Vendor Web FAQ

The purpose of this document is to serve you as your first resource and self help for answering the most Frequently Asked Questions about the Safeguard Vendor Web.
If your question is related to Safeguard Properties business rules or client/investor guidelines, then please contact your Regional Coordinator for assistance.

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Can I attach and send a word document?

Can I use a Mac computer?

How do I remove (labeled) photos from an order?

The Vendor Web says that I am locked out of an order for the next two hours. How do I unlock orders?

I can't log into the Vendor Web. The screen says, "You have been logged on" but I cannot see my order list. What do I need to do?

Do I need Microsoft Word to submit 2nd bids (that include my signature) via the Vendor Web?

Do I need to go back out to the property and retake additional photos if I cannot provide all of the required photos at this time?

How do I submit additional photos on an order? Will I need to redo/resubmit the entire update when all I wanted to do was submit additional photos?

What images can I reuse and how do I do that?

How do I find my order?

How do I access information I previously submitted on the Vendor Web? (Updates and Invoices)

How do I create my own labels for images?

Why does the Vendor Web say that I uploaded duplicate images?

Why are completed orders still display on my Open List?

I completed an order in the Vendor Web and now I need to submit additional photos on the Vendor Web. Do I need to complete the update again (this time on the Vendor Web) in order to submit these photos?

What are the minimum system and program requirements to access and use the Vendor Web?

- Windows 2003 or above versions.

- Internet Explorer 6.0 or 7.0.

I cannot access the web site.

- Verify your login/password is correct.

- Verify that you are on the correct web site.

- If you are a Production web site vendor, verify that you are using the following website:https://vnet.safeguardproperties.com

The main Safeguard Properties web site is down.

- The Vendor web site and Safeguard Properties web site are separate; therefore the Vendor web site may still be available. Please try to access the Vendor web site using the above links.

How do I bookmark a web site? (Add a favorite)

- While on the Vendor web login page, click on Favorites on your web browser at the top of the page and select Add to Favorites. You will be prompted to enter a name that will be displayed in your favorites menu. Enter the name and select OK. Once added, you can select the appropriate webpage from your list of Favorites at any time to be directed to the login page.

- It is recommended that you use this method to access the vendor web in the event the main Safeguard Properties web site is unavailable.

I logged in but all I get is a blank screen

- Verify that you have enabled pop ups.

- Clear out your Browser cookies and delete temporary Internet files.

- Refresh your Browser.

The web site is running slow. What is causing this?

- The web site may run slower during peak hours (usually 5:00 PM - 12:00 AM EST) due to the number of users accessing it.

- Verify your local network is not busy

- There may be problems with your Internet Service Provider (ISP).Check with your ISP for any delays/ technical problems.

- Check for spy ware/viruses on your machine.

- **FYI -** All connections/data submitted over the Vendor Web are now encrypted.

Can I submit photos from an external source like an external hard drive or CD ROM/ Network drive?

- No, all photos must be copied to your local hard drive and uploaded from there.

My photos take forever to upload.

- Verify your camera is set to the lowest resolution.

- Verify your images are set to 640 x 480.

- Close any unnecessary programs running on your machine.

- Check to see if you are uploading during peak times. (Photo uploads may take longer)

- Check for spy ware/viruses on your system.

- There may be possible problems with your Internet connection.

Can I adjust photo size after I have copied them to my hard drive?

- Consult your digital cameras technical documentation.

I need to change my password or update my e-mail address? Who do I contact?

- Use the Forgot Password feature available on the login screen.

- Call the Help Desk at extension 3999 to update your e-mail address.

I have work orders that are missing from my open page.

- Verify you are in the correct view (Open, Re-opened, Canceled)

- Verify you are on the correct work type tab (Claims, Grass or Maintenance)

- Refresh screen/check again in one hour, there could be some possible delays due to internal problems.

- Check with your Regional Coordinator to verify the work order is still assigned to you.

- Call Help Desk at extension 3999 if still not showing up.

How do I place second bids on the web?

- You need upload your letterhead bid as a Word document.

I keep getting kicked off the web site.

- Connection problems with your local Internet connection (traffic/ stale local IP session) can reset session to the Vendor web. The Vendor web site will kick you off automatically after 2 hours of inactivity, this includes any updates/ photo uploads that may take more than 2 hours and you will get a transfer failure message.

- Check your local Internet connection for any problems.

I am getting requests for additional information on orders that are no longer on my open order page. How do I submit the additional information?

- Orders are kept on the Vendor web for 6 months. If the order does not appear on your Open tab, check the Re-opened and Order History views.

How long does it take for SPI to get my update?

- When using the web, your updates, invoices, and photos are available to us as soon as you've submitted them.

I completed a job, but now it's canceled and the work order no longer appears. How do I update what I have done?

- This is an internal procedure, and you should contact your Regional Coordinator for any such issues. Usually, we will be able to have the order placed back on the web site within a day or two.

There are work orders from last year on my open report. Am I supposed to do something with them?

- Report this to your Regional Coordinator along with the work order numbers. This will be reported to our IT Department and the listed orders will be removed when applicable.

There are work orders under my login that should be under one of my other codes. What do I do?

- Report this to your Regional Coordinator along with the work order numbers. This will be reported to our IT Department and the listed orders will be corrected.

Can I send zip, executables, or PDF files?

- No, these types of files are not supported.

Can I upload a Word document?

- Yes.

Can I use a Mac computer?

- No, the application is designed to run only on Windows 2003 and above versions.

How do I remove (labeled) photos from an order?

- From the bottom of the Remaining Images screen, find the header called "All Image Labels."

- Right click on the image label with the photo to be removed.

- A window will display containing all images attached to the chosen label. Select and remove any or all photos.

The Vendor Web says that I am locked out of an order for the next two hours. How do I unlock orders?

- Unfortunately, the order will remain locked until either the two hours have elapsed or you must contact the help desk at extension 3999 to manually unlock the order if immediate access to it is needed.

I can't log into the Vendor Web. The screen says, "You have been logged on" but I cannot see my order list. What do I need to do?

- Disable/Configure your pop-up blocker to allow pop-ups to our site then log in again. The web site should now work.

- If you have Norton 360 installed in your PC then you will need to configure Norton to allow access to our site. A temporary fix is to disable the Add-On 'Norton Confidential'

Do I need Microsoft Word to submit 2nd bids (that include my signature) via the Vendor Web?

- Yes. The "Create Letterhead" link opens a Word document with the bids selected on the Bid Review screen. If you do not have Word installed on your system, the computer will not create the file.

Do I need to go back out to the property and retake additional photos if I cannot provide all of the required photos at this time?

- In most cases, yes. One of the purposes of the Vendor Web System is to ensure that all photos required to both close and bill an order are provided by the vendor in the field. If you are missing a required photo, the order will not be able to be billed until the photo is not provided. Not providing the photo will run the risk of the vendor not getting paid for the completed work.

- Submitting updates with out all required photos should be done only at the request of your Regional Coordinator.

How do I submit additional photos on an order? Will I need to redo/resubmit the entire update when all I wanted to do was submit additional photos?

- You do not have to submit an entirely new update. You can click the "Resume Update" button and provide only the additional photos.

What images can I reuse and how do I do that?

- You can reuse any photo that you have uploaded for a particular order as long as you do not do so within the same section. For example, if your front of the house photo is also your before grass cut photo, you can reuse that photo because they will be attached to labels on the General Property and Yard Maintenance sections.

- You may not reuse a photo within the same section. For example, if you have a photo depicting a knob lock installation, you may not use the same photo to depict the deadbolt installation on the same door. These labels appear on the same page, so the photo cannot be reused in this case.

- ☺ You cannot rename a photo and upload it again to reuse it.

How do I find my order?

- A search function has been added to the site to make it even easier to find your orders.
- All orders can be found by clicking on the orders tab. The main order list can be filtered by category and sorted by clicking the desired column header.

How do I access information I previously submitted on the Vendor Web? (Updates and Invoices)

- Unfortunately, there is currently no method to retrieve updates and invoices submitted to Safeguard under the old vendor web program.

- If a single update or invoice is needed for your records, you may request it from Safeguard Properties, however we will be unable to provide large quantities of paperwork if you did not retain your own records.

How do I create my own labels for images?

- You can right-click on any unlabeled image in the image gallery and create a custom label for it.

Why does the Vendor Web say that I uploaded duplicate images?

- The system is designed to recognize duplicate photos uploaded to the Vendor Web site. These duplicate photos must be removed or they can cause errors in your update.

- Remove all duplicate images from any labels they may have been attached to.

- You may then delete the duplicate photo from either the Upload Images or Remaining Images screens.

Why are completed orders still display on my Open List?

- Orders are not considered truly "complete" until they are closed from the Safeguard side.

- Once you submit your update to Safeguard, it must go through a quality control process. Only once this quality control process is complete and the information has been submitted to the client, will the order drop off of your order list.

- If an order remains on your open list for an inordinate amount of time with no explanation or request from Safeguard for additional information, please contact your regional coordinator.

I completed an order in the Vendor Web and now I need to submit additional photos on the Vendor Web. Do I need to complete the update again (this time on the Vendor Web) in order to submit these photos?

- E-mail the photos to vendorwebsupport@safeguardproperties.com