RYSE

MANAGEMENT

We are pleased to invite you to become a RYSE Management LLC Preferred Vendor Partner. We have contracted with RealPage Vendor Credentialing to manage our compliance program.

There is an annual enrollment fee associated with the program.

- $109 annual fee for on-site vendors
- $85 annual fee for off-site vendors

RealPage will work with you and your insurance agent to obtain our required vendor documentation. You will have access to the RealPage website where you can view our requirements, pay the enrollment fee, and submit the necessary paperwork which includes:

- ✓ W-9
- ✓ Copy of our executed Vendor Agreement
- ✓ Compliant insurance certificates and policy endorsements
- ✓ Current licenses (as applicable)
- ✓ Designations for small business and minority businesses (as applicable)
- ✓ Any other required documentation that may requested based upon the scope of your service

HOW TO ENROLL

Vendors that already have an existing account with RealPage Vendor Credentialing

1. Log in to your account at https://vendorcredentialing.realpage.com/webapp/Login.aspx.
2. Use the *Add New Properties* or *Add New Clients* tab under the *My Client Properties* heading to include the property on your client list.
3. Complete any outstanding requirements identified above.

Vendors that DO NOT have an existing account with RealPage Vendor Credentialing

1. Create your account by visiting the RealPage Vendor Credentialing website at https://vendorcredentialing.realpage.com/webapp/Login.aspx and click the *Join Vendor Credentialing* link below the login button.
2. Once your account has been created, go to the Training tab and register for training: https://realpage.zoom.us/webinar/register/WN_OjSCrXFNScGJ4JG6pYIhAA
3. Go to the Requirements tab and look for the PMC to complete the following:
    - Online W-9
    - Sign the online Vendor Agreement
    - Upload insurance documents
    - Upload trade license (if applicable)
    - Your insurance agent can also email your insurance documents to VCdocuments@realpage.com.
4. Once the enrollment fee is paid, your documents will be released for processing. RealPage will notify you if there are any outstanding items. In addition, you will receive a notification once you have completed the process.

Thank you in advance for your participation!

RYSE Management LLC
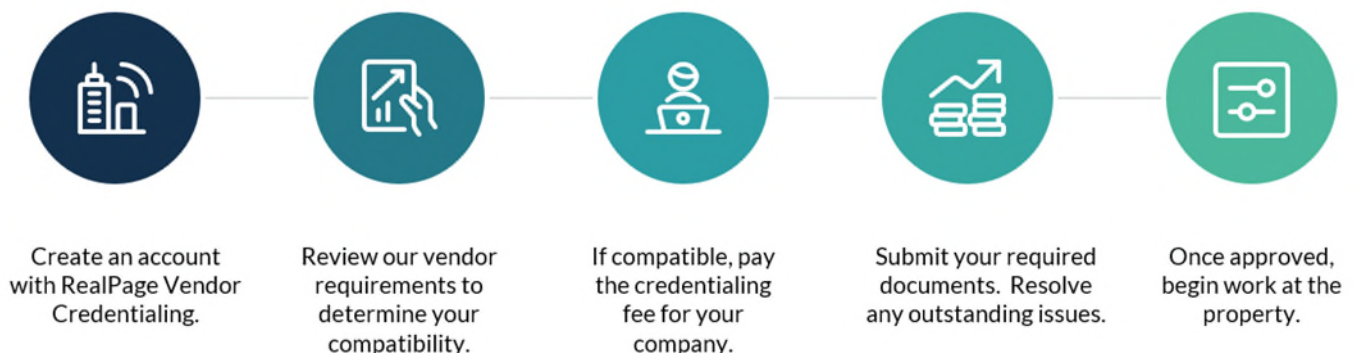**Risk Management Department**

RYSE
MANAGEMENT

Reference Guide for Vendors

Thank you for your interest in working with us.

This packet includes our initial vendor onboarding process and resources for our existing vendors. All vendors must reach and maintain an approved status with our vendor compliance manager, RealPage Vendor Credentialing.

Process Overview

Create an account with RealPage Vendor Credentialing.

Review our vendor requirements to determine your compatibility.

If compatible, pay the credentialing fee for your company.

Submit your required documents. Resolve any outstanding issues.

Once approved, begin work at the property.

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#1 Who is Realpage Vendor Credentialing?

RealPage Vendor Credentialing is a third-party compliance company that has been specializing in vendor programs for the real estate industry for over 15 years. Our company has chosen to outsource our vendor compliance management to allow our site staff to focus their attention on our residents.

RealPage Vendor Credentialing, commonly referred to as VC, is the administrator for requirements that have been established by our risk management team. Our requirements include insurance documentation when applicable, collection of a W-9, applicable trade license, vendor agreement and a public records background screening. There is a nominal annual enrollment fee for vendors to cover the credentialing costs associated with ensuring your business meets the requirements of our property owners.

#2 How long does the credentialing process take?

That will depend on whether you already have the insurance coverage that we require or if you will need to update your policy. When you already carry the coverage and all required documentation is submitted free from errors, the approval process is usually completed within 2 to 3 business days. If you or your agent do not submit all requested items or your documents contain errors, then it delays the approval process.

#3 How do I create a RealPage Vendor Credentialing account?

Note: If you do have an existing RealPage account, you will need to link us to your existing account from the **Add New Clients** page and proceed with enrollment.

Vendors that do not have an existing RealPage Vendor Credentialing account will need to create their own account on the RealPage website.

Creating an account:

1. Visit the RealPage website at https://vendorcredentialing.realpage.com/WebApp/Login.aspx
2. Directly below the *Login* button is a *Join Vendor Credentialing* link. Click the link to create an account.

#4 How do I retrieve my existing username or password?

Vendors with an existing account can retrieve their user name and password by visiting the RealPage website at https://vendorcredentialing.realpage.com/WebApp/Login.aspx and clicking the *Forgot Password?* link located above the *Login* button.

#5 How do I add or delete a user on my account?

Each vendor is provided an administrator level user for their account. Your internal administrator is responsible for adding or deleting users.

Adding a User:

1. Visit the login page to our website using the link below
   https://vendorcredentialing.realpage.com/WebApp/Login.aspx
2. Click on the *Users* tab and click the *New User* button and follow the prompts and click the *Save* button.
    a. Make sure you include their email so that they will have access to the *Forgot Password?* link.
    b. Access right definitions:
        i. <u>Administrator</u>: Users can review/add/change/edit information on the account for name, remit address, contact information, payment and principal/owner
        ii. <u>Guest:</u> Users can change/edit contact information, remit address and payment information.
        iii. <u>Read Only</u>: Users can review the account. Not changes or payments allowed.

Deleting a user:

1. Visit the login page to our website using the link below
   https://vendorcredentialing.realpage.com/WebApp/Login.aspx
2. Click on the *Users* tab and locate the user to delete by clicking on their User Name.
3. Scroll to the bottom of the user record and click the *Delete* button.

#6 How do I link or unlink properties from my account?

Vendors must link themselves to the property(s) they service within the RealPage website. This ensures the property can see your business when scheduling additional goods and/or services. In addition, the properties you are linked to within VC will also enable those properties to see your business in their picklist when processing payables in their independent AP system. VC does not pay vendors but the relationship information in the VC system is integrated with your client's payables software.

Linking a property:

1. Login to the RealPage website at https://vendorcredentialing.realpage.com/WebApp/Login.aspx
2. Scroll down to section titled *My Client Properties* and click the *Add New Properties* tab.
3. Type the property name for the location where you wish to work in the *Property* box and click enter.
4. Click the box to the left of the property name, this will cause the *Link Property(s)* button above to turn blue. Click the *Link Property(s)* button and property will be added to your list and in return you will appear on the property's list.

Unlinking a property:

1. Login to the RealPage website at https://vendorcredentialing.realpage.com/WebApp/Login.aspx
2. Scroll down to section titled *My Client Properties.* By default, you will be on the *Linked Properties* tab.
3. Type the property name for the location you wish to unlink in the *Property* box and click enter.
4. Click the radio button circle to the left of the property name, this will cause the *UnLink Property* button above to turn blue. Click the *UnLink Property* button and property will be removed from your list and in return you will be removed from the property's list. Please note that the system will not permit you to unlink the last property for your client. This is done to ensure that they do not disable you in their payables system without ensuring that you have no outstanding invoices in their system. To remove the last property please contact product support via email at VCcustomerservice@realpage.com for assistance. They will contact your client to request the unlink. They can only assist with removing the last property. All other unlinking must be done by the vendor.

#7 Where do I find your vendor requirements?

Vendors have access to review our requirements at any time, including prior to paying the enrollment fee.

1. Login to the RealPage website at https://vendorcredentialing.realpage.com/WebApp/Login.aspx
2. Scroll down to *Requirements* icon on the left-hand side of the *Home* page.
3. Find our company and select the *Submit Document* button to see a full list of all requirements including the sample certificate of insurance.

#8 Why is there an enrollment fee?

Based upon the type of service you provide; the annual fee will be either $99 or $80 plus tax. The fee covers the processing, background screening and warehousing of documents that owners of the properties where work is provided require. We have chosen to pass the responsibility of the required credentialing per our management and lending agreements back to the business performing the job.

#9 How do I pay the enrollment fee?

1. Login to the RealPage website at https://vendorcredentialing.realpage.com/WebApp/Login.aspx
2. Access the payment screen by clicking a blue *Make Payment* button or by using the *Payment* icon on the left-hand side of the *Home* page.
3. Select the client by clicking the associated box on the left-hand side of the screen.
4. Click the *Make Payment* button.
5. Read and accept the *Privacy Policy and Terms of Use*.
6. Enter the requested card information and click the *Next* button.
7. Click the *Confirm Payment* button.

#10 Where do I get a copy of my payment receipt?

1. Login to the RealPage website at https://vendorcredentialing.realpage.com/WebApp/Login.aspx
2. Access the payment screen by clicking a blue *Make Payment* button or by using the *Payment* icon on the left-hand side of the *Home* page.
3. At the bottom of the page select the *Review Previously Paid Invoices* link.
4. Click the *Download* or *Print* icon as needed.

#11 How do I submit documents to RealPage?

Vendors should update the *Insurance Agent* page on the Vendor Credentialing website. Providing the correct information here will enable Vendor Credentialing via our partner, Certificial, to communicate directly with the insurance agent for documents. Login to the website using the link below and navigate to the applicable page using the icons on the left hand side of the screen.

https://vendorcredentialing.realpage.com/WebApp/Login.aspx

In addition, vendors can upload or email their documents. RealPage no longer accepts copies via US mail or fax. Vendors should only choose one method for submitting documents. For example, do not upload AND email. Duplication may cause a vendor's account to remain in the processing queue longer.

To prevent delays, make sure the required insurance policy endorsements are attached to your certificate of insurance. Endorsements are separate addendums within the policy.

Uploading PDF Documents: (preferred and will reach the processing queue faster)

1. Login to the RealPage website at https://vendorcredentialing.realpage.com/WebApp/Login.aspx
2. Click the *Submit Documents* or *View Documents* button for the applicable client.
3. Identify the type of document and click the associated *Submit Document* or *Resubmit Document* button on the right-hand side of the page.
4. Choose the document file from your computer and click the *Submit* button.

Emailing Documents:

Send an email to **VCDocuments@realpage.com.** Make sure to include your business name, vendor ID # and which client account that the documents should be applied to in the system.

#12 How will I know if something needs to be revised or if I am approved?

Once documents have been processed, they will go through a QA process. After the documents have cleared QA, any discrepancies will be related to you via email from RealPage. The email will identify the issue and if it is insurance related, it will be sent to your insurance agent as well. In addition, you can log in to the website and click the *View Issues* button located on the *Home* page for details.

 If there are no issues, you will receive an email from RealPage regarding your approved status.

#13 I need to update my remit (payment) address.

Vendors must update their own remit address on the RealPage website. Due to the remit address driving where payments to the business are sent, RealPage will not update the remit address for a vendor.

A new business address requires a new W-9 but that does not apply to updating the remit address only.

Updating the Remit Address Only

1. Login to the RealPage website at https://vendorcredentialing.realpage.com/WebApp/Login.aspx
2. Click the **Company** icon on the left-hand side of the screen and scroll down to **Remit (Payment) Address** and click on the address.
3. Update the information and click the **OK** button.

#14 What are the best practices that I should be aware of?

- Always include your business name, vendor ID # and applicable client in the subject line of correspondence. Your vendor ID # will be at the top of any correspondence you receive from RealPage. It is also located at the top of the **Company** page of your account.
- Do not forget to attach copies of the required policy endorsements when submitting your certificate of insurance. New endorsement copies must also be submitted with renewal certificates.
- Obtain a free Credential Key if you qualify. To learn more about Credential Key sign up for a Virtual Office Hours appointment. Information for these appointments can be found under the Need Help? section of this document.
- Use the upload feature when submitting documents rather than email when possible. Insurance agents should leverage Certificial for submitting documents when possible.
- If you are discussing changing your policy endorsements with your insurance agent during the insurance renewal process, reach out to VC and ask if the change will impact your approval status before you buy the new endorsements.
- Leverage the vendor mobile app.

#15 What do the different status codes mean?

Approved: Annual enrollment fee has been paid. All the necessary documents required to be compliant have been submitted. There are no errors or discrepancies. Background screen was clear on the business and principal(s) of the business.

Pending: Annual enrollment fee has been paid. No documents have been processed yet and the background screening has not been completed.

Incomplete: Annual enrollment fee has been paid. All required documents have not yet been submitted or one or more of the documents contained an error that needs to be resolved. For example, the endorsement did not list all required parties.

Declined: Annual enrollment fee has been paid. There is a question related to the background screening. The vendor should email VCcustomerservice@realpage.com to request assistance.

Account Locked: The annual enrollment fee has expired.

Not Enrolled: The annual enrollment fee has not been made. No processing can occur without a current enrollment payment.

Note: The enrollment process begins once the annual enrollment fee is paid; however, the fee does not guarantee your approval or guarantee an additional work from your client(s). Documents are not evaluated until the enrollment fee is paid.

#16 Is a mobile app available?

Yes. A mobile app is available and can be downloaded from your applicable play store by searching for RealPage Vendor Mobile App.

#17 Where can I go for more help?

Vendors need to work with RealPage regarding their compliance status. Property managers should not be engaged in the process unless there is an escalated issued that RealPage cannot resolve. There are multiple ways to obtain assistance from RealPage.

Product Support Call Center: 888.493.6938, Monday – Friday from 7:30 AM to 7:00 PM CST.

Product Support Email: VCcustomerservice@realpage.com

Walk Me tutorials on the website. Refer to the "Do you need help?" at the bottom of the page.

Virtual Office Hours. Schedule a Zoom meeting with a subject matter expert where you can talk and view their computer screen! This is a great option if you want to invite your insurance agent to the call. The registration link is below:

 https://realpage.jifflenow.com/external-request/vendorcredentialingofficehours2023/meeting-request?token=43496572585f2cb0ff68