CAPSTONE
REAL ESTATE SERVICES, INC.

We are pleased to invite you to become a Capstone Preferred Vendor Partner and have contracted with RealPage®, Inc. Vendor Credentialing to manage our vendor credentialing program.

There is a fee associated with the setup and annual compliance of vendor credentialing.

- $99 annual fee for on-site vendors
- $80 annual fee for off-site vendors

RealPage has been authorized by Capstone Real Estate Services, Inc to work with you to obtain certain documentation including, but not limited to:

- Copy of the executed Vendor Agreement
- Compliant insurance certificates
- Current licenses (as applicable)
- Designations for small business and minority firms
- W-9's
- Any other relevant documentation

HOW TO ENROLL

New Capstone Vendors

- Contact RealPage at (888) 493-6938 and request to setup a new account for Capstone
- Complete online W-9 or upload your completed W-9
- Sign online Vendor Agreement
- Upload insurance document
- Upload trade license (if applicable)
- Documents can also be submitted via
    - Email to VCdocuments@realpage.com
    - Faxed to (877) 665-8910
    - Please include a cover sheet with the name of your company and a reference that the documents are for Capstone vendor compliance
- Once the fee is paid, documents will be reviewed
- RealPage will notify you when finalized

Current RealPage Vendors

- Log in to your account at https://www.realpage.com/vendor-credentialing/
- Search for Capstone, link them to your account
- Complete requirements

QUESTIONS?

RealPage (888) 493-6938 or VCCustomerservice@realpage.com

Thank you in advance for your participation!

Capstone Real Estate Services, Inc
Risk Management Department

Vendor Credentialing Reference Guide for Vendors

How to Enroll/Make a Payment

- Click the **Pay Now** Tab for each Management Company and click on **Make Payment** tab.
- Read and accept our **Privacy Policy & Terms of Use**.
- Enter name listed on card; card#; expiration date; card security code.
- Click Next and **Confirm Payment**.

Forgot my Username and Password

- Visit the Vendor Credentialing login page and click forgot my password.
- Enter the email address associated with the user for your account and an email will be sent with your username and password.

How to Upload Documents

Tip: Quickest way to apply documents to your account is to upload them directly to our system.

1. Save all documents as a **PDF** on your computer.

2. Click the **Submit Documents** tab and start uploading.

3. Choose from the document list to submit all the required documents such as; W-9, Vendor Agreement, Insurance Certificate, Professional License or Minority-Owned Business Certificate.

4. Click Browse and locate the PDF file on your computer and Click Submit.

How to Update Remit (Payment) Address

- Click on Company Tab and scroll down to Contact Information.
- Click on the blue remit (Payment) address to update.
- Update with correct address and Click OK.

How to Create a New User

1. Go to the User tab and click **+ New User**.

2. Enter a username and password.

3. Enter the person's name, phone, and email.

4. Select type of user access from the list below:

- **Administrator:** Users can review/add/change/edit information on the account for name, remit address, contact information, payments, and principal/owner.
- **Guest:** Users can change/edit contact information, remit address, and payment information.
- **Read Only:** Users can review the account. No changes or payments allowed.

5. Click Save.

How to Update your W-9

Click on Company tab to update a new W-9 online or upload/email/fax a W-9 that you have already completed.

Note:

- If your company name or EIN/SSN has changed from what we have on file, please call our office as we will need to create a new account.
- If the annual enrollment fee is current, the documents will be processed within 24-48 hours.

Customer Support

- Monday-Friday 7:30 AM-7:00 PM CST
- Phone: **888-493-6938**
- Email: **vccustomerservice@realpage.com**
- Sign up for live user training at **Navigating Vendor Credentialing for Vendors**

Vendor Enrollment Status Definitions

Approved: Enrollment/annual renewal fee has been paid. All the necessary documents required in order to be compliant are met. There are no errors or discrepancies on the documents. Background screen was clear on business and the owner(s) of the business.

Pending: Enrollment fee has been paid; Vendor Credentialing is reviewing documentation and running background screening. This status will only appear for 24-48 hours.

Incomplete: Enrollment/annual renewal fee paid; all documentation not yet provided, or the documents provided contain errors. For example, the documentation is missing the correct additional insured information.

Declined: If status is declined, vendor should contact the office for assistance at Email: **vccustomerservice@realpage.com**

Account Locked: Vendor Credentialing annual renewal fee has not been paid.

Not Enrolled: Property Management Company has requested to work with you; no enrollment fee has been paid. Vendor Credentialing process starts once payment is received.

Note: The enrollment process begins once the annual enrollment fee is paid; however, that does not guarantee your approval or guarantee any extra work from your customer(s). Documents are not evaluated for accuracy until your Vendor Credentialing enrollment fee is paid.

Top 10 Reasons to Enroll with RealPage® Vendor Credentialing

And make us your number-one connection for building your business.

1. BUILD YOUR CLIENT BASE

Increase your potential of being selected to serve any of our 300+ property management clients and other clients outside the industry.

- Our client users can search for and select new vendors from our database, by company name, city, state, zip or type of business (e.g., landscapers, electricians, plumbers, painters, etc.).

2. COMPETE WITH THE BEST

You will never compete for business with any competitor who may be unlicensed, uninsured or underinsured.

- We ensure that any other vendor within your same industry must meet the same licensing and insurance requirements that your company does in order to conduct business with our mutual clients.

3. SUBMIT THROUGH A ONE-STOP PORTAL

Use a single cloud-based portal to submit all necessary documents to conduct business for each of your clients.

- Your company can be set up to conduct business the same day by calling our customer service department or by submitting the necessary paperwork through your Vendor Credentialing portal.

4. MANAGE DOCUMENTS EASILY

A secure web interface provides a convenient way to easily manage, store and archive your insurance, professional license and W-9 documents for each of your Vendor Credentialing clients.

- If your company has already enrolled with another management company, you should have received a user ID and password for the Vendor Credentialing site.

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Outperform

5. WE WORK DIRECTLY WITH YOUR INSURANCE AGENT

We can work directly with your insurance agent, on your behalf, to help speed up the approval process for any of our mutual clients.

- Our staff provides the appropriate additional insured language and policy limits you need to become approved for our mutual client(s).

6. APPROVAL ON A PORTFOLIO-WIDE BASIS

Reach an approved status for all of your customer's properties within your service location.

- We use a global approach to credentialing so that once you reach an approved status for your customer, you will be approved for all of their locations without the need for additional paperwork per property.

7. AVOID POLICY LAPSES

We help you stay on track with your insurance and licensing, year round.

- We will notify your company as well as your insurance agent(s) in advance of policy expirations. We will also notify you of upcoming license expirations.

8. GET SAME-DAY APPROVAL

Become a Credential Key Vendor and get same-day approval.

- The Credential Key program is a premium paid service that gives you preferred placement in a search engine used by hundreds of apartment communities each week. Once you are approved as our Credential Key vendor, you earn a "key" icon next to your name, giving you the ability to unlock same-day approval for your participating clients.

9. ACCESS TO THE COMPATIBILITY INDEX

Our Compatibility Index enables you to determine if you meet a customer's insurance requirements prior to making a payment.

- This feature provides you an instant analysis of your insurance against your customer's requirements with the click of a button.

10. ENSURE SUCCESS WITH LIVE SUPPORT

Live Customer Support is here to ensure your Vendor Credentialing program is successful.

- Our team can assist you with implementation, training and any vendor management-related questions. This includes ongoing support from start to finish to ensure your approval process runs smoothly.

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For more information, email:
VCCustomerService@realpage.com
or call **888-493-6938**