Vendor 360 FAQ

1) **How do I report a technical issue to MCS?**
   a. Report an I.T. incident by submitting a ticket via the Help drop down in Vendor 360 or via the following link https://app.mcs360.com/VendorHelp/login
   b. Via phone at (813) 405-1045

2) **Where can I find the instructions to install or uninstall Vendor 360?**
   a. The links to install and uninstall Vendor 360 for all operating systems can be found on the MCS On-Demand site via the Resources tab and then selecting Vendor 360 from the drop down menu.

3) **Can more than one person be logged into Vendor 360 with the same username?**
   a. All Users and Sub-contractors are to have individual usernames and passwords. No two users/subcontractors are permitted to log into Vendor 360 with the same account. If two users are logged into the same account simultaneously, a system error will occur.

4) **When logging into Vendor 360, an error message appears stating "invalid user name or password." How do I reset the account?**
   a. Any user with ADMIN permissions can reactivate your account. Contact an Administrator with your company to reactivate your account. Instructions on how to manage accounts can be found under the self-help section of MCS Service Desk or on the MCS On-Demand site (Vendor 360 Administration Guide). If the ADMIN was unable to assist, contact MCS at (813) 405-1045. Keep in mind that security questions needs to be answered before accounts can be updated. These are questions the owner set up during the on-boarding process (not the same ones that are listed in Vendor 360). Once you are able to successfully login to the system, go to file →change security questions→ answer questions (answers are case sensitive) → click save. If you are ever locked out of the system again, you can answer these to reset your own password.

5) **When logging into Vendor 360, I receive a message that my login is a third party login.**
   a. Vendor 360 accounts that are marked as Third Party cannot access Vendor 360. Any user with ADMIN permissions can remove the third party check from your account. Contact an Administrator with your company to reactivate your account. Instructions on how to manage accounts can be found under the self-help section of MCS Service Desk or on the MCS On-Demand site (Vendor 360 Administration Guide). If the ADMIN was unable to assist or you have no active ADMIN accounts, contact MCS at (813) 405-1045. Keep in mind that security questions needs to be answered before accounts can be

updated. These are questions the owner set up during the on-boarding process (not the same ones that are listed in Vendor 360).

    b. Once you are able to access Vendor 360 make sure to follow the instructions outlined in the [Vendor 360 Administration Guide](#) and set up a third party account. Keep in mind a user name should not be used for more than one account. Once the account is set up for the third party, provide the third party their login information.

6) **When trying to login to Vendor 360 the following error is received: "MCSNOW Server cannot be reached, check all Network Connections and try again", how is this resolved?**

    a. *After a migration or when an update to vendor 360 occurs*, it often causes this error message. Try the below steps to resolve the error message.

       ➢ Check for Windows updates. Windows will issue updates to keep programs compatible with each other. If there are Windows updates pending, perform the updates and restart the computer before attempting to log into Vendor 360.

       ➢ Check Windows Firewall and virus protection settings (Norton, McAfee, AVG, etc.). After an update to vendor 360 or an anti-virus, the application maybe rendered as unrecognizable. Temporarily disable the Firewall and virus protection, start and log into Vendor 360, and then re-enable the computer's protection. Vendor 360 should now be recognized and will run properly.

       ➢ Attempt a full uninstall/reinstall of the Vendor 360 program. Step by step screenshot instructions are available under the self-help section of MCS Service Desk or on MCS On-Demand.

    b. *When an update to your anti-virus occurs*, it often causes this error message. Try the below steps to resolve the error message.

       ➢ Check for Windows updates. Windows will issue updates to keep programs compatible with each other. If there are Windows updates pending, perform the updates and restart the computer before attempting to log into Vendor 360.

       ➢ Check Windows Firewall and virus protection settings (Norton, McAfee, AVG, etc.). After an update to vendor 360 or an anti-virus, the application maybe rendered as unrecognizable. Temporarily disable the Firewall and virus protection, start and log into Vendor 360, and then re-enable the computer's protection. Vendor 360 should now be recognized and will run properly.

       ➢ Attempt a full uninstall/reinstall of the Vendor 360 program. Step by step screenshot instructions are available under the self-help section of MCS Service Desk or on MCS On-Demand.

7) **Photos are not uploading. The system is either timing out or just keeps spinning.**
   a. Ensuring you have a stable internet connection will assist with preventing timeouts. If you are unable to get hard wired, we recommend setting your image preferences in Vendor 360 to help optimize the performance of the image manager. To set preferences: Go to File then Preferences. Adjust the downloads to 10 and Uploads to 1 and then select ok. Once you find this works, raise the numbers slightly until you find a series that works for you. This does not mean that you can only upload 1 photo. It helps with the throttling.
   b. Utilize the photo diagnostic tool to verify the properties are correct for the photos. It is recommended that this tool is used when changing batteries or when a new camera is purchased to ensure all settings are correct prior to going into the field. For more information on setting up geocoding, refer to the Geocoding FAQ.
   c. Images with a date in the future will receive an error message and cannot be uploaded into Vendor 360. The date is stored in your memory cards meta data. Images cannot exceed 640x480 pixels. As a reminder, duplicate photos are unacceptable and may result in a chargeback.
   d. Bypassing the image gallery and uploading photos directly from your desktop to the buckets speeds up uploading times.

8) **When trying to upload photos, an error is received stating that the max photo cap has been reached. How do I add additional photos that are need to properly document the work performed and condition of the property?**
   a. Photo caps have been implemented for P&P (per line item) and Inspections (per inspection type). If a photo cap needs to be overridden in order to properly document the work completed at the property, contact the Client Team or Inspection APC. They will have the ability to approve additional photos and override the photo cap for a particular work order.

9) **Why am I getting a calendar icon on my photos?**
   a. This indicates that your photos do not have a date taken or the date taken does not match the completion or inspection date. Check your photos to ensure that they have a date taken and by using the *Photo Diagnostic Tool*.

10) **Why am I getting a *'location pin'* icon on my photos as I upload them?**
   a. The icon indicates that the photo is missing the geocoding information in the EXIF Data.

11) A completion, bid, or invoice was submitted in error. Is there a way to get the item back?

    a. Utilize the recall feature to recall the completion, bid, or invoice. Once the corrections are made, resubmit the item. The recall feature is a permission based feature and needs to be granted by a user with admin permissions. Click on the link to learn more about the Recall Feature.

    b. If you receive a message that the work order cannot be recalled because it has been processed, please contact the Client team

12) When trying to open a work order from the Needs Completion queue, I am receiving a prompt that states "MCS is currently reviewing a partial completion related to this work order. You cannot modify the selected work order at this time." What should I do?

    a. This means that the work order was submitted with a line item status marked as pending. The work order will need to be recalled in order to move it back into your queue.

13) When trying to *submit an invoice*, a message pops up stating that "You are invoicing MCS for more than the total approved amount. Please change your invoice prior to submitting it to MCS."

    a. Verify that the pricing is within MCS allowables. If so, save the invoice and then submit.

14) When an invoice is denied and MCS is requesting additional completion photos, how do we upload photos?

    a. If an invoice is denied back asking for additional completion photos, you can upload photos from the invoice screen by selecting view completion. Once the completion form opens, select View from the title bar menu located in the top left corner of the completion screen and from the drop down, select photos. This will open the image manager. Place photos in the appropriate buckets and then click on update.
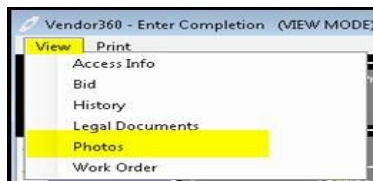
15) When trying to *save or submit an invoice*, an error message pops up stating that there is an error creating the invoice.

    a. An invoice item must be selected for all billable line items. At times, line items may not be "editable" or may not transfer from the completion or bid to invoice. To remediate, create the same line item using the next line down and delete the original. To delete the line item click on the gray box to the left of the invoice item and press delete on the

keyboard. Or click on the word "Invoice Item" which unlocks the drop down selection option and select an "Invoice Item". Once all items have an "Invoice Item," the invoice will submit.

16) **When trying to save or submit a bid, an error message pops up stating that there is an error creating the bid.**
    a. This error indicates that something is not filled out correctly. Review the following tips to resolve the error:
    ➢ The work to perform must be filled out for each associate to work order line item. If there is any blank work to perform line items, select the appropriate option from the drop down. If the drop down is frozen or the line item isn't needed, delete the row. To delete the row, click on the gray box on the left of the work to perform column, and press delete on your keyboard.
    ➢ Verify the comments do not contain any special characters or extra spaces. If they do, remove these and try to resubmit.
    ➢ Separate error messages are received if information in the other columns are missing, but verify that you have a QTY and amount for each line item. Also make sure you have an associate to work order line item selected for each line item that was marked bid on the completion.

17) **How do I Bid-After-The-Fact (BATF)?**
    a. There are three steps a Vendor should follow when submitting a Bid-After-The-Fact (BATF). 1) Submit the Completion Form to MCS. 2) Generate a Bid to send to the Client for Investor document compliance. 3) Generate an invoice to send to the Client for reimbursement.

    On the Completion Info section of the Enter Completion form change the line item status to BATF checkbox to identify the line item as BATF. Next select the date the work was completed in the Completion Filed. Enter comments in the Vendor Comments (to MCS) column. Once the work order is completely filled out submit the work order and upload supporting photos (before, during, and after photos).

    The next step is to submit the bid. Go to your Need Bid queue and open the bid for the work order. All line item statuses check off as BATF or Bid on the completion will auto populate here. If additional bid line items or bid items not on the work order, use the additional blank row. Associate all work order line items listed in this column to a work to perform in order to properly submit the BATF. Then fill out the quantity, amount, and

comments columns to complete the bid. Leave detailed notes in the comment field for MCS with an explanation, dimensions, location, and the term BATF. BATF Emergent Repairs comments will auto populate. Next check the Terms and Conditions checkbox and submit the bid. When you are prompted to upload photos only upload the before photos for the bid.

Lastly, you will need to submit the invoice. Go to your Need Invoice queue and open the invoice for the work order. The done line items on the associate invoice will auto populate. For BATF items, ensure the invoice and bid amounts are the same. Leave a note in the comments field BATF, Emergent Repairs automatically populates, add additional explanation, dimensions, location, etc. Enter a vendor invoice number. Then submit the invoice to MCS.

18) **The winterization tab shows as being required, why?**
   a. The winterization tab is required when a work order contains a winterization line item and the status is marked as Done or N/A

19) **When trying to submit a completion, I am receiving a pop-up asking if I am sure the property is a vacant lot?**
   a. This happens when the lot size and the lawn size are the same:
      ➢ Lot size: This is the size of the entire lot including any non-grass area, attached and detached dwellings
      ➢ Lawn size: This is the total square foot of the cuttable lawn size. This should be equal to or greater than the maintained area.
      ➢ Maintained area: Report the square foot of the lawn that was tended to at the time of the work order or is being bid to be maintained. This should be equal to or less than the total lawn size.

20) **Contact information needs to be updated, but the option is grayed out.**
   a. The user needs to have the ADMIN permission in Vendor 360 labeled "ADMIN – Vendor Info and Contacts" and also be marked as an ADMIN in MCS' system. If you have the ADMIN permission in Vendor 360, contact MCS at (813) 387-1081 to change the ADMIN in MCS' system. In order to update the ADMIN permission, security questions need to be answered. These are the security questions set up by the owner when they first on-boarded with MCS.

21) **What do I do if I receive invalid user name or password error message when trying to login to the MCS360 – Mobile app?**

a. Make sure you are entering a valid ABC Number and Validation Code
b. In order to access the MCS360 Mobile app, the code needs to be associated to a mobile app user in Vendor 360
c. If you are entering the correct code and the user is associated to a vendor 360 login, verify the expiration date is not expired. If the expiration date is expired, renew the code with Aspen Grove, update the information in Vendor 360 (expiration date and upload a new screenshot). This information will then be verified by MCS and either approved or denied. Be sure to check your email and the user grid for the status of the user.
d. Click on the link to view the MCS 360 – Mobile App FAQ

22) **How do I print a work order?**
a. From the Completion, Bid, or Invoice queue
   ➢ Select the work order you want to print (work order will be highlighted blue)
   ➢ Right Click (Menu will populate)
   ➢ Select Print Work Order
   ➢ The Work Order opens in a new window
   ➢ Select the Printer icon to print the work order or to save the work order select the Floppy disc icon
b. From the Completion Screen
   ➢ Double click on the work order
   ➢ The Enter Completion Screen opens
   ➢ From the title bar select View
   ➢ From the drop down menu select Work Order
   ➢ The Work Order opens in a new window
   ➢ Select the Printer icon to print the work order or to save the work order select the Floppy disc icon

23) **Where can I find all notices/forms that I need while performing work orders?**
a. On the work order it will reference what notice/form should be used while at the property. Keep in mind; all notices/forms are client specific. Posting the incorrect posting at the property could result in a fine.
b. Notices/Forms are located on the MCS On-Demand site. From the Home Page of the MCS On-demand site, select Resources from the Title Bar and from the drop down menu select either Inspection Resources or Maintenance Resources.

24) **Where can I find the Allowables?**

a. Located within Vendor 360 is the Client Guidelines Tool. The Client Guidelines Tool is a permission based feature that a Vendor 360 administrator within your organization will need to setup.

To Access the client guidelines tool go to P&P Work from the title bar. From the drop down select client guidelines and the select allowables.

When the allowables tab of the guidelines tool populates, start by selecting the client number from the dropdown menu (to view all clients' select 0). Next, select the investor type from the dropdown. Lastly, select the service you want the allowable for from the list.

b. Sometime you will need to utilize a Cost Estimator. It is your responsibility to research cost estimators and select the one that you want to use. MCS utilizes RepairBase. In the Client Guidelines Tool it will tell you when to utilize a Cost Estimator.

25) How do I submit an Appeal?
The vendor payment dispute process is now incorporated into Vendor 360 for better transparency and to increase efficiencies. Appeals should now be submitted directly into Vendor 360 which will also allow for better tracking and reporting of open appeals.

Timeframes
As part of this enhanced process, vendors will now have 10 days to file an initial appeal. In the event that a response to an appeal decision requires a second response from a vendor, vendors will have 5 days to respond. Click on the link to review the MCS Chargeback and Dispute Guidelines.

Contacting MCS

26) Where can I find contact information for MCS employees?
➢The MCS Contact List can be found on the MCS On-Demand site via the Resources tab on the Title Bar and then select Contact List from the drop down menu

27) What is the difference between an APC and RVM?
a. Asset Preservation Coordinators (APCs) fulfill many roles at MCS, including receiving and placing orders for their Client, and reviewing completions, bids, and invoices prior to releasing them to the Client. APCs are a direct line to their particular Client, always contact them directly for assistance with:

>Client Expectations
>Work Order Clarification
>Denials
>Stopped/Reassigned Work Orders
>Property-Specific Questions
>Bad Addresses or Access Issues

 b. Regional Vendor Managers (RVMs) are responsible for the performance and coverage of their designated territory and work with your company to ensure your success. Contact RVMs regarding:

>General MCS Questions
>Document Information
>Managing Coverage Areas and Territory
>Pricing Concerns
>Coaching/Performance Concerns
>Training on MCS Policies and Procedures

28) To ensure you received Memos and other important information, below are some email addresses that should be added to your address book or safe senders list so the emails get to your inbox:

 a. Mcsvendor.memos@mcs360.com
 b. Vendor.360issues@mcs360.com
 c. Vendor.Training@mcs360.com
 d. Lawn.Maintenance@mcs360.com
 e. vmqinspection@mcs360.com
 f. Vendorcompliance.doc@mcs360.com
 g. Insurance@mcs360.com
 h. mcs360email@mcs360.com
 i. Add your RVMs email address

29) Contact Information Breakdown:

 a. **APCs:** Contact an APC regarding:

>Client Expectations
>Work Order Clarification
>Denials
>Stopped/Reassigned Work Orders
>Property-Specific Questions
>Bad Addresses or Access Issues

b. **RVMs:** Contact your RVM regarding:
- ➢General MCS Questions
- ➢Document Information
- ➢Managing Coverage Areas and Territory
- ➢Pricing Concerns
- ➢Coaching/Performance Concerns
- ➢Training on MCS Policies or Procedures

c. **Training Team:** Contact a member of the Training Team regarding:
- ➢Help/Questions concerning MCS On-Demand
- ➢Password resets for MCS On-Demand
- ➢Tasks assigned on the MCS On-Demand
- ➢Questions about Annual re-certification

d. **IT Liaison:** Contact the IT Liaison regarding:
- ➢Help/Questions concerning Vendor 360 or MCS Mobile App
- ➢Password resets for Vendor 360

a. **Recruiters:** Contact the Recruiting Team regarding:
  i. Adding a Work Order Type

b. **Vendor Compliance:** Contact Vendor Compliance regarding:
  i. MCS Field Services Agreements
  ii. Background Checks
  iii. Business Licenses
  iv. Insurance
  v. Entity Changes