

WELCOME GUIDE

FOR NEW & EXISTING COMPLIANCE DEPOT USERS

We would like to take this opportunity to welcome you to the RealPage Vendor Credentialing platform!

Compliance Depot offers a great way to save time, save money, and take control of your vendor program.

This guide will provide you with helpful information including setup instructions, “How to” guides, frequently asked questions and more so you can easily get started and navigate through the world of online vendor credentialing.

The Compliance Depot Customer Care Team is available to help every step of the way. Contact us with any questions.

Sincerely,

Compliance Depot

Email: customerservice@compliance depot.com

Phone: 888-493-6938, option 4



HOW WILL ACCOUNT MANAGEMENT HELP?

Account Management will serve as the primary resource for your organizations corporate office associates. Please keep in mind that vendors and property managers should be directed to our call center.

Our Account Managers will help with the following:

1. New Deployments – Weekly Boot Camp Call
 - a. Compliance Depot Goals
 - b. Weekly Scorecard
 - c. Training
2. Strategic account planning
3. Handle escalated insurance items
4. Removal of inactive properties from our website

Our Customer Service Department with help with the following:

1. Handle questions from the following:
 - a. Property Managers
 - b. Vendors
 - c. Insurance Agents
2. Any questions regarding payment and invoice processing
3. Coordinate override/exemption requests

TRAINING

Review the training chart below for quick links to training document instructions.

Process Description	PMC Document	Document Link
Compliance Depot User Guide	X	Link to Document
Frequently Asked Questions	X	Link to Document
How to Add Vendors to the Priority Vendor List	X	Link to Document
How to Enter a Property Specific Override	X	Link to Document
How to Enter an Exemption	X	Link to Document
How to Enter an Override	X	Link to Document
How to Find Vendor Documents	X	Link to Document
How to Link a Vendor to a Property List	X	Link to Document
Property Manager Quick Steps Guide	X	Link to Document
Vendor Quick Steps Guide	X	Link to Document

INTEGRATIONS INFORMATION

Process Description	Document	Document Link
Integration Overview	X	Link to Document

HELPFUL LINKS

Compliance Depot Website: [Click here](#)

Live Web Training for Property Managers: [Click here](#)

Live Web Training for Vendors: [Click here](#)

