Vendor Contact Reference Guide

CONTRACTOR RESOURCES
For P&P, REO, Inspections, Mobile, Vendor Resources, visit the following websites:
SPIvendor.com and SafeguardKnowledgeCenter.com

Vendor Invoice Disputes
Vendors must submit Invoice Disputes only via SafeView Preserve. If there is a dispute not related to the initial invoice adjustment, refer to the correct inquiry path below:
SQA Chargeback: SQA@safeguardproperties.com
P&P MISCNB: miscnb@safeguardproperties.com

The below should ONLY be used when the order is no longer in SafeView Preserve:
INSPI, P&P, REO: vendor.adjustments@safeguardproperties.com
ERD: ERDpayment.disputes@safeguardproperties.com

HELPDESK X. 3999
Technical issues that the direct vendor is unable to resolve. Passwords are generally reset by the user. Crews and subcontractors should not be utilizing this line. The expectation is that our direct vendor is the first line of support.

ACCOUNTING
Email:
Contractor.payments@safeguardproperties.com
- Check details
- Invoices more than 40 days past the final submission date of an order
- 1099 & tax exempt certificates
- Direct deposit sign up and information
- Stop payments and reissues

VENDOR ISSUE MANAGEMENT
For Order Level Issues
- Consult your work order
- Utilize the Help Button when applicable
- Provide a “Need Safeguard Direction” status in SafeView Preserve
- Contact your FQC Rep – This should be extremely rare

For Emergent Situations While On-Site
- Reference your work order
- Call your FQC Rep

For account level issues contact your FQC Rep

SQA (Service Quality Assurance)
Email your questions to the address below:
SQA@safeguardproperties.com

Secure Authorization Call Center (SACC)
Specific to BOA and Wells work orders with instructions to call the SACC
- SACC- 1-888-406-8940

VENDOR MANAGEMENT
Email your request to the address below for:
- Changes to company name, address, phone, tax ID information
vendor.coordinator@safeguardproperties.com

BID APPROVAL & SCOPE DISPUTES
Email your dispute to the address below for:
- Bid disputes sent via e-mail and submitted within 72 hours
Only valid disputes will be accepted
- Scope fails to cover all items related to the peril
- New condition exists preventing work to be completed
Disputes must contain the below:
- Vendor Code
- Work order number
- Original Bid Amount
- Approved amount
- Reason for the dispute – be specific and succinct
- Include all relevant documents (original bid, CE, any other document to support dispute)
[BID] bid.disputes@safeguardproperties.com
[SCOPE] scope.disputes@safeguardproperties.com

RPBFU, DAMGFU & MISCNB DISPUTES
Work must be done regardless of dispute. The dispute is only filed in order to receive payment. Email your dispute to the address below:
MISCNB@safeguardproperties.com

Help Button
Send email using Help Button via SafeView Preserve
- Bid approval missing description
- Broker Information
- Dispose order needed
- Missing w/o Text
- PRM Request
- ERD Scope Request / INS3 Request
- Tax id information
- Trouble locating property

Ethics Hotline
Report any fraudulent or unethical behavior by a Safeguard contractor or staff
- 1-855-662-SAFE (1-855-662-7233)
- SAFEHOTLINE.COM
- Company ID: 452333536 (required for making reports)