



BARKAN

CINC Collections Module

Automating Collection Procedures

The following steps explain how owners are notified of past due balances through the collections module and how you can access this information in CINC.

Step 1- Friendly Reminder: These notices serve as a replacement for the late statements previously issued by corporate. Approximately two days after the designated late date, a 'Friendly Reminder' letter is automatically generated to notify the owner that their account is past due. The notice includes a statement showing the current balance along with any applicable late fees. A standard template of the Friendly Reminder Notice is included below and may be customized for each property as needed.

Test User
123 Main St.
Duluth, GA 30096

RE: Past Due Balance - 123 Main St.

Dear Test User,

Your account for the above-mentioned property is currently past due in the amount of \$523.00 and may have been assessed a late fee. Payments are due on the first day of each month and are applied to the oldest balance due. If you have already sent payment, kindly disregard this letter.

For any questions regarding your balance or payment options, please contact the management office at (404) 123-4567 or call 508-497-3444 to speak with an Accounts Receivable Specialist. We thank you for your attention to this matter. For your convenience, we offer the following payment options:

CINC Owner Portal:

You can make one-time or recurring payments through the CINC Owner Portal by e-check or credit card. Please reach out to Annie Caldon at Acaldon@barkanco.com for more details and log in instructions. Barkan also offers a mobile app which allows you to access the owner portal on the go. The app can be found in both the Apple App Store and the Google Play Store by searching "Barkan Mgmt". You can also find it by using one of the QR codes below.



Apple



Google

Pay by Check:

If you prefer to pay your assessments via paper check, money order, or a third-party online bill payment service, please remit your payments to the following address:

***Test Training Association
c/o Barkan Management Company
PO Box 2193
Secaucus, NJ 07096**

Payments should be made payable to *Test Training Association. Please be sure to include your account number TESTUSER123 in the memo section of your check.

If you need any assistance setting up your account or would like to request coupon books, reach out to ar@barkanco.com or 508-497-3444.

Sincerely,

Barkan Management Company



Step 2 - 30 Day Delinquency: If an owner's balance remains unpaid for more than 30 days, a 30-Day Delinquency Notice will be generated. This notice is similar to the Friendly Reminder but includes a stronger language indicating that payment must be made within 15 days to avoid further collections activity. The owner's current statement will be attached.

Test User
123 Main St.
Duluth, GA 30096

RE: Past Due Balance - 123 Main St.

Dear Test User,

Our records indicate that your account for the above-mentioned property is currently 30 days past due in the amount of \$523.00. Payments are due on the first day of each month and are applied to the oldest balance due. Full payment must be received within **15 days** of the date of this letter to avoid further collection activities or fees. If you have already sent payment, kindly disregard this letter.

We thank you for your immediate attention to this matter. If you have any questions regarding your balance or making a payment, please contact the management office at (404) 123-4567 or call 508-497-3444 to speak with an Accounts Receivable Specialist. For your convenience, we offer the following payment options:

Step 3 - 45 Day Delinquency: When an owner's balance reaches 45 days past due, a letter will be sent warning that the account is at risk of being referred to legal counsel. The notice includes state-specific legal language explaining that any legal fees and additional charges incurred through the collections process will be added to the owner's account. While templates may vary slightly depending on the association, a standard example is provided below.

[^txtOwnerNameAddress^]

RE: 45 Day Delinquency - [^txtPropertyAddress1^] [^UnitNo^]

Dear [^txtPropertyName^],

We are writing on behalf of the [^associationname^] Board of Directors to notify you of a past due balance remaining on your account. Our records indicate that the above-mentioned unit is currently 45 days past due in the amount of [^Balance^].

Failure to pay this delinquency will result in additional fees as the Board intends to turn this matter over to the Association's legal counsel for enforcement of lien in compliance with [State Law].

Pursuant to [State Law] all assessments and charges constitute a statutory lien against your unit. Further, the referenced statutory provision entitles the Association to assess all reasonable legal fees and costs associated with the enforcement of the lien against your unit and these amounts will become part of the value of that lien.

Please contact the management office to resolve this outstanding balance as soon as possible at [^associationphone^]. Thank you for your immediate attention to this matter.



Step 4 – Refer to Manager: Once an account reaches 60 days past due, automated notices will stop. Statements will be saved in the Queue for your manual review. It is recommended to check the queue at the end of each month for accounts that have reached this stage.

If the account is to be turned over to legal counsel:

- Email a copy of the owner’s statement to the attorney.
- Update the owner’s status to “In Legal” on the Owner Information page in CINC or send a request to AR@barkanco.com to make the adjustment.

Primary Homeowner Information

Association *Test Training Association

Settled

Status Owner

Mgmt Rental Ratio (Select Status)

Collection Status Builder - Billable

Attorney Builder - NonBillable

Hold Collections Developer - Billable

Payment Plan Developer - NonBillable

Account # In Legal

Owner

This will block further payments through the online portal and signal to Accounts Receivable (AR) that all questions regarding the balance should be directed to the attorney. At this point in the process, please note the following policies:

- All communication, with the owner or others, regarding the delinquent account should be redirected to legal (or the collection entity).
- No information regarding the account should be provided to the owner or any other party acting on behalf of the owner. They should be instructed to get this information from legal (or the collection entity).
- You should not accept any form of payment from an owner (or other party) once the account has been turned over to legal (or a collection entity). The ability for an owner to pay via the CINC payment portal is disabled when their account is turned over to legal (or a collection entity).
- When an owner is sent to collections, you should notify Accounts Receivable by emailing AR@barkanco.com with the site name, owner’s name, account number, and unit number.

These policies are not unique to Barkan or the Community Association industry. Deviating from this can put the collectability of funds – principal, penalties, or legal fees – at risk. Your compliance is expected and appreciated.



Viewing Owner Collection Statuses in CINC:

1. Go to **Homeowners > Homeowners**.
2. In the homeowner listing, accounts in a collections status will appear in red.

Homeowner Listing

[New](#) [Delete](#) [Merge](#) [Excel](#) [Refresh](#) [Cancel](#) [Save View](#) [Dashboard](#)

*Test Training Association

Filter Search

Include ☐ Additional Addresses ☐ Previous Owners

Sections (All Sections)

Balance between and

☐ Web Login ☐ Board Member ☐ Owner Mailing Address

Homeowner	Address	Acct# / Unit# / Lot#	Email	Status	Balance
☐ Jane Doe	1 main st	test001//	schauhan@barkanco.com	Owner	\$50.00
☐ Frank Jackson Diane Jackson	1820 Hickory Nut Lane	*TEST1820HNL/ 126/	hhomeowner.1820@mail.com	Owner/ Refer to Manager	\$900.00
☐ Annie Jeffrey	1181 Sunrise Field Court	*TEST1181SRFC/ 1181/	acaldon@barkanco.com	Owner/ Refer to Manager	\$1300.00
☐ John Johnson	1250 Sunny Field Lane	*TEST1250SFL//	hhomeowner.1250@mail.com	Owner/ Refer to Manager	\$900.00
☐ Michael Jones	28 Cape Codder	46728CAPE100/ 100/	hhomeowner.1400@mail.com	Owner/ Friendly reminder	\$200.00
☐ Jennifer Rodriguez	1630 Sunny Field Court	*TEST1630SFC/ 122/	hhomeowner.1630@mail.com	Owner	(\$600.00)
☐ James Smith Mary Smith	1100 Sunny Field Lane	*TEST1100SFL/ 114/	fbursucanu@gmail.com	Owner/ Refer to Manager	\$900.00
☐ Juan Zuluaga	12345 Test Street	TEST12345//	jzuluaga@barkanco.com	Owner	\$0.00

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[Homeowner Listing](#) [Collections](#) [Invoice Order](#) [Beginning Balances](#) [Miscellaneous](#)

3. Scroll down to the **Collections** tab to view the current status and collection level for each owner.
4. Click the **Activity** link to see a snapshot of the collection history.



	BOD	Account #	Homeowner Address	Hold Reason	Resume	Last Reviewed	Balance Last Pay
Friendly reminder							
☐		*TEST1575SGC	David Garcia 1575 Sunny Glenn Court			Activity	\$175.00 2/18/2025
☐		46728CAPE100	Michael Jones 28 Cape Codder			Activity	\$200.00 2/20/2025
Refer to Manager							
☐		*TEST1100SFL	James Smith Mary Smith 1100 Sunny Field Lane			11/11/2024 by Annie Caldon Activity	\$900.00 11/22/2024
☐		*TEST1175SHD	Barbara Miller 1175 Sunhill Drive			11/11/2024 by Annie Caldon Activity	\$900.00
☐		*TEST1180SRFC	Patricia Williams 1180 Sunrise Field Court			Activity	\$900.00
☐		*TEST1181SRFC	Annie Jeffrey 1181 Sunrise Field Court				
☐		*TEST1250SFL	John Johnson 1250 Sunny Field Lane				
☐		*TEST1510SGC	William Davis Elizabeth Davis 1510 Sunny Glenn Court				
☐		*TEST1680SFC	Richard Wilson Maria Wilson 1680 Sunny Field Court				
☐		*TEST1770SHC	Charles Martin				\$700.00 11/22/2024

Collections Activity Log				
Cancel				
Date	User	Action	From	To
11/23/2024	System	COLLECTIONLEVEL	Friendly reminder	Refer to Manager
11/22/2024	System	COLLECTIONLETTER		
11/21/2024	System	COLLECTIONLETTER		
11/08/2024	System	COLLECTIONLEVEL		Friendly reminder
08/31/2023	Ronda Samuelson	PROPERTYSTATUS	Training - NonBillable	Owner

5. Click the **account number or owner's name** to view all correspondence related to the collection.

Correspondence Listing - James Smith & Mary Smith (Owner)

NewDeleteCloseRefreshCancel

Correspondence Type

Collections

For Dates

To

View By

IssuesNotes

Violation Type

(All Types)

Violation #

Status

(All Statuses)

Date	Status	Last Modified	Next Contact	Violation # / Descr / Type / Details
☐ 11/08/2024	Closed	11/22/2024		Collections
☐ 11/26/2024	Open	12/11/2024		Collections

AddressesCorrespondenceFeesInformationTransactionsResaleW/O'sMisc

6. Click the **date** to see notes and copies of letters/statements.

Notes History - James Smith (Owner)

Dashboard

New Save Delete PDF Email Refresh Cancel

Date	Next Contact	Entered By	Note Type
11/22/2024			Note - Private
11/21/2024			Note - Private
11/21/2024			Letter
11/08/2024			Note - Private
11/08/2024			Letter

Description: Collections Corr Type: Collections

Status: Closed Attachments: Collection_Statement.pdf Manage View

Note Date: 11/21/2024 Note Type: Letter

Next Contact:

Template: (Select a Template) Go

Normal Times New Rome 3 (12pt) B I U S

James Smith
Mary Smith
1100 Sunny Field Lane
Duluth, GA 30096

RE: Past Due Balance - 1100 Sunny Field Lane # 114

Dear James Smith & Mary Smith,

Your account for the above-mentioned property is currently past due in the amount of \$500.00 and has been assessed a late fee. Payments are due on the first day of each month and are applied to the oldest balance due. If you have already sent payment, kindly disregard this letter.

For any questions regarding your balance or payment options, please contact the management office at (404) 123-4567 or call 508-497-3444 to speak with an Accounts Receivable Specialist. We thank you for your attention to this matter.

For your convenience, we offer the following payment options:

CINC Owner Portal

Note: Multiple versions of the same letter may appear if regenerated. This does not indicate that multiple copies were mailed.

To request a copy of the mailed notice, please reach out to AR@barkanco.com.

Viewing 60-Day Collection Statements:

1. Click the **Queue** in the upper left corner, below your name.
2. Select **“Collection Reports”** as the file type from the dropdown.

File Queue

Email
Publish
Delete
Refresh
Cancel

Publish To Website		Type
☐	Date	Collection Reports (All Types) ACH Bank Statements Budget Collection Reports Coupon File Cover Sheet Data Export Group Reports Payment File Report Scheduled Reports Statement Files Uploaded Document Validation File Welcome Letter



3. Adjust the date range and property as needed.
4. Click the **Collections Report** underlined in orange to download the full PDF of statements.

You can also email the report directly to the Board, a user, or an attorney by checking the box next to the report and clicking **Email** at the top.

File Queue

Email Publish Delete Refresh Cancel Dashboard

Type

Collection Reports

Publish To Website

Financial Statement

*Test Training Association

Q All

Show Items Created

Last 30 Days