

## CONTRACTOR RESOURCES

For P&P, REO, Inspections, Mobile, Vendor Resources, visit the following websites:

**SPI**vendor.com  
SafeguardKnowledgeCenter.com



## VENDOR Invoice DISPUTES

Vendors must dispute via Vendor Web if order is still accessible, if not e-mail:

**[P&P]** vendor.adjustments@safeguardproperties.com  
**[INSP]** vendor.adjustments@safeguardproperties.com  
**[REO]** REOvendor.adjustments@safeguardproperties.com  
**[E&R]** ERDpayment.disputes@safeguardproperties.com



## HELPDESK x. 3999

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

- Application issues



## ACCOUNTING x. 2180

Call or 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 ACCOUNT MGRS

Call direct extensions for:

- Coverage area issues
- Work volume or cap issues
- Performance and scorecard questions



## SQA (Service Quality Assurance)

Email your questions to the address below:

SQA@safeguardproperties.com



## Secure Authorization Call Center (SACC)

Specific to BOA work order with instructions to call SACC  
SACC- 1-888-406-8940



Ethics Hotline – 855-271-2686



## 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 about receiving payment. Email your dispute to the address below:

MISCNB@safeguardproperties.com



## Help Button

Send email using Help Button via Vendor Web

- Bid approval missing description
- Broker Information
- Dispose order needed
- INS3 Request per memo 1792
- Missing w/o Text
- PRM Request
- Reply to initial issue
- ERD Scope Request
- Tax id information
- Trouble locating property



### Do Not Utilize the Help Button:

- Reopened orders
- Non-emergency conditions
- Request for non-emergency funds (no allowable)
- POCs for information already contained in work order
- MISCNB, RPBFU, or SQA orders
- Payment disputes, chargeback inquiries, scope disputes, bid approvals, etc.