

ResProp

Residential Property Management

Procurement frequently asked questions

Vendor setup:

How do I become a ResProp Vendor?

Answer: ResProp Management utilizes NetVendor to facilitate our vendor screening and setup. Please follow [this link](#) to start the process.

What are ResProp's insurance requirements?

Answer: If you are going to be coming onto one of our properties you will need to meet our minimum insurance requirements. Examples can be found below with our minimum requirements:

[Low Risk Certificate of Insurance Example](#)

[High Risk Certificate of Insurance Example](#)

How do I know if I am low or high risk for insurance requirements?

Answer: You can check this list of industries to determine if you are providing a service that is low or high risk.

[Industry Risk Listing](#)

Why am I being asked to pay a \$98 fee to NetVendor to sign up as a vendor for ResProp Management?

Answer: The \$98 annual fee is applicable to vendors who will perform work onsite at one of our properties. This covers the background screening and insurance verification/monitoring service provided by Net Vendor.

Do I need to sign up for the Coupa Supplier Portal?

Answer: The Coupa Supplier Portal is a free tool available to all vendors where they can manage their Purchase Orders and submit Invoices. This is a good solution for vendors that provide frequent or recurring services.

Vendors who have not signed up for the portal will have actionable buttons sent via email directly on their purchase orders that will allow them to submit invoices.

Please see [here](#) for a comprehensive guide in navigating the Coupa Supplier Portal.

Purchase orders:

Does ResProp require vendors to have a Purchase Order (PO) prior to performing work or delivering goods?

Answer: A purchase order is required prior to any work being performed or before delivering any goods.

I have received a purchase order, but the scope or pricing is incorrect. How do I proceed?

Answer: Please reach out to the property manager via email and request a revised order with the correct information. You can also comment back in Coupa within the PO.

[This short video will explain the process to create a comment.](#)

The work performed was different from the original scope on the purchase order I received. What do I do?

Answer: You will need to get a revised purchase order from the property prior to invoicing to ensure the payment reflects the work performed. You can also comment back in Coupa within the PO.

Invoicing:

I am not on the Coupa Supplier Portal. How do I submit an invoice?

Answer: There are actionable buttons directly on the purchase order you received via email. From these you can create an invoice, acknowledge the order or communicate with the requester.

[This short video will explain the process.](#)

A PDF guide can be found [here](#).

I have a Coupa Supplier Portal account. How do I create invoices?

Answer: There are multiple ways you can create and submit invoices for payment on the supplier portal.

I have submitted an invoice. How long until I receive payment?

Answer: ResProp's standard payment terms are 30 days from the invoice date unless otherwise stated on your purchase order. If you submit an invoice more than 30 days after the invoice date we require a minimum of 14 days to process your invoice and post for payment.