time.

Recurring payments can typically be set up as a **Fixed Payment** or for the **Full Amount** due.

### HOW LONG WILL IT TAKE MY PAYMENTS TO SETTLE/DEBIT?

Payments made by e-check (ACH) before 9:00PM EST on any given business day will typically debit from your bank account and settle the following business day.

Payments made by debit or credit card can take 3-4 business days to settle depending on the date/time of the payment and the type of card.

### WHAT IF I HAVE A QUESTION OR AN ISSUE?

For help with your account or setting up payments online, please contact us through our help center at [www.ClickPay.com/Help](http://www.ClickPay.com/Help), by email at [support@clickpay.com](mailto:support@clickpay.com) or by phone at 1.800.533.7901 (option 1).

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# NOW ACCEPTING YOUR PAYMENTS ONLINE

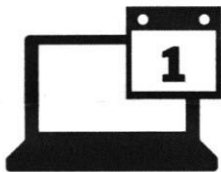
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## GET STARTED AT **YOUR CLICKPAY URL**

FEES MAY APPLY TO PAYMENTS MADE ONLINE  
POWERED BY CLICKPAY

As a reminder your payment should be as followed:

- Type A, from 665.08 to the new amount of 610.22
  - Type B, from 756.30 to the new amount of 695.01
  - Type C, from 834.20 to the new amount of 765.31
- 



PAY BILLS  
ON-TIME



AT HOME, WORK  
OR ON THE GO



BY E-CHECK (ACH) OR  
CARD





**Caribbean Property Management, Inc.**

*Professional Community Association Management*

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10.21.2024

*Subject: Introducing Community Web Portal & App  
CONDO MANAGER*

Dear Oasis Resident:

We are pleased to announce that beginning November 1<sup>st</sup>, our web portal platform for OASIS A CONDOMINIUM ASSOCIATION, INC., will be available. This tool will allow you to access your financial information, create maintenance requests, and stay connected with your community.

You will be able view news and announcements, online resource center for accessing important association documents and forms, look up account information, check payment history, update personal contact information, and much more.

You will receive shortly an invitation by email prior to November 1<sup>st</sup>, to join **CONDOWEB.APP**. After receipt of the email please see the following explanations on how to create your account.

Once received, follow the instructions in the email to create your account and choose your password.

Sincerely,

Elizabeth Perez Garcia  
Association Manager





## Caribbean Property Management, Inc.

*Professional Community Association Management*

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Type again the password on the second line to confirm, then click on the blue button **SAVE**.

The window should display in green a message that the user creation is successful.

You can now close this window. Now type your email address and the password you created previously. Click on the **BLUE** button Login.



The screenshot shows a login interface for 'Condo Manager'. It features a logo with three stylized buildings in green and blue. Below the logo, there are two input fields: 'User name (email)' with an envelope icon and 'Password' with a lock icon and a toggle eye icon. A 'Forgot password?' link is located below the password field. A green 'LOGIN' button is positioned to the right of the password field.

Should you have any questions, please fee free to contact us via email at [Melissa@caribbeanproperty.cc](mailto:Melissa@caribbeanproperty.cc) or [efperezgarcia@caribbeanproperty.cc](mailto:efperezgarcia@caribbeanproperty.cc)

Thank you.