

Frequently Asked Questions

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When initially registering, I get a pop-up about VendorCafe Accept, what does this mean?

Ventas and its affiliates do not remit payments through VendorCafe Accept so this option does not apply. You can click on “No Thanks” to opt out.

What do the field colors mean?

Field colors denote whether the field is required entry, optional, or pre-populated/read-only for you.

1. Purple fields are **REQUIRED** fields.

- a. Example:
2. White fields are OPTIONAL fields.
 - a. Example:
3. Gray fields are *READ-ONLY*.
 - a. Example:

On the Vendor Profile – Vendor Details tab, what does Related Party mean?

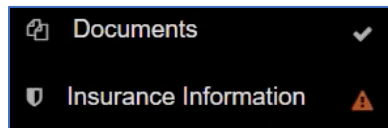
Select yes if, to your knowledge, you or any employee of your Company have a family or personal relationship to any employee of Ventas/Lillibridge or any of its affiliates.

What are the sections of a vendor profile?

- **Vendor Information:** Your company details, contacts, tax ID... This information is used to generate an electronic W9 for you in VendorCafe®
- **Service Type:** The services you will be providing.
- **Category:** A category is pre-selected so you can skip this step.
- **Properties:** (*Informational Only*) Displays all properties that you may be servicing.
- **Vendor Agreement:** Review and sign
- **Contacts:** Specify what contacts at your organization you want listed on your profile. You can also specify if you want any of your contacts to be able to logon to the system.
- **EFT Setup** (*Not available for all vendors*): You can specify your ACH/EFT details to setup electronic payments.
 - a. NOTE: This menu option only appears if you have been selected to be allowed to do electronic payments.
- **Documents:** Upload required documentation for...
 - a. **Service Contract (executed)** (*Required for vendors currently under contract*)
- **Insurance Information:** Your insurance policy information and **agent contact information** in regards to the following insurance requirements as applicable...
 - a. **General Liability**
 - b. **Excess/Umbrella Liability**
 - c. **Workers Compensation and Employers Liability** (*Required if you have employees at your company*)
 - d. **Motor Vehicle Liability**

- e. **Property Insurance**
- f. **Employee Dishonesty/Crime Insurance**
- g. **Pollution**
- h. **Professional Liability**

What do the menu icons to the right of each section name mean?



1. A checkmark (✓) means all required information was entered and no issues were found
2. A caution sign (⚠) means issues were found in that section and need to be resolved before being able to submit your profile.

Where can I go to ask questions?

- Registration Questions: vendorshieldsupport@yardi.com or +1 877 890 8627, Option 1.
- Insurance Compliance Questions: vendorshieldsupport@yardi.com or +1 877 890 8627, Option 2.
- Email your property contact.

Does VendorCafe® offer any video training or FAQs on its system?

Yes it does! Inside of VendorCafe®, on the side menu, expand the **Help** area to see the link to Yardi's **FAQ** section as well as **Video Tutorials**

I do not carry the insurance coverage that the system is requiring me to enter information for. What should I do?

For Workers Comp, you may check the “Not Required” Box and answer questions that pop up with 0 and No.



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For other policies, you may enter N/A in the blue required fields for coverages you do not carry. You can enter current date for Effective Date and future date for Expiration Date. When you submit for approval, the Management Company will contact you directly or reject your profile and note any issues.

I have loaded my documents, but I am still getting an error message.

In order to proceed, you must have your contract uploaded with the Document Type of "Service Contract."

How do I get a co-worker their own log-in credentials for the system?

On your Profile page click the "+" near "**Add Additional Contact**" and complete all blue fields. Check the "**Create User For Contact**" box and select Admin privileges. Click "**Save**" and the additional contact will be sent a login email.

