

START IN OCTOBER

YOUR SEASON GAME PLAN

Start every part in October and repeat it monthly through December, so owners are registered, logged in, and on autopay before assessments post.

PART	OCTOBER	NOVEMBER	DECEMBER
1 Clean your data	Start	Repeat	Repeat
2 Set up your website and payments	Start	Re-check	Final check
3 Communicate with owners	Send both templates	Resend	Resend
4 Prepare your team	Start	Repeat	Holiday plan
 FRONTSTEPS webinar	Oct 14	Nov 11	Dec 9
Start Repeat Wrap up Webinar			

All webinars are at **1:00 PM MT**.

PART

1

CLEAN YOUR DATA

Accurate owner data in Caliber means owners can register, log in, and get your messages.



One valid email per owner. Every account has a current, unique email. No shared or group emails.



Duplicates cleaned up. Merge or remove duplicate owner accounts.



Ownership changes processed. Use the Change of Ownership Wizard in Caliber for every transfer.



Updates made in Caliber only. Add owners and change names, addresses, and contact details in Caliber. The portal updates overnight. No manual portal adds.

HEADS UP

If an owner has a scheduled payment or autopay set up, editing their name in Caliber will disable it.

PART

2

SET UP YOUR WEBSITE AND PAYMENTS

Your website is where most owners start. Make paying and registering the easiest thing on it.

WEBSITE



Quick Pay on your homepage. A Pay Now button at the top, plus a Pay link in your navigation and footer.



Quick Pay and Register on your portal login page. Both at the top, with Contact Us at the bottom.



QR codes on statements. Printed and emailed statements link straight to Quick Pay.

PAYMENTS



Charges posted first. Assessment charges are posted and statement dates set before communications go out.



Owner self-service on. Payments Quick Action is enabled, and payment methods and fees are confirmed.

LINK

Take the full Website Readiness Check at frontsteps.com/super-bowl-of-payments

PART

3

COMMUNICATE WITH OWNERS

Reach owners early so they register and set up autopay before January.



Send the Portal Registration template. Use Resident Engagement to ask owners to register and confirm they can log in.



Send the Schedule Your Autopay template. Encourage owners to set up autopay in the portal or through Quick Pay.



Resend both monthly. Start in October and repeat through December.



Reach owners beyond email. Consider a lobby flyer with a QR code, a newsletter blurb, or an announcement at your board meetings.

NOTE

Both Super Bowl Prep templates will be available in Resident Engagement after October 14.

PART

4

PREPARE YOUR TEAM

A ready team means faster answers and fewer escalations during peak season.



Monitor payments daily. Assign staff to check the FSPay Dashboard for disputes, failed payments, refunds, and payouts. Process all refunds in the FSPay Dashboard.



Join a FRONTSTEPS webinar. October 14, November 11, or December 9 at 1:00 PM MT.



Share who to contact. Make sure your team knows where to send each question and the holiday closures.

WHO TO CONTACT

WHO IS ASKING	CONTACT	HOURS
Residents: registration, login, payments, statements	Resident Support residentpayments@frontsteps.com (720) 739-2899	7 days a week, 6am to 6pm MT, including holidays
PMC staff: portal setup, invites, homeowner communication, Resident Engagement	FRONTSTEPS Community Support (800) 992-4384, press 1, then 2, then 1	Monday to Friday, 7am to 5pm MT
PMC staff: FSPay Dashboard, reporting, refunds, deposits, payouts	FSPay Support fspay@frontsteps.com (800) 992-4384, press 1, then 3	Monday to Friday, 7am to 5pm MT

Holiday closures: FRONTSTEPS Community Support and FSPay Support are closed November 26 and 27, and December 24 and 25. Resident Support stays open.

KNOWLEDGEBASE LINKS

FRONTSTEPS Community

support.frontsteps.com/frontsteps/s/

FRONTSTEPS Payments

support.frontsteps.com/Payments/s/

Dates, links, and downloads:

frontsteps.com/super-bowl-of-payments

FRONTSTEPS

READINESS SCORECARD

ARE YOU READY FOR PAYMENT SEASON?

Count your checked items from each part. Share your score with your board to show your community is prepared.

PART	YOUR SCORE
1 Clean your data	_____ of 4
2 Set up your website and payments	_____ of 5
3 Communicate with owners	_____ of 4
4 Prepare your team	_____ of 3
Total	_____ of 16

14 to 16

Ready.

You're set for the rush.

9 to 13

Almost there.

Finish your open items this month.

Under 9

Start this week.

Begin with Part 1.