

TOPS [20] Association Software

The Association uses software to support managing the affairs of the Association. This software is called TOPS [20]. From a Homeowner perspective, the software provides a web portal for owners to maintain their contact information (phone numbers, email addresses), setup or process payments for annual dues, and access documents related to the subdivision and City of Novi. From a Board perspective, the software provides full financial processing and reporting, including billing, accounts receivable and accounts payable. It also has interfaces to third party providers to assist in mailings for annual dues and ongoing homeowner communications. The software provides for the Association, over time, to become “paperless” as we invoice, pay, and communicate to Homeowners electronically. Finally, it provides the capability to define recurring Board activities so that the work of the Board becomes codified for use by the Board as members change over time.

Owner’s Portal Homeowner Registration

Homeowner registration confirms the homeowner email address and provides access to contact information, payment methods, and Association documents. To register on the Owner’s Portal the homeowner simply sends an email requesting an invitation to register to the Association email address dunbartonpines@outlook.com. Be sure and add that email address as one of your mail client contacts – or be sure to check your “spam” or “junk mail” folder for the invitation.

Once registered, you can access the Owner’s Portal by clicking:

<https://owner.topssoft.com/DPHA/Account/Login> or going to the Association website:

www.dunbartonpinesofnovi.com and clicking the Owner’s Portal link in the upper left-hand corner.

Payment Methods

The TOPS [20] Association software provides two methods for homeowners to pay their annual dues online – AutoPay or Pay Now.

AutoPay provides for homeowners to set up a payment method in advance, which can be ACH or Credit Card. An ACH payment is free, while a credit card payment has a fee associated with it (3.5% of dues amount). AutoPay only happens once a year to collect annual dues. The Association initiates AutoPay transactions towards the end of August. Once initiated, an email notification is sent to each AutoPay subscriber notifying them of the pending transaction to ensure enough funds are available or card information is up-to-date. To be included in the annual AutoPay set of transactions, **a homeowner must be registered BEFORE we initiate the transactions**. Registrations made after AutoPay has been initiated will not be included in that year’s AutoPay transactions and will NOT result in payment. The homeowner instead will need to initiate payment either using the Pay Now method or submit a check for payment.

Pay Now provides for the homeowner to determine the method, amount and timing of their annual dues payment. A homeowner can “Pay Now” using ACH, Credit or Debit card information. All Pay Now methods have a fee associated with the, presented at the time of payment (currently 1.7% for ACH or 3.5% for credit card).

Remember, your information is not stored on TOPS [ONE] but maintained by third-party payment provider (Global Payments, formerly Zego, formerly PayLease).