

Customer Service = Resolution



Safeguard
Properties

***Submitting Invoicing
Disputes Utilizing Vendor
Web***



Submitting Invoicing Disputes Utilizing Vendor Web

1.) Click “All Orders” under Order History section.

2.) Click “All Months.”

3.) Enter work order number into the “Search by Order Number”

a. Click “Search”

View Order List

Resource Activity

- All Orders (13)
- Ready for Review (0)

Open Orders

- All Orders (33)
- Maintenance (29)
- Grass Cuts (4)
- Claims (0)

In Process Orders

- All Orders (4)
- Maintenance (2)
- Grass Cuts (2)
- Claims (0)

Re-Opened Orders

- All Orders (1)
- Maintenance (1)
- Grass Cuts (0)
- Claims (0)

Canceled Orders

- All Orders (13)
- Maintenance (7)
- Grass Cuts (4)
- Claims (2)

Order History

- All Orders (51)
- Maintenance (36)
- Grass Cuts (13)
- Claims (2)

Search by Order Number: 156451138

Search by Address

Search by Date: Completed Date Begin: [] Completed Date End: []

Search [] Clear Search Results

Order List

Current Month | Previous Month | Past 3 Months | All Months

Export to Excel

Order Detail	Order No.	Due Date	Completed	Assignment	Order Description
	153530561	8/27/2014	9/22/2014		Miscellaneous Work Done
	155821277	10/9/2014	10/9/2014		Lock, Winterize, G/C
	155854310	10/10/2014	10/10/2014		MONTH/BIMONTHLY GRAS
	155854316	10/10/2014	10/10/2014		Lock, Winterize, G/C
	156451138	10/20/2014	10/20/2014		Winterization
	138376630	12/6/2014	10/20/2014		REPAIRS FOR CRM
	156856102	11/1/2014	10/28/2014		Lock, Winterize, G/C
	156926963	10/29/2014	11/1/2014		Lock Change
	156926890	10/29/2014	11/1/2014		Lock Change
	151996927	8/3/2014	11/4/2014		REO REDEMPTION GRASS

Showing 1 to 51 of 51 entries



Submitting Invoicing Disputes Utilizing Vendor Web

Note: After you select search Vendor Web will filter that order out so that it is the only order on that screen.

4.) Click “Order Detail”

Home Orders Order Assignment Help ?

[View Order List](#)

Resource Activity
[All Orders \(13\)](#)
[Ready for Review \(0\)](#)

Open Orders
[All Orders \(33\)](#)
[Maintenance \(29\)](#)
[Grass Cuts \(4\)](#)
[Claims \(0\)](#)

In Process Orders
[All Orders \(4\)](#)
[Maintenance \(2\)](#)
[Grass Cuts \(2\)](#)
[Claims \(0\)](#)

Re-Opened Orders
[All Orders \(1\)](#)
[Maintenance \(1\)](#)
[Grass Cuts \(0\)](#)
[Claims \(0\)](#)

Canceled Orders
[All Orders \(13\)](#)
[Maintenance \(7\)](#)
[Grass Cuts \(4\)](#)
[Claims \(2\)](#)

Order History
[All Orders \(51\)](#)
[Maintenance \(36\)](#)
[Grass Cuts \(13\)](#)
[Claims \(2\)](#)

Search by Order Number

Search by Address


Search by Date Completed Date Begin: Completed Date End:



[Clear Search Results](#)

Order List

[Current Month](#) | [Previous Month](#) | [Past 3 Months](#) | [All Months](#)

[Export to Excel](#)

Order Detail	Order No.	Due Date	Completed	Assignment	Order Description
	156451138	10/20/2014	10/20/2014		Winterization

Showing 1 to 1 of 1 entries



Submitting Invoicing Disputes Utilizing Vendor Web

5.) Scroll down to the “Create Status Report” section

6.) From the drop down select “Final Invoice Dispute.”

Home Orders Order Assignment

[View Order List](#)

Order Details

To proceed with this order, please complete all required commit date reports on "order list" page

Order Details
Loan Type: CV Order #: 156451138 Address: 123 MAIN, , OH 45212

Completed Date: 10/20/2014

Order Comments:

Order Assignment:

Rejection Notes:

Order Assignment History

Assignment	Assigner	Status	Assigned Date
< Page 1 of 1 >			

Work Order Text [Print Work Order Text](#)

Order Messages

Message	Date
Create Status Report	
Select a reason for the status report?	Final Invoice Dispute
	Cannot complete work at this time - Weather
	Cannot complete work at this time - Other
	Emergency Condition at property
	Bad Address
	Final Invoice Dispute
	Other

Previously Submitted Status Reports for Order

Status Report	Date Submitted
< Page 1 of 1 >	

Previously Submitted Invoices for Order

Invoice	Date Submitted
< Page 1 of 1 >	

Previously Submitted Updates for Order

Update	Date Submitted
< Page 1 of 1 >	

[Assign Order](#) [Perform Update](#)



Submitting Invoicing Disputes Utilizing Vendor Web

7.) It is extremely important that the "Reply-to E-mail Address" field is completed correctly, as that is where the dispute response will be sent.

8.) **Provide additional supporting documentation to validate your reason for the dispute, including photos, documents, e-mails, POC etc. Be Specific. Direct comments need to be specific response as to the reason full payment was not made.**

9.) Enter amount still due.

10.) Enter appropriate dispute reason and comments.

In the event you need to dispute an invoice adjustment please submit your dispute below. A response will be provided within two to three weeks. If you disagree with the initial response, you may escalate the issue to: vendor_management@safeguardproperties.com. Any questions regarding this process should be directed to your Vendor Performance Analyst or Vendor Relationship Manager. Vendors have up to 90 days from the payment date to submit an invoice dispute. Requests will not be reviewed if past this timeframe.

Invoice Disputes are used for disputing chargebacks, reduced payments, or denied payments.

Payment Inquiries are used for requesting the status of your payment delivery. These are routed to the Accounting Department.

Final Invoice Dispute

* Reply-to Email Address ← **7**

* Do you have supporting documentation? ← **8**

* Amount Vendor Claims Still Due \$ ← **9**

* Dispute Reason

- Approvals - Bids submitted and approved
- Boarding - Not paid correctly
- Cancellation - Work completed prior to cancellation and update/invoice submitted within 24 hrs. of notification
- Debris - Cubic yards not paid correctly
- Discount Issues - Amount taken not negotiated rate or should not have been applied
- Evictions - Man hours, storage fees not paid or reduced
- Grass Cut - Grass cut or height not paid correctly
- Leaf Removal - Not paid correctly
- Lock Changes - Lock(s) or lock box(s) not paid correctly
- Maid Service - Not paid correctly
- Out of Area - Approved out of area was not paid correctly
- Pricing - Not paid per negotiated rate
- Repairs - Not paid correctly
- Trimming - Not paid correctly
- Trip Charges - Not paid per guidelines
- Winterization - Not paid correctly
- Other

Image Gallery: [Upload Images](#) [Refresh Gal](#)

← **10**