

## How to pay Willow Homes Association dues using Clover (electronic payment)

There are two ways to access Clover, using a a smartphone, tablet, or PC.

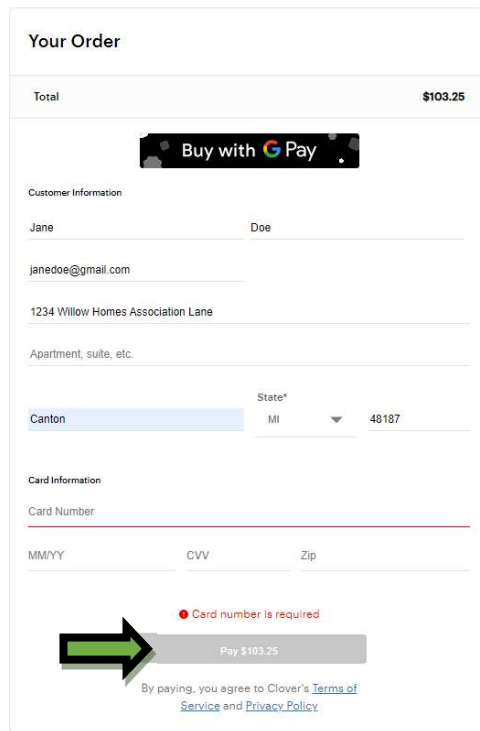
- Link
- QR code

**Link** -- <https://www.clover.com/pay-widgets/4b8b756f-660f-4954-8ddf-612b196a8b32>

Use CTRL+CLICK on the hyperlink above, or copy the link & paste into your browser. The window shown below should load, & the amount (\$103.25) will autofill.

NOTE: The payment screen may look different, depending upon the device you are using. Shown below is the payment screen seen on a PC.

NOTE: You do not have to use Apple Pay or Google Pay!! You can simply type in your credit card number, in the Card Information section.



The screenshot displays the 'Your Order' section with a total of \$103.25. Below this is a 'Buy with G Pay' button. The 'Customer Information' section includes fields for Name (Jane Doe), Email (janedoe@gmail.com), Address (1234 Willow Homes Association Lane), Apartment (empty), State (MI), and Zip (48187). The 'Card Information' section has fields for Card Number, MM/YY, CVV, and Zip. A red error message 'Card number is required' is shown above the 'Pay \$103.25' button, which is currently grayed out. A green arrow points to the button. At the bottom, there is a link to Clover's Terms of Service and Privacy Policy.

1. In the customer information, enter YOUR information:
  - As an example: Jane Doe, janedoe@gmail.com, 1234 Willow Creek Drive, DUES, Canton, MI 48187.
  - Use the dropdown to select MI.
  - Enter something in the Apartment/suite field, for example, DUES 2024.
  - Zip code must be either 5 or 9 digits without a hyphen (don't enter 48187-3366, enter 48187 or 481873366)
  - Make sure that the Street address is the address of the home for which the dues are being paid! This is to ensure proper crediting of the dues payment.
2. Enter your card information, or choose G Pay or Apple Pay. When the payment information has been entered correctly, the box **Pay \$103.25** should change from Gray to Green. NOTE: in the Card Information section, zip code will be accepted in either 5 digit or 9 digit format – but again, no hyphens.

## QR Code

- Scan the QR code shown below using the Camera feature on your smartphone or tablet. It will take you to a payment screen (split into two sections, below the QR code)
- Fill in YOUR information (**especially your street address!**) in the Customer Information and Card Information fields.
- NOTE: If you observe that the Pay \$103.25 button does not turn from gray to green when using a mobile device, try using a PC and the link. Clover recommends using Chrome browser, vs Safari or other mobile browsers. The author was able to get the PAY button to turn green when using an iPhone and Safari, so Clover may have made improvements in the last year.

### WHA Dues 2024

The image shows a mobile payment interface for 'THE WILLOW HOMES ASSOCIA'. The screen is split into two main sections. The left section, titled 'Your Order', shows a total of \$103.25 and offers 'Buy with Google Pay' and 'Apple Pay' buttons. Below this is the 'Customer Information' section with fields for First name, Last name, Email, and Street address. The right section contains address fields (Apartment, suite, etc., City, State, Zip/post), 'Card Information' fields (Card Number, MM/YY, CVV, Zip), and a 'Pay \$103.25' button. A green arrow points to this button. Below the button is a disclaimer: 'By paying, you agree to Clover's Terms of Service and Privacy Policy'. The bottom of the screen shows a browser address bar with 'clover.com' and a mobile status bar.

## FAQs

Why do I need to include the street address for the home in Willow Homes Association?

Dues are credited to the HOME, not to a PERSON, similar to water bill payments. The Treasurer needs the address within Willow Homes Association to ensure crediting to the correct account.

Why are dues \$100.00 if I pay by check, and \$103.25 if I pay using electronic payment?

Clover charges a fee for processing electronic payments. This fee is passed to the homeowner.

Will checks continue to be accepted by WHA HOA?

Yes, checks will continue to be accepted by WHA HOA.

What should I do if I'm unable to submit a payment using the QR link on my smartphone or tablet?

Try the link, using a PC or Mac computer. The link has a high degree of reliability. There are many variations with smartphones, tablets, operating systems, and browsers, and it's possible you may experience issues making payments with a mobile device. Clover recommends using only the Chrome browser, on both PCs and mobile devices.

Can I pay with Apple Pay or Google Pay?

Yes, but make sure you complete the Customer Information section first, including the address for which the dues are being paid, to ensure that the Treasurer has the information needed to credit your payment to correct account!

I have late fees or past due amounts, and need to pay an amount other than \$103.25. The link and QR code open a form that is auto-filled showing an amount of \$103.25. How can I change the amount?

Use this link: [Web Checkout | Clover](#)

This link will open a form in which you can manually enter the amount being paid. Your invoice should show the additional amount charged by Clover for processing the transaction. If you have questions regarding the amount, please reach out to the WHA Treasurer for confirmation.

Questions or feedback?

Please email the Treasurer: [WHA HOA Treasurer Matt Maley](#) and include screen shots and other specifics such as the type of mobile device (iOS vs Android) and browser being used, as this information will help the Board pursue resolution with Clover Technical Support.