



Help Desk

www.nvms.com

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General and Profile Information

What types of services does NVMS request?

NVMS is continually adding clients, and expanding the types of services we provide to those clients. There are five main service “categories” that we routinely request. They are as follows:

Site Visits

NVMS requests various site visits on both Commercial and Residential properties. Some requests require that an appointment be made, some are “appointment attempt,” and on others, you are asked to go “unannounced.” Some of the common site visits include:

Merchant Site Inspection	Agent Verification
Terminal Verification	Occupancy Verification
Mystery Shopper	ATM Verification
Delinquency Letter Delivery	Merchant Site Inspection (Guaranteed-Delivery)*
Drive-by Exterior Photos	Commercial Property Inspection

*Guaranteed-Delivery Site Inspections MUST be completed and delivered by the due date. If not, they are delivered at no charge to the client, and no pay to the Field Rep.

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Mobile Home Inspections and Securing

When a mobile home goes into repossession, NVMS is asked to have a Field Rep perform various services to assist the client in ensuring that the home is vacant as well as properly secured. We also provide Condition Reports of the home, bids to “trash out” and/or board-up homes. Some of the common services requested are as follows:

Lock Change	Re-Inspection
Eviction / Lock out	Interior / Exterior Trash-out and Bids
Condition Report	Additional Site Work
MH Basic Inspection	MH Winterization

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Single Family Homes Going to Auction

Once a home goes into foreclosure, banks and auction companies ask NVMS to provide a number of services to ensure that the home is vacant, secure, and provide detailed Property Condition Reports. Many of the homes go to auction, and in those cases, we have Field Reps place signs and posters to advertise the upcoming auction, as well as various visits to confirm that the property is secure and accessible as the auction dates come up. Some of the common services are as follows:

Lock Change / Lockbox	Property Condition Report (PCR)
Vacant Lot Photos	Recurring Property Checks
Sign Placement	Sign Checks
Public Notice Placement	Sign Removal

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Preservation Work and Property Maintenance

NVMS provides services to a number of asset management companies and banks to help ensure vacant homes are being properly maintained. Many of these services must be done by Field Reps who carry adequate General Liability and Errors & Omissions Insurance, while others only require that the Field Rep be properly equipped and qualified. Some of the common services associated with preservation and maintenance orders are as follows:

Lock Change / Rekey	Initial Lawn Care
Interior/Exterior Trash-out	Bi-Weekly Lawn Maintenance
Maid Service	Initial and Ongoing Pool Maintenance
Snow Removal	Winterization
Mold Remediation	Bid Request (Property or Issue Specific)

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Quality Control Inspections

Several large lending institutions have asked NVMS to use its network of professional and qualified Field Representatives to inspect and report on vacant homes to ensure they are being properly secured and maintained by other companies. Some of the common services associated with Quality Control Inspections are as follows:

Initial Inspection	Routine Inspection
Redemption Inspection	

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How do I get work from NVMS?

NVMS has a network of over 34,000 Field Reps, and it is continually growing. We have a corporate philosophy of building strong relationships with Reps who provide the best service, responsiveness, and reliability. At the same time, we want double and triple coverage in all areas, so that we can provide the best possible service and turnaround for our clients. Once you register on our website, please be patient. Your Regional Support Team will contact you if we have a need for support/help in your area. There is no need to call our main office, as, based on the way the work is assigned, we will contact you when there is a need for new Reps in your area.

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What information and forms does NVMS need in order for me to receive work?

In order to receive any orders from NVMS, you should ensure that you are fully registered on the site, making sure we have all contact information, as well as a signed "Confirmation of Services," a signed "Independent Contractor Agreement" and a signed "W9" on file. If you have not received blank copies to review and sign, send an email to your NVMS Contact (listed on your homepage). For any work orders that require licensing, driving records, and/or insurance, you must make sure we have a current copy of all applicable documents in order to receive work orders for those types of services.

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Can I get work in other states or areas that are not in my immediate coverage area?

NVMS does allow certain Field Reps to accept work in locations outside their immediate coverage area, but only with conditions. That is, we have found that in order to get the best possible service, we prefer to deal as closely as possible with the person performing the work (rather than having work orders subbed out from one Rep to another). However, once a Rep has proven to be reliable, and has built a history of good service and responsiveness, NVMS will allow them to expand into other territories. When that is done, we do require that individual accounts (Vendor Codes) are established for each location. This will allow three important things:

- 1) Your NVMS Regional Support Team can properly manage the work distribution, considering other local Reps in the area.
- 2) We need a direct/local physical (shipping) address for certain orders that might require NVMS or the client to ship supplies to the local Rep.
- 3) It will allow you to manage that account, but maintain your own local billing address for checks, mailing, and tax documentation purposes.

If you are interested in expanding your coverage area to include areas that would involve other Reps/subcontractors doing work for you, please be sure to contact your NVMS Regional Support Team for proper authorization.

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How do I update my address or billing information on the website?

From your NVMS Homepage, there are two options:

- 1) Click on "Quick Profile Update," which is a link right under the information for your NVMS Contact. Then click on the "Edit Your Information" button, which will bring you to a screen where you can update any of your contact and/or billing information.
- 2) From the top menu, click on "Rep Maintenance", and then "Maintain My Account", which will bring you to a screen where you can update any of your contact and/or billing information.*

*Note: Vendors can only change their billing address. In order for a vendor to change his/her physical address, he/she must contact their Regional Support Team.

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How do I update my coverage area on the website?

From your NVMS Homepage, there are two options:

- 1) Click on "Quick Profile Update," which is a link right under the information for your NVMS Contact. Then click on the "Edit Your Coverage Area" button. This will open a pop-up window, which displays a list of your current zip codes. On that tab, you can select and "delete" one or more zip codes. If you want to add more zip codes, click on the "Add Zips" tab. On that screen, you can upload new zip codes from a file or add them individually, in a range, or by county.
- 2) Click on "Rep Maintenance" and then "Set Zip Areas." This will open a pop-up window, which displays a list of your current zip codes. On that tab, you can select and "delete" one or more zip codes. If you want to add more zip codes, click on the "Add Zips" tab. On that screen, you can upload new zip codes from a file or add them individually, in a range, or by county.

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How do I set up "contractors" to work for me under my Vendor Code?

From your NVMS Homepage, on the top menu, click "Rep Maintenance" and then "Contractors." That will open a pop-up window to show your current contractors. If you want to add or edit a contractor, click on the "Add/Edit Contractor" tab. From here, you fill in all applicable information, and then hit "Save." Once you have a new contractor, you are able to assign individual jobs to them, so that when they login as their own User, they will only see and access those orders that

are assigned to them.

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Contacting NVMS

Who is my contact at NVMS and when is he/she available?

Every NVMS Rep has an assigned “Regional Support Team.” The assignments are managed on a statewide basis, which has proven to be an effective model, as it allows the NVMS Regional Support Team to build a rapport with all Reps in any given area. You can find your Regional Support Team and their contact information on your NVMS Homepage. NVMS, Inc. expects the Field Representative to maintain good contact with the assigned Vendor Regional Support Team and any other appropriate agent of NVMS, Inc., providing necessary updates and scheduling information pertaining to any assigned work order. Communicating methods with NVMS, Inc. should go in the following order unless the reason for contact is considered an emergency: 1) job note, 2) email, 3) phone call. If you are out in the field or on site at an inspection needing immediate attention, please call.

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What are NVMS hours of operation?

The NVMS corporate headquarters is based in Manassas, Virginia, and there is staff in the office between 8:00am and 7:00pm (Eastern Time) Monday through Friday. Your Regional Support Team will typically work 8:00am to 5:00pm, 9:00am to 6:00pm, or 10:00am to 7:00pm (depending on its schedule). The NVMS website, which is our primary tool for order management, communication, and reporting, is, of course, active and accessible 24/7.

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Whom do I contact for accounting-related questions?

All of your correspondence with NVMS should be with your Regional Support Team. NVMS does have an Accounting department, but they are not set-up to handle daily phone call and email volume. As our payment schedule and procedures are standardized, your Regional Support Team should be able to get any answers and/or information that you need.

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Scheduling Questions

Where are the instructions for each order?

Every order should include a full set of instructions/requirements determined by the client. Each type of order has default guidelines (aka, Service Procedures) attached to the order. If the client has additional requirements that are specific to the order, they are listed on the order email, as well as on the top of the report template.

You should treat every order as if it were your first one. Print, read, and follow all of the default Service Procedures and order-specific instructions. You should always bring the printed report form to the site with you, so that you can properly represent the client who requested the order, as well as ensure that you collect all necessary information.

Any job that is submitted with inadequate information and/or inadequate photos may be returned to you for proper completion, and/or may result in your fee for the job being reduced. We want all of our orders to go as quickly and as smoothly as possible, and we want you to receive the highest possible fee for the job, so be sure to always follow the instructions entirely.

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What are the different types of scheduling/contact requirements?

Appointment Mandatory – Many of the site visits that are requested (typically on commercial properties) require that you contact someone prior to going to the site, and you have a confirmed appointment. In these cases, you should make your first attempt to contact and schedule on the same day you receive the order from NVMS. If you are unable to make contact, be sure to leave a message with your name and phone number for the contact person. If they have not called you back by the next business day, you should call again, and again on the third. If you are unable to make contact by the end of the third business day, notify your NVMS Regional Support Team by sending a Job Note detailing your attempts to schedule (this should be done at the end of the second business day for “rush” orders).

Appointment Attempt - this means that the client is asking that the Field Rep call ahead to schedule with the contact person (if contact is made). If by after the second attempt (on the second business day) contact is still not made, the Field Rep is able to proceed “unannounced” during normal business hours to attempt to complete the requested site visit.

Unannounced – this indicates that the client does not want the Field Rep making any contact to schedule this site visit. It is recommended that the Field Rep perform due diligence to try to go during normal business hours for that site (e.g., if the order is to visit a pizzeria, you should plan to go to the site mid-day or later in the day, as they may not be open for “breakfast” hours). You may even want to make an anonymous phone call to confirm their location and hours of operation, so that you do not make a wasted trip to the site.

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What should I do if the contact person asks me to go to an address other than what is on the order?

Certain orders for NVMS require that you make an appointment in order to visit the site. In these cases, be sure the appointment date and time is clear and confirmed with the appropriate contact person. You should always confirm the address of the site visit. If they request you go to a location that is not the same as the address on the order, do not proceed until your NVMS Regional Support Team has gotten the necessary authorization for you to go to a different address.

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How, why and where do I update my Open Orders?

It is important that your Regional Support Team know the status of your open orders. While we know your time is valuable, and we don't expect you to spend hours a day typing updates into your open orders, we do expect you to update the order when you are making attempts to call and schedule orders that require an appointment, or make your Regional Support Team aware of any atypical situation for any open order. You should always do that by submitting a Job Note on the appropriate order.

To do this, you start by clicking on the “Open Orders” link under the Quick Links on your

Dashboard. That will bring you to a screen listing all of your open orders. From there, you can click on the icon under the “Notes” column if you want to read any existing notes. In order to submit a new note, click on the icon under the “Order” column, which will open the detail for that particular order. Once the order detail is open, click on the “Note” button (near the top of the screen), where you can type a quick note, and hit “Send Note” to update your Regional Support Team. That note will not be permanently tied to that order.

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What are the “NVMS Daily Order Reminders”?

The NVMS website automatically sends reminder emails to Reps every morning at about 8:00am (Eastern Time) to make them aware of open orders that may need their attention. This saves the Regional Support Team from having to make daily “reminder” phone calls to hundreds of Reps, and it helps the Field Rep quickly see what orders need updating. The Daily Reminder email typically brings attention to any of the following issues:

Unaccepted Orders – these would be any open orders that have been assigned to you for 2 or more business days, but you have not yet “accepted” or “declined” the order. Quick action is expected, so that we know what orders you can, or cannot, complete for us.

Orders Due Tomorrow – these make you aware of any orders that are open but have a Due Date set for the next business day. Keep in mind that on Fridays, the database calculates “tomorrow” as the following Monday.

Orders Due Today – this is also a reminder of open orders, but those that have a Due Date of that same day.

Late orders – this is to make you aware of any orders that are still open, but the Due Date has passed.

Need Info – this is to make you aware of open orders that you have previously submitted for QA Review, but the order was kicked back with questions. This may be a result of inadequate photos or reporting, or simply a needed clarification, but these should be acted on immediately so as not cause the job to be further delayed.

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Onsite Procedures

What should I do if I cannot find a property?

You should always confirm the address and location of any property before you attempt to find it. If you have an order that involves contact with a merchant, agent, etc., always confirm the address and location with the contact person before you visit the site. If you have an order that does not include any contact, try to map the address with the mapping program/device that you typically use. We typically try the following programs:

[Google Maps](#)

[MapQuest](#)

[USPS](#)

If you are still unable to confirm the address, notify your NVMS Regional Support Team by sending a Job Note, so that they can try to get additional information from the client.

If you are able to get an address to map, but once you get to the area, you are not able to find it, you may try contacting the local Post Office. If that is not practical, try calling your NVMS Regional Support Team from the area, to see if they can get any additional location information from the client. If that is not possible, take a photo of local street signs and/or landmarks to show where you went, and later upload those to the order, and send a Job Note to your Regional Support Team so that they can request the appropriate Trip Charge (if applicable to that client).

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What photos are required for each type of order?

Virtually every order for NVMS requires photos. As a rule: the more the better! Every order has attached Service Procedures, which should list the “Required Photos” for that particular order. You may also see additional photos required by the client on the report form and/or in the order email.

All photos should be digital, taken on medium resolution (unless requested otherwise on the order) and 640x480 in size. If the photos you take are too large (file size), the website will automatically resize them as they are uploaded. If the photos you take are too small, you may be required to re-take them. If too few, or inadequate, photos are submitted with an order, and we are unable to deliver the order to the client, you may be required to return to the property to get additional/better photos. For that reason, always be sure to take more than enough!

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What should I do if the contact person is a “no show” for my appointment?

Certain orders for NVMS require that you make an appointment in order to visit the site. In these cases, be sure the appointment date and time is clear and confirmed with the appropriate contact person. You should always confirm the address of the site visit (if they request that you go to a location that is not the same as the address on the order, do not proceed until your NVMS Regional Support Team has gotten the necessary authorization for you to go to a different address).

If you arrive at a confirmed appointment, and the contact person is not there, you should try to contact them again from the site. If you are unable to get hold of them, you are expected to wait at least 15 minutes after the agreed-upon time. For example, if you agree to meet the contact between 12:00 and 12:30pm, but you arrive at 12:00 and they are not there, you are expected to wait until at least 12:45 before leaving (i.e., 15 minutes after the end of the timeframe).

If the contact person does not arrive, be sure to take exterior photos to show your attempt to complete the site visit. Upload those photos to the order, and send a Job Note to your Regional Support Team explaining what happened. If the contact is a “no show” for a confirmed appointment, most clients will approve paying a \$20 Trip Charge.

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Reporting Questions

What should I do if I receive a cancellation notice on an order that I have already completed?

Many clients will cancel orders with little or no notice, which is another good reason why you

should always update your orders, indicating the date and time you have them scheduled to be completed. If you receive a Cancellation Notice for a job that you have already completed, you must notify your NVMS Regional Support Team as soon as possible through a Job Note or urgent email. In most cases, if the client is made aware quickly, they will approve re-opening the order so that you can upload the report and photos for full payment. Quick action is essential, as many clients will not approve re-opening (or paying for) an order if we do not make them aware within 12 to 24 hours.

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What do I do if I cannot get my photos to upload to the site?

Every Field Rep is expected to upload each order's required photos directly to the website for proper submission to QA. Each order has a limit on how many photos can be uploaded (to prevent someone from accidentally uploading huge files).

If for any reason you are not able to upload the photos properly to the order, you can email them to the site. In order to email photos to the site directly, the photos must be jpeg attachments, and the Subject line of the email must be formatted as follows:

[#NVMS: "six-digit job number"]

for example, [#NVMS: 123456]

Once you send the email, you will get a response from the website if the photos were successfully uploaded.

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Accounting-Related Questions

How do I know how much I will be paid for an order?

Each order is paid on one of three possible ways:

- 1) Flat fee – the price is set, and you are paid in full as long as all reporting and photograph requirements are met.
- 2) Bonus structure – there is a base fee, but you are able to earn a "bonus" on the order based on your turnaround time. For example, a Property Condition Report may have a base fee of \$40, but if you are able to get the job done and uploaded before the due date, you can earn an additional \$60 bonus.
- 3) Allowable or Bid – many preservation type orders have an allowable, meaning if you are able to complete the entire order for the amount pre-approved by the client, you should proceed. If you are not able to complete the order for within the allowable, you take photos and submit a bid.

There is a standard Fee Schedule that shows the typical fees for our most commonly requested Services. However, every order email should display the fee for the order, so that you are aware before you accept the order.

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When can I expect to be paid for completed jobs?

NVMS cuts one check per Rep per month, for all work delivered/invoiced the previous month. Checks are always cut and mailed between the 15th and last business day of each month. For example, for all work completed in February, one check will be cut and mailed between March 15 and the last business day of March.

Currently, direct deposit is not available to our Field Reps, and all checks are mailed through standard first-class U.S. Postal Service delivery.

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When will I receive my 1099?

NVMS issues 1099's by February 15 of each year, for payments made the previous year. "1099s" are only issued to Field Reps who were paid \$600 or more in the previous calendar year. NVMS does not issue 1099's to Field Reps who are incorporated.

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