

WELCOME TRUSTED SERVICE PROVIDER

This is your guide to doing business with
CAMS and our communities.



On behalf of everyone at CAMS, it is our pleasure and privilege to work with you! As part of our commitment to service excellence, our goal is to ensure prompt payment to the service providers who partner with the communities that we serve. Your questions are answered below.

HOW WILL I BE PAID?

- CAMS will send a check via USPS to the service provider address we have on file.
- **For the fastest, most secure payment method, inquire with us about using a credit card.** For additional details, go to www.camsmgt.com/camspay or contact our Service Provider Advocate (see info below).
- Due to security concerns and to protect the association against unmonitored bills, we do not set up ACH or auto draft from the association's bank account.
- For fastest processing and communication, please ensure we have your valid email address!
- You can update your information online at <https://www.camsmgt.com/service-provider>

HOW SHOULD I FORMAT THE INVOICE?

To avoid delay, your invoice MUST have the following key elements:

- Invoices should be addressed to the Association responsible for payment. *Invoices addressed to CAMS will not be processed* - add the Association code for extra validation (ask CAMS for the code)
- CAMS will only process invoices. *Statements and Quotes will not be processed.*
- A service provider account number, invoice number and due date with explanation of the work performed are required for payment processing. *View a sample invoice format online at <https://www.camsmgt.com/files/Sample-Invoice-CAMS.pdf>*

WHERE SHOULD I SEND INVOICES?

- **Electronic Invoices [Preferred]:** Please send your invoice by email with the attachment in PDF format. An email may have multiple invoices attached if they are each individual PDF attachments for each separate invoice. Documents that are more than one page should be attached as one PDF document.
INVOICES SHOULD BE SENT TO: invoices@CAMSmgt.com

- **Physical Invoices may be mailed to:**
Association's Name & Association Code
C/o CAMS
1630 Military Cutoff Road, Suite 212
Wilmington, N.C. 28403

Only Insurance documents (including invoices) and Attorney invoices should be directed to Suite 108

HOW QUICKLY WILL MY INVOICE BE PROCESSED?

An invoice that is submitted correctly will be processed for approval through the Community Manager and/or the Board of Directors for validation of work and approvals prior to payment. Allow up to 10 business days for payment processing and two weeks for mailing.

Missing or incomplete vendor information, or improper invoice formatting, will result in additional delays.

STILL HAVE QUESTIONS? WE ARE HAPPY TO HELP

910-239-1550 | serviceprovider@CAMSmgt.com | www.camsmgt.com/service-provider