Vendor Credentialing Reference Guide for Vendors

How to Enroll/Make a Payment

- Click **Pay Now** Tab for each Management Company and click on **Make Payment** tab.
- Read and accept our **Privacy Policy & Terms of Use**.
- Enter name listed on card; card#; expiration date; card security code.
- Click Next and **Confirm Payment**.

Forgot my Username and Password

- Visit the Vendor Credentialing login page and click forgot my password.
- Enter the email address associated with the user for your account and an email will be sent with your username and password.

How to Upload Documents

Tip: Quickest way to apply documents to your account is to upload them directly to our system.

1. Save all documents as a **PDF** on your computer.

2. Click the **Submit Documents** tab and start uploading.

3. Choose from the document list to submit all the required documents such as; W-9, Vendor Agreement, Insurance Certificate, Professional License or Minority-Owned Business Certificate.

4. Click Browse and locate the PDF file on your computer and Click Submit.

How to Update Remit (Payment) Address

- Click on Company Tab and scroll down to Contact Information.
- Click on the blue remit (Payment) address to update.
- Update with correct address and Click OK.

How to Create a New User

1. Go to the User tab and click **+ New User**.

2. Enter a username and password.

3. Enter the person's name, phone, and email.

4. Select type of user access from the list below:

- **Administrator:** Users can review/add/change/edit information on the account for name, remit address, contact information, payments, and principal/owner.
- **Guest:** Users can change/edit contact information, remit address, and payment information.
- **Read Only:** Users can review the account. No changes or payments allowed.

5. Click Save.

How to Update your W-9

Click on Company tab to update a new W-9 online or upload/email/fax a W-9 that you have already completed.

Note:

- If your company name or EIN/SSN has changed from what we have on file, please call our office as we will need to create a new account.
- If the annual enrollment fee is current, the documents will be processed within 24-48 hours.

Customer Support

- Monday-Friday 7:30 AM-7:00 PM CST
- Phone: **888-493-6938**
- Email: **vccustomerservice@realpage.com**
- Sign up for live user training at **Navigating Vendor Credentialing for Vendors**

Vendor Enrollment Status Definitions

Approved: Enrollment/annual renewal fee has been paid. All the necessary documents required in order to be compliant are met. There are no errors or discrepancies on the documents. Background screen was clear on business and the owner(s) of the business.

Pending: Enrollment fee has been paid; Vendor Credentialing is reviewing documentation and running background screening. This status will only appear for 24-48 hours.

Incomplete: Enrollment/annual renewal fee paid; all documentation not yet provided, or the documents provided contain errors. For example, the documentation is missing the correct additional insured information.

Declined: If status is declined, vendor should contact the office for assistance at Email: **vccustomerservice@realpage.com**

Account Locked: Vendor Credentialing annual renewal fee has not been paid.

Not Enrolled: Property Management Company has requested to work with you; no enrollment fee has been paid. Vendor Credentialing process starts once payment is received.

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