

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
<b>Create Status Report</b>	
Select a reason for the status report?	
<b>Previously Submitted Status Reports for Order</b>	
<b>Status Report</b>	
< Page 1 of 1 >	
<b>Previously Submitted Invoices for Order</b>	
<b>Invoice</b>	<b>Date Submitted</b>
< Page 1 of 1 >	
<b>Previously Submitted Updates for Order</b>	
<b>Update</b>	<b>Date Submitted</b>
< Page 1 of 1 >	

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

**5** →

**6** →

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

# 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](mailto: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 ← **10**

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](#)