



Upcoming Accounts Payable Platform Changes

At CAMS, we are 100% committed to ensuring that the service providers who work for associations managed by CAMS will receive prompt payments. It's mission-critical, which is why we will be transitioning to a new accounts payable processor effective 8/1/2025. While the invoice approval process followed by CAMS Community Managers in our software platform will not change, this AP platform transition offers several improvements on the back-end. More details will follow later; however, here are some highlights to note.

- ✓ Service providers will continue emailing their invoices to invoices@camsmgt.com, which ensures the fastest processing. *Reminder: the invoice should be a PDF attachment to the email.*
- ✓ The speed of uploading mailed invoices to our software will be improved due to automation and an expanded data-entry team for invoice ingestion.
- ✓ Payment options will be expanded: in addition to mailed checks or credit card payment options, service providers will also have the option to be paid via electronic draft through AvidPay
- ✓ Check payments will be mailed from the secure check printing center in Jacksonville, Florida (instead of our current processor in Chicago, IL), which should theoretically shorten the transit time through USPS
- ✓ Enhanced fraud control: In recent years, we have noticed a significant increase in fraud attempts, both with paper checks and electronic payments to service providers. AvidPay disburses vendor payments from their trust account, so payments are not drawn directly from the association's account, adding a valuable layer of extra security.
- ✓ Better customer service for the association's service providers: AvidPay has a portal for service providers where they can view transactions, set up notifications to alert them of payment status, export reconciliation data, and access on-demand support.
- ✓ Payments for utilities that are currently set up to be paid via auto-draft will not be affected; however, these service providers will need to be notified of the new billing address so invoices can be properly recorded in the association's financial report.

If invoices are mailed instead of emailed, these will be directed to a regional P.O. Box in the future (instead of our Wilmington office address). The exceptions are - invoices for legal services and insurance invoices – these will continue to be sent directly to CAMS for accurate handling.

CAMS will send notice of the new billing address to all service providers around July 22nd, and additional information related to the new accounts payable service will be shared with boards and service providers upon transition in August.