

Frequently Asked Questions

How can my HOA benefit from ASAP's added accounting applications?

- **HOA Direct Website** – ASAP's web-based management tool gives members an interactive platform to view association information, submit maintenance or account requests, view member directory, participate in discussion groups, and manage their dues.
- **Paperless Bill Management** – Combines QuickBooks Remote with our bill management platform, giving you and your board access to automated workflow platform and bill payment processing center. Easily view source documents, approve and route for payment automatically, input notes/comments – all through our secure management system.
- **Direct Pay Receivables** – Give your members/owners the ability to initiate online payments, view complete invoice and payment history, receive confirmation when payments are processed.

Why packaged pricing versus hourly billing?

In the past 3 years, we have moved away from traditional time-and-materials pricing to a model based on service with fixed price agreements billed on a monthly basis. Interviews with our customers showed the historical approach led clients to push for reduction in the hours spent, purely to reduce the cost, but exposing them to risks of lost or missing data, inadequate cross-checks, and incomplete records. All of this often led to increased costs at year-end, when everything had to be "cleaned up." With bundled, fixed-rate monthly accounting packages, we can provide a full range of value-added services built into the base fee. This can include proactive advisory services, "free" phone calls to answer questions, and accounting software technology support services and training.

What if my HOA requests something that is not included or outlined in our package?

Any services or projects that are not reasonably described in the original scope of services are subject to additional fees or hourly charges. Our accounting staff will discuss any additional charges with you prior to commencing any additional work. Should workload vary significantly from what was initially described and agreed on, ASAP reserves the right to propose and adjusted fixed-rate packages.

Does my HOA have a single point of contact at ASAP?

ASAP assigns an Account Manager to each customer that becomes the single point of contact for that HOA. The Account Manager is supported by the entire account team with a clearly defined work flow insuring continuity of service and support. The best way to submit questions to our HOA team is via email, hoa@businessASAP.com. Please allow up to one business day for a response. We welcome your questions and feedback regarding the service levels available to your HOA.

What's in it for my HOA?

We have designed our services to reduce the burdens of managing a financially sound HOA, including mitigating risk by standardizing processes and providing redundancy of financial data, and most importantly ensuring your HOA remains compliant with Colorado SB-100, CCIOA standards.

- **A team of experts.** Our professional trained staff and QuickBooks Pro Advisors work to provide high-level advice to help prevent problems or address them as soon as they arise, reducing risk and long-term costs.
- **Access.** You need access to relevant financial and key indicators to make informed decisions about your community.
- **Contain costs.** Know that costs are contained by managing activity, capacity, and accuracy.
- **Collaboration.** With our web-based technologies, we can facilitate seamless collaboration between management, Board of Directors, and owners/members.