

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: 4523333536 (required for making reports)