

VENDOR FREQUENTLY ASKED QUESTIONS

BECOMING A VENDOR

How do I sign up to be an A2Z Vendor?

It's easy! Simply fill out our short vendor interest card on a2zfieldservices.com. One of our recruiters will be in touch after they have reviewed your information.

What are your insurance requirements?

There is a 1M general liability and 1M E&O requirement to perform any repair, preservation, or inspection service for A2Z.

Where can I find insurance to satisfy your requirements?

A2Z is not affiliated with nor do we require vendors to use a specific insurance broker; however, we suggest going with a company that is familiar with our industry like Brunswick Companies, biBERK, York Jersey Underwriters, and Hanover Insurance Group, to name a few.

What work order management system do you use?

A2Z's utilizes our own proprietary work order management system, Compass, in conjunction with our mobile application, Field Compass. These provide our vendors with an efficient platform to manage their work assignments and allows us to deliver real-time results to our clients, ensuring that timelines are met and potential issues are quickly mitigated.

Are you integrated with any vendor work order management systems?

No, currently A2Z is not integrated with any 3rd party order management software.

How often will I get paid?

A2Z pays on a net 30-day cycle based on the date each order is approved for invoicing in our system. Upon invoicing, orders are updated both with an invoice date and a check date that you can view from your vendor account in Compass. Commission is paid weekly, every Friday. Payment will be sent via EFT unless you elect to receive a check (please note, there is a \$5 fee per check if you opt out of electronic payments.)

Can I sign up for direct deposit?

Yes. This is the preferred way to send commission payments.

CURRENT VENDORS

What work order management system do you use?

A2Z's utilizes our own proprietary work order management system, Compass, in conjunction with our mobile application, Field Compass. From your vendor login on Compass/Field Compass you will receive, complete, and submit work as well as manage all your subs and sub-assignments. From Compass, you can also manage all your personal information including coverage, track commission payments, and view training materials.

Are you integrated with any vendor work order management systems?

No, currently A2Z is not integrated with any 3rd party order management software.

How do I log into Compass?

Upon completing the onboarding process, you should have received an email with your username and password. From a2zfs.com, you will follow the link for "Vendor Login" to log in with the credentials received. You will be prompted to change your password at the first log in. If you did not receive the email with your login information, please first check your spam folder, and then contact your vendor coordinator for assistance.

How do I sign up to use Field Compass (the mobile app)?

No special sign-up is required. Simply go to the mobile app store for your phone and download A2Z Field Compass. There is no cost associated with downloading or using this tool. You will log in using the same web credentials you use to log into Compass on your desktop.

How will I receive work?

Work orders will be assigned to you in Compass/Field Compass. A list of any newly assigned orders are available using the filtering available on your "Open Accounts" page or from the Quick Link on your vendor account "Home" page within Compass. Within Field Compass, new assignments can be located in the "Open Assignments" page and identified by sorting by job status. You must accept each work order before completing it. Orders that are not accepted in a timely manner are subject to auto reassignment. Once a work order is accepted by another vendor it cannot be returned to you. To avoid auto reassignment of orders, we recommend logging into your Compass account at least 3 times a day: in the morning, afternoon, and at the end of the day. This will allow you to see any new work orders that may have been assigned throughout the day.

What is the difference between orders assigned to me under *New Assignments Pending Acceptance and Additional Job Opportunities*?

New Assignments Pending Acceptance are orders that you've been assigned based on your existing vendor profile. This means that the property is in your coverage area and the service type is one that you have indicated is within your capacity. Additional Job Opportunities are orders that may be outside of either your existing coverage area or expertise. These jobs are optional, but do require that you respond to let us know if you can complete each one or not. Additional information on these order types can be found in the **Open Accounts and Additional Job Opportunities Training** within the "A2Z Compass & Field Compass Training" section of the Training & Files tab from your vendor account in Compass.

Where can I locate pricing for the work that I receive?

Most pricing is detailed in the individual work orders, but comprehensive price lists are located under the Training & Files tab of your vendor account in Compass. **A2Z Vendor Allowable List** is applicable for the majority of A2Z's clients, with client-specific price lists also available under the training sections for each individual client. Also note, prices on your work orders as well as the price lists on Compass are only visible to prime account holders. Sub-contractor accounts do not have access to these details or information.

Where can I find instructions for each work order received?

Detailed instructions for every work order are available from the job-specific “work order instructions” from your vendor account on Compass or “view instructions” button from Field Compass. It is important to always read over the work order instructions thoroughly, as each client has different requirements and requirements can periodically change. Additionally, many work orders have **special instructions** that pertain to that specific property. If special instructions for the work order are noted in Compass, the “work order instructions” button will be RED rather than blue. Special instructions can always be found at the top of the work order detail page and will supersede the work order instructions. Always read over both.

What are the photo requirements for each job?

Photo requirements vary by job type and are typically met through form prompts when completing the job online. Typical requirements are address verification photos, a full exterior photo set of the home and lawn, wide-angle room-by-room interior photo-sets, and close up photos detailing any cleaning needed/done. For preservation jobs, it is always important to provide before, during, and after photos of all work completed. Debris removal jobs typically will require measurement and truck haul away photos. And inspections generally require clear photos to satisfy the specific areas being inspected. Date and time stamps (unless otherwise noted on the work order instructions) are a must. Missing photos can lead to the client cancelling the order or partial payment.

Who do I contact when I have a question on a work order?

The best way to communicate with A2Z about a specific work order is to send a question through Compass/Field Compass. This will trigger an email to your assigned Vendor Coordinator with the job details about which you are inquiring. Questions can be sent from Compass using the “send job note” button on the “Open Accounts” page and through Field Compass, using the “send note” button from the “Assignment Details” page.

Alternatively, each work order details the Vendor Coordinator assigned to that job/client. Clicking on the “inum” of an order will take you to the “Work Order Details” page which lists all the information you need to complete the order and includes the Vendor Coordinator’s name along with their contact information. You may always call/email them directly with any questions, as well.

Please note, the “send note” buttons associated with each job will include job details for review within your inquiry automatically. If you have a general question, you may email your Vendor Coordinator directly or use the generic “send note” button at the top of the “Open Accounts” page in Compass to email an A2Z Team Member.

Am I required to send A2Z an invoice once I complete an order?

No, A2Z will automatically invoice the work you complete once submitted and approved. Once a work order is invoiced within our system, it will be immediately visible under your commission schedule in your vendor account. You will always know what you’re getting paid and when by tracking your commission schedule.

What is an issue assignment?

An issue assignment is a job that you submitted as complete in which questions or issues were identified during review and prevented the job from being invoiced. You must satisfy any issues in order to be eligible to receive commission on each completed job. A list of any issue assignments open are available from the Quick Link on your vendor account “Home” page within Compass, or can be located in Field Compass by sorting by job status.

Where can I see issue assignments and what issues are noted?

Issue assignments appear in your “Open Assignments” page on Compass/Field Compass and noted with an “Issue” status. Internally, we refer to the “Issue Queue Reason” as the “IQR”. The IQR details all requirements that need fulfilled in order for the job to be approved and invoiced and is accessible from your “Open Accounts” page within Compass or from Field Compass from the “view instructions” button.

What is a QC assignment?

A QC assignment is created and assigned to you when a job that you submitted as complete was found to be deficient. Most often, these deficiencies are caught during an on-site QC inspection after invoicing the original job. QC orders are required to be accepted and completed promptly. Any delays in completing the QC may result in a charge-back on the initial order.

Where can I see what needs to be completed on a QC assignment?

QC details can be found in the special instructions section of your work order.

Where can I learn more about using Vendor Compass and Field Compass?

Compass User Training and **Field Compass Training** within the “A2Z Compass & Field Compass Training” section of the Training & Files tab from your vendor account in Compass provides a comprehensive overview of features within each system.

How do I update my coverage?

Your coverage can be updated from the “Coverage” tab from your vendor account withing Compass. You may add or remove territories to and from your standard coverage at any time, either by zip or county. You may also add coverage by service type and select the areas in which you are able to offer 24-hour completions. For additional information, **Vendor Compass Coverage Training** is located within the “A2Z Compass & Field Compass Training” section of the Training & Files tab from your vendor account in Compass.

Please note: Do not add multi-state coverage to your standard coverage without approval. Adding multiple geographic areas without prior approval may result in a force-placed hold or deactivation of your vendor account.

Should I add areas I’m willing to travel to with a bonus to my coverage?

No. You will only add your standard coverage area to Compass. These are the areas in which you complete work for standard rates. If we have work outside of your standard area and are in need of a vendor to complete it, you may receive this work as an “Additional Job Opportunity” or your Vendor Coordinator may contact you to gage your interest and negotiate a trip fee.

Can I add other employees or subcontractors to my account?

Yes. Subaccounts should be created for each person logging into Compass on behalf of your company. This is a requirement for both employees and subs. *Using the same login across multiple mobile devices will cause data issues and prevent orders from being submitted correctly.* To set up employee or sub accounts, go to the “Account” tab from your vendor account in Compass and scroll to the “Sub-Contractors” section. From here, you may add users and select their desired permissions based on their role within your organization. Additional training on how to set up subaccounts is located in the **A2Z Compass Sub Accounts** file within the “A2Z Compass & Field Compass Training” section of the Training & Files tab from your vendor account in Compass.

Special note: When setting up subs, you will generally want to make sure you check the box “Review Jobs Completed by This User”. This will allow you to see all work completed prior to it being sent to A2Z.

How do I assign/unassign work to subs?

After you’ve set up your subs, from your “Open Accounts” page in Compass, you can select “Assign to Sub-Contractor” on any open job. From Field Compass, you will need to click on the job first, and then use the button “Reassign to Sub” at the bottom of the screen. Similarly, you can “un-assign” jobs in the same way.

How do I manage the work that my subs complete?

Your subs will receive work notifications once work is assigned to them, just as you do. Please note, however, they are not required to accept each job assigned to them so you will need to manage this process to ensure timely completion. You are ultimately responsible for all work accepted by your company, no matter who is performing the actual services.

You are able to review each of your subs' work before submitting it to A2Z. All jobs which need reviewed can be found on your "Open Accounts" page within Compass by filtering completed sub assignments (or from the Quick Link on your vendor account "Home" page) or within Field Compass by sorting by status. Please note, even if you have elected not to review your subs work, this step is still required on all jobs that contain bids. Also, as a reminder, sub accounts do not have access to your account information, and they do not have access to any pricing details.

How do I update my general business information once I'm onboarded?

You can update your contact information and address under the "Account" tab of your vendor account on Compass. Keep in mind, the company phone number and primary email you list is what A2Z will use to contact you. Our system cannot send emails to multiple email addresses.

Can I sign up for direct deposit?

Yes. This is the preferred way to send commission payments.

How can I update/complete an ACH for direct deposit or update my W9?

You can fill out a new ACH and W9 online. You will find these forms under the "Account" tab of your vendor account in Compass under the "My Documents" section. Once these are completed and submitted, they will be processed by A2Z's Accounting Department, typically within three (3) business days.

Is it important for me to add my licenses or certifications to my account?

Yes! Our clients often request specialty services such as HVAC, plumbing, electric, and more. To ensure that your company is eligible to receive these work orders, you will want to update your vendor account with the specialty services you perform.

Where do I add my licenses and certifications to my account?

Under the "Account" tab of your vendor account on Compass, you will see a section titled "Services Performed/Certifications/Licenses". For each service listed, if you select "Perform", this means you're able to complete that type of service, but you are not licensed or certified. If you select "Certified/Licensed", the system will require the certifying agency, effective dates, and a copy of your certificate or license for validation.

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How do I put my vendor account on hold (vacation, too busy, etc)?

From your "Account" page within Compass, you will see a "place on personal hold" option in the top box with your company information. After clicking this box, you'll be prompted to enter a hold start and end date. Be aware that your account will automatically become active again at midnight on the end date that you select.

What if the name of my business has changed?

You will need to contact our Compliance department directly if your business name has changed. Compliance can be reached via email at compliance@a2zfs.com or by phone at 614.873.0211, option 3.