



GRAND PEAKS
PROPERTY MANAGEMENT



New Supplier Packet

Enrollment Instructions



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Thank you for your interest in doing business with Grand Peaks Property Management.

As a National Company, Grand Peaks requires that all of our vendors enroll with Notivus prior to doing business with our communities. Grand Peaks uses Notivus' vendor accountability system to ensure our vendors abide by our organization's reputable business practices and ethical standards before beginning a working relationship with our properties. By using Notivus, Grand Peaks is ensuring that our clients, communities, and *vendors* have an overall better experience by minimizing unwanted risk.

This packet provides all the information you will need to become a compliant vendor. When you become a Grand Peaks compliant vendor you are approved to solicit your services to **all properties owned and/or managed by Grand Peaks Property Management across the country.**

Please note that some categories are not open to new vendors at this time. These include: appliance sales and rental, maintenance supplies, flooring, paint supplies, office supplies, waste services, fitness equipment, filtered water, data destruction, computer supplies, utility billing, resident and employee screening services, collections services, payroll services, copier sales and leasing, brochures, signage, and marketing tools. If you provide goods and services outside these categories, please contact Grand Peaks Procurement Team at contact@grandpeaks.com to confirm that opportunities exist.

Below are the steps you'll need to take to begin the enrollment process:

1) Contact Notivus at vendorsupport@notivus.com. You will be asked for company information and an annual enrollment fee.

Note: Your business will be categorized as an on-site or an off-site vendor based on whether your business category typically visits the property or not. On-site vendors are required to provide proof of insurance. Off-site vendors are not required to provide proof of insurance, but must still enroll and complete other requirements. The enrollment fee is also reduced for off-site vendors.

2) E-mail documents per the included checklist to Notivus at 800-761-2060 or vendorsupport@notivus.com.

Note: Do not send documents to Grand Peaks corporate or site offices.

3) Once enrollment is complete, you may check your status via the Notivus website at <https://Credential.Notivus.com> using the user name and password that you have been provided by Notivus.

4) Begin work for Grand Peaks (please see additional notes below).

Notes:

- Compliant vendors are those who have reached an "Approved" status in Notivus.
- Until all compliance requirements are met, the property staff may not hire you as a vendor.
- Beginning work before reaching an "Approved" status may result in delayed payment.

- Being a compliant vendor allows you to solicit your services to Grand Peaks-managed properties. It does not guarantee being hired for work, or that you'll be added to Grand Peaks' preferred vendors list. You should contact our on-site property staff to be hired as a vendor.
- Please note that it is your responsibility to keep your documents updated with Notivus and to renew your enrollment each year.

Questions?

- Please refer to the FAQ's in the following sections of this packet. Also, please see the Notivus "What's New. What's Coming." flyer on the last page of this packet.
- Contact Notivus' Customer Service Department for general compliance and insurance questions. You may submit your question via e-mail to vendorsupport@notivus.com or by calling 800-761-2060.
- All invoice payment status questions should be directed to the on-site manager. In order to ensure prompt payment, please be sure to do the following:
 - Make sure that the payment remittance address listed on your invoices matches the address provided to Notivus during enrollment. Be sure to log-in to your Notivus account immediately to update any remittance address changes.
 - Use the full property name on each invoice when submitting them to our properties for payment.

To become compliant with Grand Peaks policies and insurance requirements, you must provide all documentation per the below checklist.

Q & A

Below are the answers to some of the most frequently-asked questions by Grand Peaks vendors. If the answer to your question is not located below, please refer to the contact information listed below the enrollment instructions at the bottom of page one in this packet.

Q: Why do I have to pay an enrollment fee to Notivus?

A: *The Notivus enrollment fee covers the processing & handling of your documents, the storage of your documents, and the notification service for when a document is about to expire. The fee is reduced for off-site vendors since no insurance documents are required.*

Q: I am an off-site vendor. Why do I need to enroll with Notivus?

A: *Notivus will review each vendor's category and designate them as an "off-site" vendor as appropriate. Off-site vendors are not required to provide insurance information or certificates; however, you will still be required to sign the Grand Peaks Vendor Services Agreement, provide a W-9, and your licensing information (if applicable). Requiring this information limits liability for Grand Peaks and our clients. Also, since many Grand Peaks clients require vendor compliance with the Patriot Act, Notivus performs the screenings involved with this process for our off-site vendors. The annual fee is reduced for off-site vendors because Notivus will not need to track your insurance documents.*

Q: I am a Locator. Why do I need to enroll with Notivus?

A: *In nearly every state, someone who is paid to find real estate (for lease or sale) for another party is required to have a real estate license. To be sure that our communities are using licensed real estate salespeople, through their licensed brokers, and not individuals who are just making referrals; we count on Notivus to maintain this information. As a Locator, you will be required to sign the Grand Peaks Vendor Services Agreement, provide a W-9, and your licensing information. Requiring this information limits liability for Grand Peaks and our clients. Also, since many Grand Peaks clients require vendor compliance with the Patriot Act, Notivus performs the screenings involved with this process for our Locator vendors. The annual fee is reduced because Notivus will not need to track your insurance documents.*

Q: I have already enrolled with Notivus and am an approved vendor for a different client. Why do I need to enroll for Grand Peaks as well?

A: *Since each company has different requirements, you will need to complete the enrollment process for Grand Peaks to ensure that your company meets our specific requirements. Remember, when you become a Grand Peaks Compliant Vendor you have been approved to solicit your services to all properties owned and/or managed by Grand Peaks Real Estate Partners across the country. Once approved, you may request a list of currently managed Grand Peaks properties from Contact@GrandPeaks.com.*

Q: I was "Approved" but now I am "Incomplete". Why?

A: *This may have occurred for any one of the following reasons:*

- ☐ Your insurance policy may have expired.*
- ☐ An audit of your account by the Notivus Quality Assurance Department or Grand Peaks may have reflected an item that needs additional clarification.*
- ☐ A subsequent document may have been submitted by your insurance agent that overrides the previous document.*

Q: I was “Approved” but now I am “AcctLocked”. Why?

A: *This occurs when your Notivus account has not been renewed at its yearly expiration date. Please log-in to your account at vendorsupport@notivus.com, to pay your annual enrollment fee. You may also need to submit updated documents; your account home page will provide you with a list of any documents that require updating.*

Q: How long does it take Notivus to process documents?

A: *It usually takes up to 72 hours for documents to be processed once they have been received by Notivus. Please note that this process re-starts each time a new document is submitted for review.*

Q: How can I assist in getting my company “Approved”?

A: *Share the sample insurance certificate with your insurance agent so that they may see what is required. This will assist your agent in preparing the certificate correctly the first time. Review each of the requirements on-line or discuss them with a Notivus customer service representative. In addition to your insurance certificate, other documents are required, such as the Vendor Services Agreement, W-9, and professional license. Completing these documents and returning them promptly will prevent delays. You can return documents via e-mail to vendorsupport@notivus.com. Please make sure the name of your company is clearly identified on all documents that are submitted. There are many companies that have similar names so including your Notivus ID number on your documents will also assist in preventing delays. Your Notivus ID number will be included on all correspondence that you receive from Notivus. It will be located directly beneath your company name in the address portion of the correspondence.*

Q: I have submitted all of my documents but I am still not “Approved”.

A: *Confirm that you have submitted your annual enrollment fee to Notivus. Their system will not release documents for processing if the fee has not been received. Confirm that you have a fax receipt indicating your fax was successful. You may also e-mail documents to vendorsupport@notivus.com. Confirm that there were no errors on your documents by reviewing your sample documents on the Notivus website. The website address is <https://Credential.Notivus.com>. Your account home page will provide you with a list of any missing information or documents that require corrections. Confirm that your insurance limits meet those limits required by Grand Peaks. The requirements are outlined on the sample insurance certificate in this packet and are also provided to on the Notivus website. The Notivus Customer Service representatives will also be able to provide that information if necessary.*

Q: What does it mean when my “verbiage” is incorrect?

A: *It is required that Grand Peaks and the ownership entities of their owned or managed properties, be added to your insurance policy as an additional insured by means of a General Liability Additional Insured Endorsement. The endorsement, which is an additional insurance form that shows proof that your agent added Grand Peaks to your policy, must be attached to your policy and reflect the correct language. An example has been provided in this packet. If your policy contains no additional insured endorsement, the correct language/verbiage is not added to the endorsement, is missing some of the wording, or contains typographical errors, then Notivus is not permitted to accept it. A correction will need to be made by your agent in order to meet the requirements Grand Peaks has requested.*

Notivus Contact Information

Notivus
PO Box 111607
Carrollton, TX 75011
Telephone Number 800-761-2060
Fax Number 866-239-1667
Email vendorsupport@notivus.com