

Frequently Asked Questions

-I will be paying by personal check with the coupon. Do I have to register to the portal?

No, but they may want to in the future because they will have access to their account that includes the ability to see when their check has been received.

-Online Bill Pay through their bank asking for Payee Account Number

The payee account number is their account number for their unit in Cinc. There are no longer bill pay numbers for the unit.

-Where do I go to sign up for the portal?

<https://amtec.cincwebaxis.com/> (Do Not Add WWW.)

-When signing up for the portal the name has to match what is on the coupon book exactly including any spaces or punctuation.

-The Truist autopays will be cancelled but the lockbox will remain open at Truist for a month to allow people time to change their online banking.

-Anyone using Autopay with Truist has to sign up again with the new bank. The autopay will not transfer over

-There is a form to sign up for autopay but the easiest and quickest way is to go to the portal and fill out the Recurring section for payments.

-Is there a new address to send monthly payment? YES

Association Name

c/o Ameri-Tech Property Management

PO Box 20848

Tampa, FL 33622

-Homeowner does not have checks to send a voided check with the form

The check is preferred but it will go through without it. If they can sign up on the portal a check is not needed there at all.

Navigating to Recurring Payments (Autopay) on the portal

After clicking the link in the approval email, sign in at the top right of the page.

Change password if prompted to do so

Click the Account Info tab at the top of the page

Click Pay Assessment

At the bottom of the page there is a button to Start Recurring Payments.