

BAY AREA



PROPERTY
SERVICES

New Vendor Packet

**Bay Area Property Services
1661 Tice Valley Blvd., Suite 200
Walnut Creek, CA 94595**

1-800-610-0757 \ 925-746-0542 phone
925-746-0554 fax

customerservice@bayservice.net

Dear New Vendor:

Thank you for your interest in working with Bay Area Property Services and our clients. We provide our clients a high level of customer service and satisfaction and expect this from our vendors as well. The following information and items are required from you so that we can facilitate the process of adding you to our approved vendor list.

Before You Begin...

Before you start any job with us, you must provide the following documents/information:

1. Brochures or informational packet about your company and the services you provide.
2. Certificates of insurance naming the association and Bay Area Property Services as additional insured. Each separate association you do work for needs their own certificate.
3. Proof of Workers Compensation
4. W-9 with Taxpayer ID Number
5. Contact information (phone number, email, etc.)
6. Information on after-hours emergency services (Contact name, phone number, etc., if any)

These items **MUST** be received before we can process your invoices.

Work Order Processing & Payments

You will receive a work order from Bay Area Property Services (BAPS) for a job at various associations. If the work order requires you to make contact with a homeowner at one of the associations, please contact them to schedule the work within 24 hours of receiving the work order. Should you be delayed for any reason (weather, car trouble etc.) and need to reschedule, please call the homeowner immediately and then contact BAPS to update the customer service department. If for some reason you have an issue contacting a homeowner, please contact BAPS so that we may help track down the homeowner.

You will either receive a work order by fax or email. When the job is complete, please be sure to reference the work order number, located at the top right hand side of the page, on the invoice.

Our Associations require Board signature on all checks. Checks are processed twice a month and sent to the Board Treasurer for signature. Your payment may take up to 30 days to reach you. If you find that an invoice hasn't been paid within that time frame, please contact our Accounts Payable department so that we may research the issue.

We look forward to working with you!

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