Compliance Depot Quick Steps Guide For Vendors

Need to Sign Up with Compliance Depot

Contact Compliance Depot's Call Center:
888-493-6938
Monday – Friday 7:30 AM 6:30 PM CST
LiveChat is available during our office hours:
https://www.compliancedepot.com/webapp/Login.aspx

Forgot Username and Password

1. Locate Customer Login, Click Forgot my password
2. Enter the email address associated with the User for your account
3. An email will be sent that contains the username and password

Live User Training

Click the link to enroll in a live training.
https://attendee.gototraining.com/rt/1342665692637977346

Need to Submit Documents

Vendor upload is preferred, follow these steps:

1. Make sure documents are saved as a PDF on your computer
2. Click the Requirements tab
3. Click on the Property Management Company's Required Docs link
4. There will be several Submit links along the left side, click Submit on the applicable link for the document type: W-9, Vendor Agreement, Insurance Certificate, Professional License or Minority-Owned Business Certificate
5. Click Browse
6. Locate the document on your computer
7. Click Submit

Tip: If the document is too large or it is not a PDF, a pop-up box will ask you to try again. As long as the annual enrollment fee is current, the documents will be processed within 24-48 hours.

Email documents: documents@compliancedepot.com
Fax documents: 877-665-8910

Need to Create a New User

1. Click User Tab.
2. Click Add.
3. Enter a username and password.
4. Enter the person's name, phone, and email.
5. Give your user access:
   - Administrator – allows user to do the following: add/change/edit information on the account for name, remit address, contact information, payments, and principal/owner. Allows user to review
   - Guest – Allows user to change/edit contact information, remit address, and payment information
   - Read Only – User will be able to review the account. No changes or payments allowed

Need to Make a Payment

1. Click on the Payment Tab.
2. Click the box under Pay Today for each management company.
3. Click Make Payment
4. Read and accept our Privacy Policy & Terms of Use
5. Enter name listed on card; card#; exp date; card security code.
6. Click Next.
7. Confirm payment.

Need to Update Remit (Payment) Address

1. Click on Company Tab.
2. Scroll down to Contact Information.
3. Click red hyperlink next to Remit (Payment) Address.
4. Update with correct address.
5. Click OK.

Need to Update your W-9

Click on Company Tab to update a new online W-9 or upload a W-9 that you have already completed or Email/Fax your completed W-9.

Note: If your company name or EIN/SS# has changed from what we have on file, please call our office; we will need to create a new account.

Current Recommendation

Approved

Vendor has paid enrollment fee/annual renewal fee and provided all necessary documents required in order to be compliant vendor. There are no errors or discrepancies on the documents. Background screen was clear on business and the owner(s) of the business.

Exempt

Vendor is not required to complete the process with Compliance Depot.

Pending

Vendor has paid the enrollment fee; Compliance Depot is reviewing documentation and running background screening. This status will only appear for about 24-48 hours.

Incomplete

Vendor has paid enrollment/annual renewal fee; Vendor has not yet provided all documentation or the documents provided contain errors. For example - the documentation is missing the correct additional insured information.

Declined

Vendor has paid enrollment/annual renewal fee and provided documentation however, an item was detected on the background screen. Examples are bankruptcy, liens, criminal records, etc.

Account Locked

Vendor has not paid annual renewal fee.

Not Enrolled

Property Management Company has requested to work with you; no enrollment fee has been paid by the vendor. Once payment is received, Compliance Depot will start process.

Note: The enrollment process begins once the annual enrollment fee is paid; however, that does not guarantee your approval or guarantee to any extra work from your customer(s) and documents are not evaluated for accuracy until your enrollment fee is paid.