



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. (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):

Important: Action Required from ALL Denali Property Management Vendors

Dear Vendor Partner,

We are excited to announce our important transition to a new Vendor Management Program called “VendorCafe” (with VendorShield Compliance). There are numerous advantages to this program for you:

- 1. Transparency: Real-time information visibility of status on approvals, payments & compliance.
- 2. An efficient and streamlined communication medium.
- 3. By joining the platform, you will part of a database in which other companies will be able to find your business based on your location and the type of work you do. This gives you exposure to other potential clients which can generate your company new streams of revenue by opening your business to working relationships that you may have never encountered before.
- 4. The ability to electronically invoice directly into our system upon job completion.

To enjoy these benefits and maintain an “Approved Vendor” status within our program, all vendor partners for Denali Property Management 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: VendorCafe/VendorShield Registration
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.

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
Chester NJ, 07930
Office: 888-315-7773 ▪ Fax: 201-221-7977



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.

Assistance Information:

- VendorCafe Registration Questions: VendorCafe_Support@yardi.com or 1-888-251-8210, Option 1.
- VendorShield Compliance Questions: VendorShieldSupport@yardi.com or 1-888-251-8210, Option 2.
- Any general questions about the information contained within this letter or general questions regarding our Vendor Management Program, please send your inquiries via email to support@denalipm.com.

We appreciate your past service and would like to continue partnering with your organization. While we know this change may not be easy at first, we certainly hope you will embrace the change and grow with us as a partner with this very important enhancement to Denali Property Management's business model. It is enhancements like this that will greatly contribute to our long-term accomplishments and will directly contribute to the success of all our strategic partners.

We thank you for your partnership and look forward to enjoying collaborative success with you for years to come.

Sincerely,

Denali Property Management, Inc.

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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.

Simplifying Payments with **Yardi** **VendorShield**

Advantages

- **Gets Paid Faster & More Accurately**

Cut the line and get paid faster. All invoices get submitted directly for approval, bypassing processing steps, postal delays, and personnel inefficiencies.

- **Eliminate Unqualified Bidders**

Ensures that you are not bidding against unqualified competition. All vendors doing work onsite **MUST BE** fully insured, properly licensed, & properly registered.

- **Earn More Business**

Denali & MyPropertyBilling.com, like many others in the industry, will only be hiring VendorShield-qualified service providers. By participating, you ensure you are called first!

- **Grow Your Business**

Increase your top line. Your business will appear on an approved Vendor List for use by HOAs, Condos, Town Homes and Rental Communities throughout New Jersey and across the U.S.



To our Vendors and Partners,

One of our strengths has always been offering cutting edge technology to improve customer service, control costs, and improve communication. Denali Property Management and MyPropertyBilling.com are now excited to be able to offer to **YOU**, our valued vendors and partners, a new program from Yardi VendorCafe called VendorShield. VendorShield will help you get paid faster & more accurately, eliminate unqualified competition, earn more business for your firm, and increase your top line.

VendorShield streamlines the pre-qualification process and ensures that only fully insured, properly licensed, and properly registered vendors are provided to Condominium & Homeowner Associations, Landlords, and others in the industry, thereby eliminating unqualified competition. Be the first & only call the customer needs to make. A WIN-WIN for both you and the customer.

Yardi charges only \$125 a year for this service which provides your business ALL these advantages, PLUS, advertises your firm throughout New Jersey and the United States, thereby separating you from the competition and helping you expand your customer base. Joining is easy and a great investment in your firm's future.

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