



Quam Properties Hawaii, Inc.
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December 31, 2020

Aloha Owners of Villas at Kehalani AOUO!

I am very pleased that Villas at Kehalani Board of Directors has placed their confidence in Quam Properties Hawaii, Inc. (QPH), and me, to manage your Association and property. We look forward to assisting the Board of Directors to achieve your property, association and financial goals. Quam will work diligently to provide the excellent service that Villas at Kehalani requires for success.

Our principal office is located at 5095 Napilihau Street, Suite 202 in Napili, and we welcome you to stop by our office if you are on the west side. Since just stopping by the office won't be feasible most of the time, below you will find a list of contact information for our team at Quam Property to ensure you can quickly reach someone to assist you.

We have also included in this mailing some information regarding our Owner Portal that will assist you in accessing your account information, and setting up automatic payments – if you wish, and have not already done so. Please see a brief introduction on the reverse side of this letter, and then some step by step instructions for assistance in setting electronic payments.

I have enjoyed speaking with many of you on the phone, and look forward to meeting each of you directly. Do not hesitate to reach out if I can be of assistance!

Aloha,

Lysa Tracy

Lysa Tracy, CMCA® AMS®
Director of Association Management
Quam Properties Hawaii, Inc., Managing Agent

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Quam Properties Owner Portal

Right as we transitioned to being the Managing Agent for your association, we also launched a brand new software program for management of all of our associations. As you can imagine, transitions such as this are always a challenge, and we appreciate your patience as we work through this exciting change and continue to add and deploy features.

Current features:

- * Check your account transactions and make a payment
- * Update your resident profile with the latest information
- * Contact your association manager

Upcoming features to be deployed:

- * Check on any open or pending compliance items
- * Access the latest documents uploaded by your community
- * View announcements and alerts for the community

This portal will not replace your current association website, we just intend it to be another benefit to owners.

If you haven't logged in previously and created a password, please contact me at Lysa@QuamProperties.com and I will send you a link for access if you don't see prior invitations in your email.

If you have already registered, just use <https://comwebportal.com/>, or you can use the link on the association website!

If you want to enroll in auto payment, but hadn't done so as part of the November transition, I have included some instructions here to troubleshoot some common errors that others have encountered.

Aloha,

Lysa Tracy

Lysa Tracy, CMCA® AMS®
Director of Association Management
Quam Properties Hawaii, Inc., Managing Agent

This is what your homepage looks like when you log in.

Please click on Payment Methods on the left task bar

The screenshot shows the Quam Properties Hawaii resident dashboard. On the left is a dark sidebar with navigation options: My Resident Area, Payment Methods, My Profile, Accounting, Compliance, Documents, FAQ, Communications, Contact Us, and Link Additional Units. The main content area features the Quam Properties logo, account information for Villas at Kehalani AOUO, a 'Good Morning' greeting, and a 'Total Balance: \$0.00' with a 'Pay Now' button. Below this are three panels: 'Accounting' with a table of transactions, 'Open compliance' with a table showing 'None', and 'Most Recent Documents' with 'None'. A 'Management' section lists Lysa Tracy as the Community Manager with contact information.

If you see this screen – congratulations! No further action necessary.

Payment Methods

The screenshot shows the 'Payment Methods' section with 'Autopay Settings' circled in red. It displays a checking account ending in 0446 at the Bank of Hawaii. Action buttons include 'Disable Autopay', '+ Add Payment Method', 'Manage Autopay', and 'Remove'.

BUT – if you see this screen, carry on to the next instructions

Payment Methods





The screenshot shows the 'Payment Methods' section with 'Autopay Settings' and '+ Add Payment Method' buttons. Below, the text 'No payment methods. Click the Add Payment Method button to add your first one.' is circled in red.

When you click Add a Payment Method, a dialog box will pop up.

Add payment method

Credit Card | Bank Account

Name on Card
 First Name: Last Name:

Credit Card Number
    

Expiration Date
 MM: YYYY:

Card Type
 Credit Debit

Billing Address
 Same Address As:

Address:

City: -- Select A State -- Zip Code:

-- Select A Country --

Enable Autopay





ⓘ A Credit Card transaction fee of 3% plus a \$2.95 processing fee will apply to this payment method.
 Example: (\$100 x 3%) + \$2.95 fee = \$105.95.
 Please refer to [Terms & Conditions](#)

If you want to use a credit card, enter the information on the first tab – it is shown with green highlight in the screenshot to the left.

Once you've entered your credit card info, please click the **ENABLE AUTOPAY**.

Credit Card | Bank Account

Name on Card
 First Name: Last Name:

Credit Card Number
    

Expiration Date
 MM: YYYY:

Card Type
 Credit Debit

Billing Address
 Same Address As:

Address:

City: -- Select A State -- Zip Code:

-- Select A Country --

Enable Autopay

A4 - Assessment: \$588.93
 B4 - Reserve Assessment: \$59.29

I agree to the Terms & Conditions.

The screen here appears and you **MUST** click the two buttons that appear to the **RIGHT** of the Maintenance fee listed **AND** the Reserve line. The buttons are hard to see – click until they have a green dot!

Click I Agree and then click save and you are all done!

For those wanting to use their checking account at no additional fee: Click the tab BANK ACCOUNT shown in green below.

The screenshot shows a modal window titled "Add payment method" with two tabs: "Credit Card" and "Bank Account". The "Bank Account" tab is highlighted in green. Below the tabs are several input fields: "Account Type" (a dropdown menu set to "Checking"), "First Name" (input field with "First Name" text), "Last Name" (input field with "Last Name" text), "Name on Account" (input field with "Name on Account" text), "Routing Number" (input field with "Routing Number" text), "Account Number" (input field with "Account Number" text), and "Bank Name" (input field with "Bank Name" text). There is an unchecked checkbox for "Enable Autopay". A green message box at the bottom states "There is no fee for ACH payments when using autopay." and a "Save" button is at the bottom left.

Use care when entering your routing number and account number – the system will warn you if you enter it incorrectly. CLICK ENABLE AUTOPAY SO THAT YOU CAN AGREE TO THE MONTHLY CHARGES

This screenshot shows the same "Add payment method" form, but with the "Bank Account" tab selected and filled out. The "First Name" field contains "John" and the "Last Name" field contains "Doe". The "Name on Account" field contains "John A Doe". The "Routing Number" field contains "123456789" and has a red error message "Invalid routing number" below it. The "Account Number" field contains "123456789". The "Bank Name" field contains "Bank Name". The "Enable Autopay" checkbox is now checked. Below the checkbox, there are two lines of text: "A4 - Assessment: \$588.93" and "B4 - Reserve Assessment: \$59.29", each followed by a toggle switch. At the bottom, there is an unchecked checkbox for "I agree to the Terms & Conditions." and the same green message box as in the previous screenshot. A "Save" button is at the bottom left.

You MUST click the two buttons that appear to the Right of the Maintenance fee listed AND the Reserve line. The buttons are hard to see – click until they have a green dot!

Add payment method ✕

Credit Card | **Bank Account**

Account Type
Checking

First Name John | **Last Name** Doe

Name on Account
John A Doe

Routing Number 123456789 | **Account Number** 123456789

Invalid routing number


Bank Name
Bank Name

Enable Autopay
A4 - Assessment: \$588.93
B4 - Reserve Assessment: \$59.29

I agree to the Terms & Conditions.

There is no fee for ACH payments when using autopay.

Save



Click I Agree and then click save and you are all done!