

Thank you for your interest in doing business with Panther Residential Management!

As a National Company, **Panther Residential Management** requires that all of our vendors enroll with RealPage Vendor Credentialing prior to doing business with our communities. **Panther Residential Management** uses Vendor Credentialing's vendor accountability system to ensure our vendors abide by our organization's reputable business practices and ethical standards before beginning a working relationship with your business. By using Vendor Credentialing, **Panther Residential Management** is ensuring that our clients, communities, and *vendors* have an overall better experience by minimizing unwanted risk.

This packet will provide you with all the information you will need to become an approved vendor. When you become a **Panther Residential Management** Compliant Vendor you have been approved to solicit your services to **all properties owned and/or managed by Panther Residential Management, LLC across the country.**

Below are the steps you'll need to take to begin the enrollment process:

1. **Call Vendor Credentialing at 888-493-6938.** You will be asked for company information and an annual enrollment fee.

**Note:** Your business will be categorized as an on-site or an off-site vendor based on whether your business category typically visits the property or not. On-site vendors are required to provide proof of insurance. Off-site vendors are not required to provide proof of insurance but must still enroll and complete other requirements. The enrollment fee is also reduced for off-site vendors.

2. **E-mail documents** per the included checklist to Vendor Credentialing at [VCdocuments@RealPage.com](mailto:VCdocuments@RealPage.com).

**Note:** Do not send documents to **Panther Residential Management** corporate or site offices.

3. Once enrollment is complete, you may check your status via the Vendor Credentialing website at <https://vendorcredentialing.realpage.com/WebApp/Login.aspx> using the user name and password that you have been provided by Vendor Credentialing.

4. **Begin work for Panther Residential Management.**

**Additional Notes:**

- Until all requirements are met, the property staff may not hire you as a vendor.
- Beginning work before becoming an approved vendor may result in delayed payment.
- Approval as a Panther Residential Management vendor does not guarantee being hired for work, or that you'll be added to Panther Residential Management preferred vendors list. You should contact our on-site property staff to be hired as a vendor.
- Please note that it is your responsibility to keep your documents updated with Vendor Credentialing and renew your enrollment each year.

**Questions?**

- Refer to the FAQ's section on page 7 of this packet.
- Contact Vendor Credentialing's Customer Service Department at 888-493-6938 for general compliance and insurance questions. You may also submit your question via e-mail to [VCCustomerService@RealPage.com](mailto:VCCustomerService@RealPage.com).
- All invoice payment status questions should be directed to the on-site manager.

## 2022 Vendor Packet



To become compliant with Panther Residential Management policies and insurance requirements, you must provide all documentation per the below checklist. Please use this page as your fax or scan cover sheet.

E-mail all documentation to [VCdocuments@RealPage.com](mailto:VCdocuments@RealPage.com)

**INSURANCE REQUIREMENTS (On-Site Vendor Only) for Moderate Risk. Please log into your Vendor Credentialing account to see your specific requirements based on the services you provide for Panther.**

GENERAL LIABILITY	REQUIRED LIMIT	COVERAGE
	\$1,000,000	Each Occurrence
	\$1,000,000	General Aggregate
	\$2,000,000	Product-Comp/Op Aggregate
	\$1,000,000	Personal and Adv Injury
AUTO LIABILITY	REQUIRED LIMIT	COVERAGE
	\$1,000,000	Any Auto-Combined single limit
	OR \$500,000/\$500,000/\$500,000	Split limit accepted
EXCESS GL COVERAGE	REQUIRED LIMIT	COVERAGE
* If 3 GL limits above marked >\$1M, excess not required	\$1,000,000	Each Occurrence
* If 3 GL limits above marked >\$1M, excess not required	\$1,000,000	Aggregate
WORKERS COMP	REQUIRED LIMIT	COVERAGE
	\$500,000	EL Each Accident
	\$500,000	EL Each Disease - Each Employee
	\$500,000	EL Disease Policy Limit

Worker's compensation insurance is required by Panther Residential Management for all vendors with one or more employees regardless of state requirements. If you do not have any employees, you may contact Vendor Credentialing for our Workers' Compensation Exemption Form. Please note that should you hire one or more employees in the future you will be required to provide proof of workers' compensation insurance.

A General Liability Additional Insured Endorsement must be attached and reflect the following:  
PANTHER RESIDENTIAL MANAGEMENT LLC, REAL ESTATE PARTNERS LLC AND THE OWNERSHIP ENTITY(S) OF THEIR OWNED OR MANAGED PROPERTIES have been included as an additional insured on the general liability policy. Excess policy to follow form.

Certificate Holder box must list:

Panther Residential Management, LLC, C/O RealPage Vendor Credentialing, P.O. Box 11500 Carrollton, TX. 75011

If you are a Credential Key Vendor: Serviced Location C/O RealPage Vendor Credentialing, P.O. Box 11500 Carrollton, TX. 75011

### ADDITIONAL ITEMS (ALL Vendors)

W-9 Form - Signed and Dated
Vendor Services Agreement - Signed and Dated
Applicable licenses must be submitted. For example, an electrician must submit an electrical license.

PLEASE PRINT CLEARLY

Vendor Name: \_\_\_\_\_ Vendor Credentialing ID: \_\_\_\_\_

# Vendor Services Agreement

**INTRODUCTION:** This agreement is between You ("Vendor") and the Manager and Owner of the property to which products will be provided or at or for which services will be provided.

Vendor acknowledges and agrees as follows:

Vendor hereby agrees to provide services, goods, and/or work to Panther Residential Management LLC ("PRM") and/or one or more properties managed by PRM (the "Property") on behalf of the Property owner ("Owner"). As a vendor providing services, goods, and/or work to PRM or the Property, Vendor agrees that (i) PRM is the exclusive manager of the Property on behalf of the Owner, (ii) this agreement is by and between PRM and Vendor and not the Property and Vendor or Owner and Vendor, and (iii) PRM shall have no liability to Vendor for obligations of the Property or Owner. Vendor hereby agrees to the following terms:

**Vendor Requirements.** As a vendor providing any type of services, goods, and/or work to PRM or the Property, Vendor must have a W-9 and any applicable professional licenses on file with RealPage Vendor Credentialing. If Vendor is providing any type of services, goods, and/or work that requires Vendor to send an employee or representative to the Property, Vendor must also have a current certificate(s) of insurance on file with Vendor Credentialing with coverage in the amounts detailed on the Vendor Checklist provided to Vendor. Vendor agrees to add the following parties, evidenced via an endorsement for ongoing and completed operations, to policies as an additional insured as their interests may appear in regard to work performed by Vendor: **"PANTHER RESIDENTIAL MANAGEMENT LLC, AND THE OWNERSHIP ENTITY(S) OF THEIR OWNED OR MANAGED PROPERTIES have been included as an additional insured on the general liability policy."** Any applicable excess/umbrella policy is to be issued on a follow form basis in addition to the underlying policy required herein. Full policy limits available to the Vendor shall also apply to the additional insureds. Any self-insured retention (SIR) or deductible limit applicable to any required policy shall be conveyed within the submitted insurance documentation. Coverage provided to the additional insured shall be applicable for a period of two years from the date the work is completed. All insurance coverage by Vendor under this agreement shall be primary to and non-contributory with any other such policies of insurance that may be held by PRM or Owner. Additionally, a waiver of subrogation shall apply in favor of PRM and Owner on all policies as is permitted by law. The certificate(s) and policies of insurance must remain current and any lapse in coverage may result in the immediate termination of this agreement between Vendor and PRM. Notwithstanding the preceding, any lapse in insurance coverage by Vendor shall not relieve Vendor of its obligations to PRM nor shall it release Vendor of its liability under both this agreement and the underlying contract between Vendor and PRM. Annual renewal of all required insurance with Vendor Credentialing is a requirement of continuing as a PRM approved vendor. Insurance requirements identified in this agreement shall take precedence over any conflicting document.

**Background Screening of Workers.** Vendor agrees to exercise due diligence in not hiring or engaging any employees, laborers, or subcontractors to perform work for PRM or Owner who may have a history of criminal convictions or conduct or deferred adjudication or pose a potential threat or risk of injury to PRM, Owner, or to residents of any Property. Unacceptable criminal history might include, but is not limited to, such crimes as rape, molestation, sexual assault, indecent exposure, indecency with a child, murder or kidnapping. Vendor also agrees to comply with all applicable laws in providing any products and/or services to Owner or Manager, including, without limitation, the Immigration Reform and Control Act of 1986 ("IRCA"). Vendor warrants that an authorized representative of the Vendor has (1) verified that each Vendor employee, laborer or subcontractor is legally authorized to work in the United States for the duration of all products or services provided to the Owner and/or Owner's agents; (2) required the employee, laborer and/or subcontractor to complete and execute Section 1 of the DHS Form I-9; (3) completed and executed Section 2 of the DHS Form I-9, and (4) processed through Department of Homeland Security-Employment Eligibility Verification "E.E.V." Vendor understands that it is its duty to use responsible hiring practices and acknowledges PRM's policy regarding the background screening of its labor force.

**Fair Housing Policy.** It is the policy of PRM to treat all residents, prospective residents, and their guests in a fair, professional manner without regard to race, color, religion, sex, familial status, handicap or national origin, and in accordance with all jurisdictional guidelines. As a contractor/vendor to PRM, Vendor agrees that it will treat all PRM staff, residents, prospective residents and their guests in a fair, professional manner without regard to race, color, religion, sex, familial status, handicap or national origin and in accordance with all jurisdictional guidelines. In addition, Vendor accepts the responsibility to train its employees to treat all PRM staff, residents, prospective residents and their guests in a fair, professional manner without regard to race, color, religion, sex, familial status, handicap or national origin. Vendor understands that failure to adhere to PRM's Fair Housing Policy and the Fair Housing Laws will result in the termination of its relationship with PRM. Vendor's signature below indicates its understanding of PRM's Fair Housing Policy and its commitment to comply with that policy.

**Workers Compensation Requirements.** Vendor understands that PRM requires workers compensation coverage for all vendors regardless of state regulations, except for vendors who are sole proprietors with zero employees. Vendors categorized as off-site are not required to provide proof of workers compensation insurance.

Employees, agents or sub-contractors of the vendor agree to conduct themselves in a professional and ethical manner in all dealings with PRM, its agents and employees.

Vendor agrees to indemnify and hold harmless PRM, Owner, and their subsidiaries, affiliates, directors, officers, managers, members, partners, agents, employees, and assignees against any and all claims, damages, expenses, and losses of any kind, including but not limited to defense costs and attorney's fees, arising out of, relating to, or resulting from services, good, and/or work provided to PRM, Owner, or to the Property by Vendor or its employees or agents, the presence of Vendor, its employees or agents on the property(s), or any injury to agents or employees of Vendor arising out of or in the course of their work on the property.

Vendor's signature indicates acknowledgement of receipt and agreement with the above terms. Violation of any terms of this agreement will result in the termination of approval to perform work for PRM, its agents or employees.

VENDOR COMPANY NAME

PROPERTY MANAGEMENT COMPANY

Panther Residential Management, LLC, a Delaware corporation,  
as Agent for the Owner

\_\_\_\_\_  
Name of Representative

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



Name: Morgan Blum  
Title: Director of Operations

***A signed copy of this agreement must be e-mailed to [VCdocuments@RealPage.com](mailto:VCdocuments@RealPage.com) or sign on-line in your Vendor Credentialing account.***

# 2022 Vendor Packet



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)

**THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.**

**IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).**

PRODUCER	CONTACT NAME:	
	PHONE (A/C, No, Ext)	FAX (A/C, No)
INSURED	E-MAIL ADDRESS:	
	INSURERS AFFORDING COVERAGE	
	INSURER A: (Insurer must have an AM Best Rating of A- or higher.)	
	INSURER B:	
	INSURER C:	
INSURER D:		
INSURER E:		
INSURER F:		

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

PER LTR	TYPE OF INSURANCE	ACORD INSR	SUB WVD	POLICY NUMBER	POLICY EFF DATE(MM/DD/YY)	POLICY EXP DATE(MM/DD/YY)	LIMITS
	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> _____ <input type="checkbox"/> _____ GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC	X	X				EACH OCCURRENCE \$ <b>1,000,000</b> DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ <b>1,000,000</b> GENERAL AGGREGATE \$ <b>2,000,000</b> PRODUCTS-COMP/OP AGG \$ <b>1,000,000</b>
	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> _____					COMBINED SINGLE LIMIT Or BODILY INJURY/Person BODILY INJURY/Accident PROPERTY DAMAGE	COMBINED SINGLE LIMIT (Ea accident) \$ <b>1,000,000</b> BODILY INJURY (Per person) \$ <b>500,000</b> BODILY INJURY (Per accident) \$ <b>500,000</b> PROPERTY DAMAGE (Per accident) \$ <b>500,000</b>
	UMBRELLA LIAB <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	X					EACH OCCURRENCE \$ <b>1,000,000</b> AGGREGATE \$ <b>1,000,000</b>
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below					X	W/C STAT-L-CRY LIMITS OTH-ER E.L. EACH ACCIDENT \$ <b>500,000</b> EL DISEASE-EA EMPLOYEE \$ <b>500,000</b> EL DISEASE-POLICY LIMIT \$ <b>500,000</b>

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

**Attach a copy of the General Liability Additional Insured Endorsement(s) reflecting the following: PANTHER RESIDENTIAL MANAGEMENT LLC, AND THE OWNERSHIP ENTITY(S) OF THEIR OWNED OR MANAGED PROPERTIES have been included as an additional insured on the general liability policy.**  
**Excess/Umbrella policy follow form,**  
**Attach a copy of the General Liability Primary and Non-Contributory Endorsement,**  
**Attach a copy of the General Liability Waiver of Subrogation Endorsement(s) reflecting the following. As permitted by law, a waiver of subrogation has been issued in favor of: PANTHER RESIDENTIAL MANAGEMENT LLC, REAL ESTATE PARTNERS LLC AND THE OWNERSHIP ENTITY(S) OF THEIR OWNED OR MANAGED PROPERTIES on the general liability policy.**  
**INSURANCE AGENTS: If your insured has a scheduled endorsement the aforementioned parties must be included in the schedule and a copy of endorsement must be submitted along with the certificate. If your insured has a blanket endorsement it must also be submitted along with the certificate. Language regarding additional insured, waiver of subrogation or primary and non-contributory status does not need to be reflected in the Description of Operations section of the certificate.**

CERTIFICATE HOLDER	CANCELLATION
Panther Residential Management, LLC c/o RealPage Vendor Credentialing P.O. Box 115006 Carrollton, TX 75011 Vendors may upload documents directly to their account via the RealPage VC website Email: VCdocuments@realpage.com	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE



# Request for Taxpayer Identification Number and Certification

Give Form to the  
requester. Do not  
send to the IRS.

► Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.  <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____ <b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ► _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  Exempt payee code (if any) _____  Exemption from FATCA reporting code (if any) _____  <i>(Applies to accounts maintained outside the U.S.)</i>
	5 Address (number, street, and apt. or suite no.) See instructions.	Requester's name and address (optional)
	6 City, state, and ZIP code	
	7 List account number(s) here (optional)	

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
				-				-	
or									
Employer identification number									
				-					

## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ►	Date ►
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## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*

Below are the answers to some of the most frequently-asked questions by Panther Residential Management vendors. If the answer to your question is not located below, please refer to the contact information listed below the enrollment instructions at the bottom of page one in this packet.

**Q: Why do I have to pay an enrollment fee to Vendor Credentialing?**

**A:** *The Vendor Credentialing enrollment fee covers the processing & handling of your documents, the storage of your documents, and the notification service for when a document is about to expire. The fee is reduced for off-site vendors since no insurance documents are required.*

**Q: I am an off-site vendor. Why do I need to enroll with Vendor Credentialing?**

**A:** *Vendor Credentialing will review each vendor's category and designate them as an "off-site" vendor as appropriate. Off-site vendors are not required to provide insurance information or certificates; however, you will still be required to sign the Panther Residential Management Vendor Services Agreement, provide a W-9, and your licensing information (if applicable). Requiring this information limits liability for Panther Residential Management and our clients. Also, since many Panther Residential Management clients require vendor compliance with the Patriot Act, Vendor Credentialing performs the screenings involved with this process for our off-site vendors. The annual fee is reduced for off-site vendors because Vendor Credentialing will not need to track your insurance documents.*

**Q: I am a Locator. Why do I need to enroll with Vendor Credentialing?**

**A:** *In nearly every state, someone who is paid to find real estate (for lease or sale) for another party is required to have a real estate license. To be sure that our communities are using licensed real estate salespeople, through their licensed brokers, and not individuals who are just making referrals; we count on Vendor Credentialing to maintain this information. As a Locator, you will be required to sign the Panther Residential Management Vendor Services Agreement, provide a W-9, and your licensing information. Requiring this information limits liability for Panther Residential Management and our clients. Also, since many Panther Residential Management clients require vendor compliance with the Patriot Act, Vendor Credentialing performs the screenings involved with this process for our Locator vendors. The annual fee is reduced because Vendor Credentialing will not need to track your insurance documents.*

**Q: I have already enrolled with Vendor Credentialing and am an approved vendor for a different client. Why do I need to enroll for Panther Properties Management as well?**

**A:** *Since each company has different requirements, you will need to complete the enrollment process for Panther Residential Management to ensure that your company meets our specific requirements. Remember, when you become a Panther Residential Management Compliant Vendor you have been approved to solicit your services to all properties owned and/or managed by Panther Residential Management, LLC across the country.*

**Q: I was "Approved" but now I am "Incomplete". Why?**

**A:** *This may have occurred for any one of the following reasons:*

- *Your insurance policy may have expired.*
- *An audit of your account by the Vendor Credentialing Quality Assurance Department or Panther Residential Management may have reflected an item that needs additional clarification.*
- *A subsequent document may have been submitted by your insurance agent that overrides the previous document.*

**Q: I was “Approved” but now I am “AcctLocked”. Why?**

**A:** This occurs when your Vendor Credentialing account has not been renewed at its yearly expiration date. Please log-in to your account at <https://vendorcredentialing.realpage.com/WebApp/Login.aspx>, or call Vendor Credentialing at 888-493-6938, to pay your annual enrollment fee. You may also need to submit updated documents; your account home page will provide you with a list of any documents that require updating.

**Q: How long does it take Vendor Credentialing to process documents?**

**A:** It usually takes 24 to 48 hours for documents to be processed once they have been received by Vendor Credentialing. Please note that this process re-starts each time a new document is submitted for review.

**Q: How can I assist in getting my company “Approved”?**

**A:** Share the sample insurance certificate with your insurance agent so that they may see what is required. This will assist your agent in preparing the certificate correctly the first time. Review each of the requirements on-line or discuss them with a Vendor Credentialing customer service representative. In addition to your insurance certificate, other documents are required, such as the Vendor Services Agreement, W-9, and professional license. Completing these documents and returning them promptly will prevent delays. You can return documents via fax to 877-665-8910 or via e-mail to [VCdocuments@RealPage.com](mailto:VCdocuments@RealPage.com). Please make sure the name of your company is clearly identified on all documents that are submitted. There are many companies that have similar names so including your 6 or 7 digit Vendor Credentialing ID number on your documents will also assist in preventing delays. Your 6 or 7 digit Vendor Credentialing ID number will be included on all correspondence that you receive from Vendor Credentialing. It will be located directly beneath your company name in the address portion of the correspondence.

**Q: I have submitted all of my documents but I am still not approved.**

**A:** Confirm that you have submitted your annual enrollment fee to Vendor Credentialing. Their system will not release documents for processing if the fee has not been received. Confirm that you have a fax receipt indicating your fax was successful. You may also e-mail documents to [VCdocuments@RealPage.com](mailto:VCdocuments@RealPage.com). Confirm that there were no errors on your documents by reviewing your sample documents on the Vendor Credentialing website. The website address is <https://vendorcredentialing.realpage.com/WebApp/Login.aspx>. Your account home page will provide you with a list of any missing information or documents that require corrections. Confirm that your insurance limits meet those limits required by Panther Residential Management. The requirements are outlined on the sample insurance certificate in this packet and are also provided to on the Vendor Credentialing website. The Vendor Credentialing Customer Service representatives will also be able to provide that information if necessary.

**Q: What does it mean when my “verbiage” is incorrect?**

**A:** It is required that Panther Residential Management, LLC and the ownership entities of their owned or managed properties, be added to your insurance policy as an additional insured by means of a General Liability Additional Insured Endorsement. The endorsement, which is an additional insurance form that shows proof that your agent added Panther Residential Management to your policy, must be attached to your policy and reflect the correct language. If your policy contains no additional insured endorsement, the correct language/verbiage is not added to the endorsement, is missing some of the wording, or contains typographical errors Vendor Credentialing is not permitted to accept it. A correction will need to be made by your agent in order to meet the requirements Panther Residential Management has requested. **Please note Panther Residential Management now requires that an additional insured endorsement be added to your policy, instead of the additional insured language solely being reflected in the Description of Operations section of your certificate. This may not have been the requirement when your insurance certificate was last issued. If your renewal was recent and your insurance agent did not include an endorsement with the correct language, they will need to re-submit the correct documents.**



## Vendor Credentialing Quick Steps Vendor Guide

### How to Enroll/Make a Payment

- Click [Pay Now](#) Tab for each Management Company and click on [Make Payment](#) tab.
- Read and accept our [Privacy Policy & Terms of Use](#).
- Enter name on card; card#; exp date; card security code.
- Click Next and [Confirm Payment](#).
- To register online, go here:  
<https://vendorcredentialing.realpage.com/WebApp/MVC/Spa/Register>

### Forgot my Username and Password

- RealPage Vendor Credentialing Login Page:  
<https://vendorcredentialing.realpage.com/WebApp/Login.aspx>
- 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.

Or, you can email: [VCdocuments@RealPage.com](mailto:VCdocuments@RealPage.com)

### 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](tel:888-493-6938)
- Email: [vccustomerservice@realpage.com](mailto:vccustomerservice@realpage.com)
- Sign up for live user training under **Vendor Training** on the Home page of your online account.

## 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:** Enrollment/annual renewal fee paid, and documentation provided. However, the background screen detected bankruptcy, liens, or criminal records. Vendor should call our office for assistance.

**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.