



---

# NetVendor Q & A

In-House Training By: Elizabeth "Liz" Simpson

---

# NetVendor Does.....

- **NetVendor Tracks Vendor Compliance**
- **Stores Vendor Agreements and Contracts**
  - This feature also sends alerts for expiration
- **Request and Organize Bids**
  - Search current vendors or new vendors for the best pricing
- **Search Vendors in your Area**
- **Generate Reports of Vendors**
  - Reports Tabs allows you to pull vendor info for vendors that are assigned to your site.



---

# NetVendor Does NOT.....

- Enter invoices for payment
- Creates PO's
- Approve Payables
- Cut checks or provide invoice payment history



---

# Frequently Asked Questions

**Q: How do invite a Vendor to NetVendor?**

*A: You can do this via NetVendor by selecting “TOOLS” (top right corner) and entering in the vendor’s email address.*

**Q: I have sent out invites from NetVendor and the vendor is having an issue getting opening the link.**

*A: You can email a link or the welcome letter to the vendor directly. They should be on the right path if the sign-up home page has the Asset Living logo. (<https://www.netvendor.net/v2/enrollment/manager/93903/landing>)*

**Q: The Vendor is already subscribed to NVID but I cannot locate them in Yardi.**

*A: NetVendor partners with many companies that have their own requirements and preferred insurance limits. Just because a vendor has an account, doesn’t mean they are an Asset Living Vendor. To ensure you are only seeing Asset approved vendors, remove the check mark in the “Search Net Vendor’s Public List” from the vendor search feature. With this removed, you will only see Asset Living Vendors.*

---

# Frequently Asked Questions

**Q: How do I get a vendor from the “public list” added as an Asset Living Vendor?**

*A: You will still need to invite this vendor as you would a new vendor. The vendor will have to contact NetVendor customer service to be added to the account and proceed with agreeing to the vendor agreement and insurance requirements that Asset has in place.*

**Q: I have vendors with expired insurance, do they upload their insurance or do I?**

*A: NetVendor is a “hands off” service for the us. When a vendor signs up, they provide their contact email, and their insurance agents contact. This will allow NetVendor to reach out directly with insurance expiration reminders and/or correction that need to be made. We do not communicate with a vendor’s insurance contact or resolve the issue for them.*

**Q: The Vendor received their NVID. Are they approved?**

*A: NVID’s are issued when a vendor subscribes to the NetVendor service. THEY ARE NOT APPROVED at that time. It normally takes NetVendor 3-5 business days to fully approve a vendor for Asset Living standards. This moves faster when the vendor’s insurance contact responds to NetVendor with the proper information, the quicker the set up will be.*

---

# Frequently Asked Questions

**Q: How would I know if a vendor has been approved?**

*A: Unfortunately, there is no “approved” alert for this. You will need to login to NetVendor and search the vendors name/ location/NVID to check status. Additionally, if they are approved, a Yardi code will be searchable for PO’s and payables.*

**Q: How long will it take for the vendor to show up in Yardi?**

*A: Once the vendor is approved, a NEW Vendor code will be generated in Yardi. FYI – if the vendor was approved on a Tuesday, a code will be generated and able to be used Wednesday once the interface is refreshed and synced.*

**Q: Do suppliers that DO NOT come on site need to sign up with NetVendor?**

*A: Yes. All vendors need to be registered with NetVendor. The Vendor will need to sign up but is not required to provide a COI since they do not come on site (i.e. sign companies, office supply vendors, or 3rd party marketing). The subscription is approximately \$90.*

---

# Frequently Asked Questions

**Q: Why am I receiving an “Invalid Code” error in Yardi while entering payables?**

*A: The most common answer is the vendor’s insurance is expired. You will need to sign in to NetVendor and review the status. The Notes/Logs tab will be your BFF resource for reviewing communication between NetVendor and the vendor.*

**Q: The Vendor states they are working with another Asset community and is already subscribed to NetVendor. Why can’t I locate a code for their company?**

*A: Have you signed into NetVendor and have added your property to their portfolio? If not, search the vendor in the system – select the vendors name – scroll down to vendor the account – select Properties and add a check to your site. Due to the Vendor Security in place, vendors that are not added to the sites will not show up. (this will update next day and will appear after the system syncs).*

**Q: The vendor’s company is already added in NetVendor, but they are a different” Branch/Division” with a different remittance address. Do they need to have a second account?**

*A: NetVendor can create “sub-accounts” under the main account. If the vendor has the same Tax ID Number and is included under the small insurance policy as the main account, then this can be done. The vendor will need to contact NetVendor directly to have this created.*

---

# Frequently Asked Questions

**Q: How do I get a vendor code for Utilities or Petty Cash.**

*A: You can still email WATL-Vendors for this. NetVendor is not involved in these situations.*

**Q: How do I enter a payable for a vendor that is not in NetVendor (one-time payment)?**

*A: We understand that this may happen on occasion but should NOT be the norm. If the vendor is not returning to the site, your Area Manager/Regional can approve a one-time code. This is a time sensitive matter. Once a temporary code is created, that same code is going to turn inactive once the system syncs. You will need to reach back out if you were not able to get the payable in that day or during check run so the code is able to be processed. If the vendor is to return, they will need to be invited to NetVendor as temporary codes will not be created repeatedly or turned on and off multiple times.*

**Q: A Vendor I have used in the past has signed up with NetVendor, but I cannot find the code.**

*A: The NetVendor service was rolled out and made active as of 10/31/2023. If the vendor signed up and got approved after this date, a new code would have been drafted in Yardi and the old code will remain inactive. New codes resemble – NV3.....54345 (... = part of vendor name / 54345= randomized numbers will be added).*



---

# NetVendor Contact Info

Email : [compliance@netvendor.net](mailto:compliance@netvendor.net)

Phone: 1-503-922-1111 (option 2)

Chat – Vendor can access from the website homepage ([NetVendor | Vendor Enrollment](#))

---

# Thank you!