



## Vendor Payment Instructions

### **How to Get Paid as of 1/1/21:**

1. Preferred and Fasted Method for Processing: EMAIL to [Invoices-DPM-MPB@yardifs.com](mailto:Invoices-DPM-MPB@yardifs.com).  
(see page 2 for emailing guidelines. No password protected files allowed).
2. Submit via Mail to:

(ASSOCIATION NAME)

PO Box 1326  
Hicksville, NY 11802-1326

- **Please DO NOT put c/o**

### **Registration to VendorShield (required):**

To enjoy these benefits and maintain an “Approved Vendor” status within our program, all vendor partners for MyPropertyBilling.com will be required to participate in our Vendor Management Program. To participate, each vendor would be required to take the following steps:

- |    |   |
|----|---|
| 1. | Register for an online VendorCafe account. You will be able to register for VendorCafe/VendorShield by following this link: <a href="#">VendorCafe/VendorShield Registration</a>  |
| 2. | Within VendorCafe, <u>VendorShield</u> will perform the compliance verification (vendor credentialing and insurance monitoring). There is an annual fee of \$125.00 required to keep your compliance and registration current.                    |
| 3. | Upon completion of your registration, VendorShield will reach out to your insurance agent to obtain the necessary documents for review and validation. To avoid delays, please verify that you provide your agent’s accurate contact information. |

**Note-** VendorShield will not accept proof of insurance from anyone other than your agent. Contacting your agent(s) separately and asking them to respond to the certificate of insurance requests from VendorShield may expedite your compliance.

VendorCafe Registration Questions: [VendorCafe\\_Support@yardi.com](mailto:VendorCafe_Support@yardi.com) or 1-888-251-8210, Option 1.

VendorShield Compliance Questions: [VendorShieldSupport@yardi.com](mailto:VendorShieldSupport@yardi.com) or 1-888-251-8210, Option 2.

Headquarters  
Harborside Financial Center, 2500 Plaza Five  
Jersey City, NJ 07311  
Office: 888-315-7773 ▪ Fax: 201-221-7977

Regional Management Office  
385 Route 24, Unit 2C-2  
Chester NJ, 07930  
Office: 888-315-7773 ▪ Fax: 201-221-7977



## PDF Invoice Submission Policies for Vendors

(1.) You can submit PDF invoices directly to the Invoice Processing Center. To ensure timely and successful processing, **PDF invoices must adhere to all policies and guidelines described in this document, otherwise they will not be processed.**

### Submission Method

(2.) You submit a PDF invoice by attaching it to an email and sending it to the Invoice Processing Center. The property manager will provide you with the processing center email address.

### Multiple PDF Files Permitted in One Email

(3.) You may attach multiple **single invoice** PDFs to one email. However, the total file size of all attached PDFs cannot exceed the 5 MB limit. An email with many PDF attachments takes more time to be received by the email servers. **Emails over the 5 MB limit will not be received.**

### PDF Invoice Submissions Only

(4.) Do not send any messages, questions, or follow up communications to the processing center email address. For all communication regarding invoice PDFs that you have submitted, contact the property manager or a property staff member.

### "As Is" Policy Statement

(5.) Invoices are processed "As Is". PDF invoices are not regularly monitored by the Invoice Processing Center for adherence to these guidelines.

### Supported File Format

(6.) The invoice must be in a PDF file. No other file formats are supported.



### Color Paper

(7.) Invoices printed on color paper often produce poor image quality when scanned, even when the initially scanned image quality is high.



### Highlighted Invoice Fields

(8.) Invoice fields highlighted by a highlighter pen or by a color background on the paper may be rendered unreadable on screen.

### No Password Protected PDF Files

(9.) Do not send PDF Files that are password protected. PDF files are automatically processed and password-protected PDF files cannot be opened for processing.

### Creating a PDF Invoice

(9.) A PDF invoice is typically created in your accounting or invoicing system and then generated as a PDF file.

(10.) Use unique filenames for the PDF. For example, you can include the following items in the PDF file name: vendor name, property name, property address, invoice type (for example construction, renovations, utility type, etc.), today's date, or other unique information.

(11.) The PDF filename must not contain special characters such as an ampersand "&", parenthesis "(", ")", at sign "@", number sign "#", etc.

### One Invoice Per PDF File

(12.) A PDF invoice must contain only one invoice. An invoice must appear completely inside one PDF file. If your invoice has multiple pages, do not send the pages in separate PDFs.

### To, Cc, and Bcc Fields

(13.) Enter the processing center email address in the **To** field. Do not enter the processing center email address in the **Cc** or **Bcc** fields. Do not enter any other email addresses in the **To**, **Cc**, or **Bcc** fields.

### Unique Email Subject Line

(14.) When sending multiple emails on the same day, make each subject line unique. You can use the same subject line with numbers, for example "Utility Invoices 1", "Utility Invoices 2" and so on.

### Auto-Reply Email

(15.) When you send an email message containing a PDF invoice to the Invoice Processing Center, you receive an auto-reply email indicating that we have successfully received your email.

(16.) If an exception occurs during processing, you receive a second auto-reply email notifying you of the exception.

(17.) If you do not receive these email messages, check your junk mail folder. If you receive an email notifying you of an exception or you are having trouble receiving email from us, contact the property manager. Email messages with large PDF files require more time to be received by our email servers and result in delayed auto-reply email.

### Invoice Availability and the Daily Cutoff for Regular Invoices

(18.) The daily cutoff time for submitting PDF invoices is **1:00 PM ET**. All invoices received by this time will be available to your customers within three business days. Invoices received **after 1:00 PM ET** will begin processing the next business day. Invoices are not processed on Invoice Processing Center holidays. The Invoice Processing Center holiday calendar is available upon request.