



VENDOR QUICK REFERENCE GUIDE

RECEIVING THE WORK ORDER

- Empire sends all work orders via email
- Work order will have property manager contact information on it

RESPONSIBILITIES OF VENDOR ONCE WORK ORDER IS RECEIVED

- Vendor **MUST** reply to the email within 4 hours stating they received the email and can schedule the work within three business days. If vendor does **NOT** reply to the work order the work order will be re-assigned by the property manager.
- If an **EMERGENCY** – vendor **MUST** reply and can schedule the work within **ONE** business day.
- If Vendor cannot schedule the work in the time frame, vendor **MUST** reply stating they cannot schedule the work so that Empire can reassign the work order to another vendor. Vendors are **NOT** penalized for not informing empire that they cannot schedule the work.
- Contact resident and confirm schedule or set up schedule if one was not on the work order. **REPLY** to email once work has been scheduled with date and time.

TROUBLE CONTACTING RESIDENT

Each time a call is made to a resident reply to the work order email. It is important to communicate to Empire that you have made efforts calling the resident and if you plan on continuing to call the resident.

If you cannot contact a resident reply to the email, Empire will try to contact the resident on your behalf.

PERFORMING THE WORK

- If work is \$250 or less – Perform the job
- If work is >\$250 – CALL the property manager that is on the work order
- Take three photos and email them to invoice@empireindustriesllc.com
 - Photo 1 – Front of property
 - Photo 2 – Before picture
 - Photo 3 – After picture
- Reply to work order email the description of work done to complete project.

INVOICING

- Once work is complete send an invoice to Invoice@empireindustriesllc.com
- Put the **PROPERTY ADDRESS** in the subject line of the email
- Be as descriptive as possible on the invoice
- Invoice must be line itemed out
- Reference the work order number on the invoice
- Empire is on a net 30 but makes every attempt to pay the invoice each Friday.
- Empire pays via ACH