CONTRACTORS
USER GUIDE
2024

Goodman

VENDORCAFÉ

CONTENTS

Contractors
VendorCafé User Guide

INTRODUCTION

HOW TO USE THIS GUIDE

We've arranged the information in this guide in the following order of use.

1. Register to VendorCafé

Start by activating your VendorCafé account. The activation link you will receive via email will remain active for two days. Please make sure to activate your account within that period.

2. Manage your contacts

Next, make sure that you set up a dispatch contact for your account to ensure you receive email notifications when work is assigned to you by Goodman.

3. Navigating through VendorCafé

Familiarize yourself with the different parts of the portal. Knowing the different functionalities of the portal enables you to maximize its benefits.

4. Manage your invoices

Submit and track your invoices real-time.

HOW TO GET HELP

Using a new technology can be challenging. Here's how you can get help:

VendorCafé FAQs

The VendorCafé FAQs provides answers to most common queries and concerns.

VENDORCAFÉ SUPPORT TEAM

You may also contact our VendorCafé Support Team through:

Email address: **vendorcafesupport-nz@goodman.com**

Phone: **(+64) 9 903 3222**

REGISTER

ACTIVATE YOUR VENDORCAFÉ ACCOUNT

As you are a current Goodman vendor, your VendorCafé account will be automatically created for you, however you will still need to activate it and review and amend your held details prior to accessing the portal's full functionality.

An activation email will be sent via email to the vendor contact stored in our payables system, prompting you to activate your VendorCafé account.

Step 1

Click the **Activate your Account**

Step 2

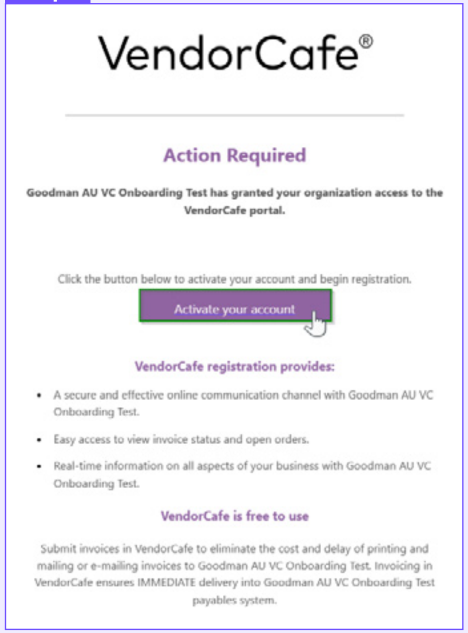
Upon clicking, you will be redirected to the **'Sign Up'** Page, where the vendor will need to update the details on the screen (please refer to the fields within the rectangle).

Step 3

The vendor will then be redirected to the **'Sign In'** page, where they will need to enter their email login credentials.

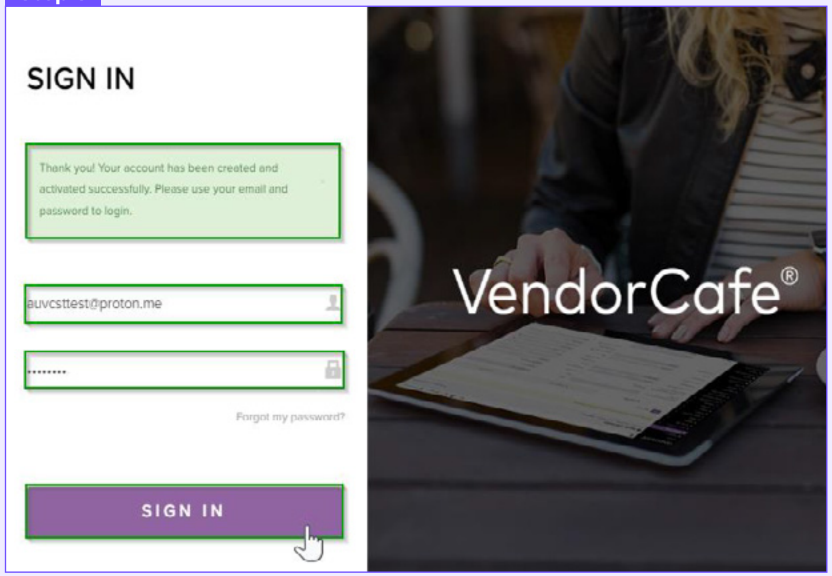
The vendor can now access the VendorCafé account.

Step 1



Step 2

Step 3



ACTIVATE YOUR VENDORCAFÉ ACCOUNT (CONTINUED)

Step 4

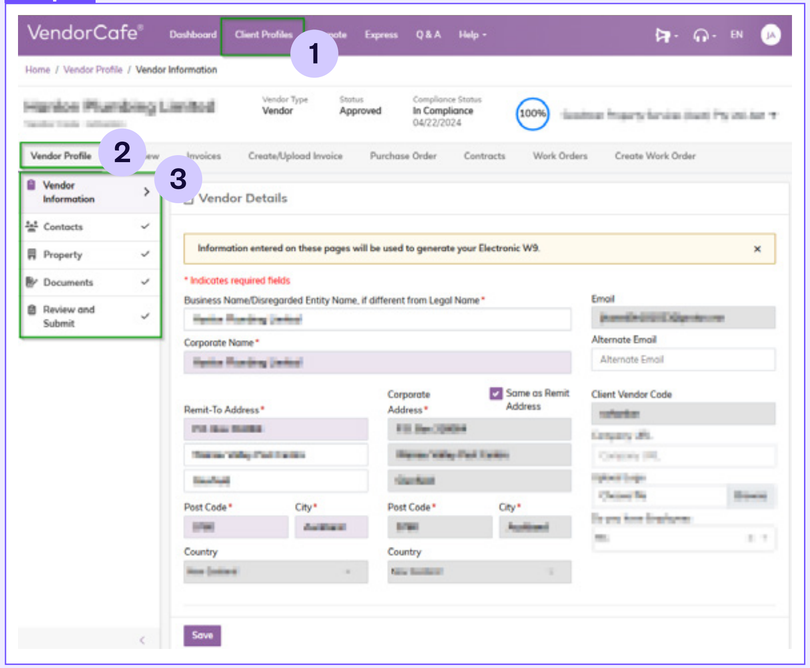
Log in to VendorCafé and complete the vendor profile setup. You will only need to complete the fields highlighted in purple. Once completed, the following message will display at the top of the screen:

'You have successfully submitted your data to Goodman. Once approved you will be notified by email to your email address registered with us.'

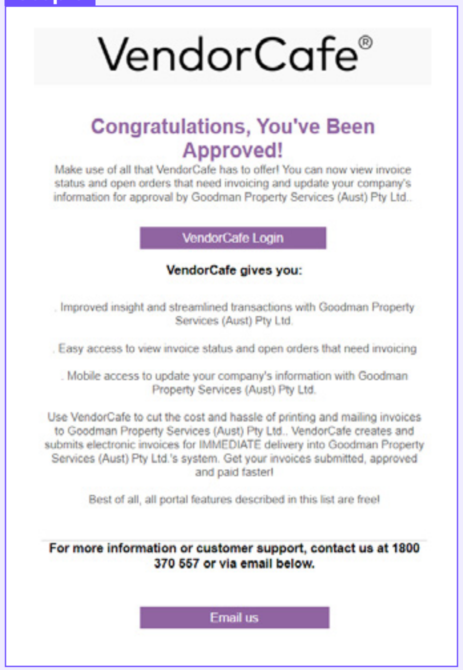
Step 5

You will receive the above email after completing the previous step and once approved in our payable system.

Step 4



Step 5



MANAGE CONTACTS

ADD A CONTACT

Step 1

Click on the **Client Profiles** menu.

Step 2

Click on the **Vendor Profile** menu.

Step 3

Click on **Contacts**.

Step 4

Under the **Contacts** screen, click on **Add Contact**.

Step 5

Complete the mandatory fields in purple (labeled 1 to 9) and click **Save** (10).

Contract Types

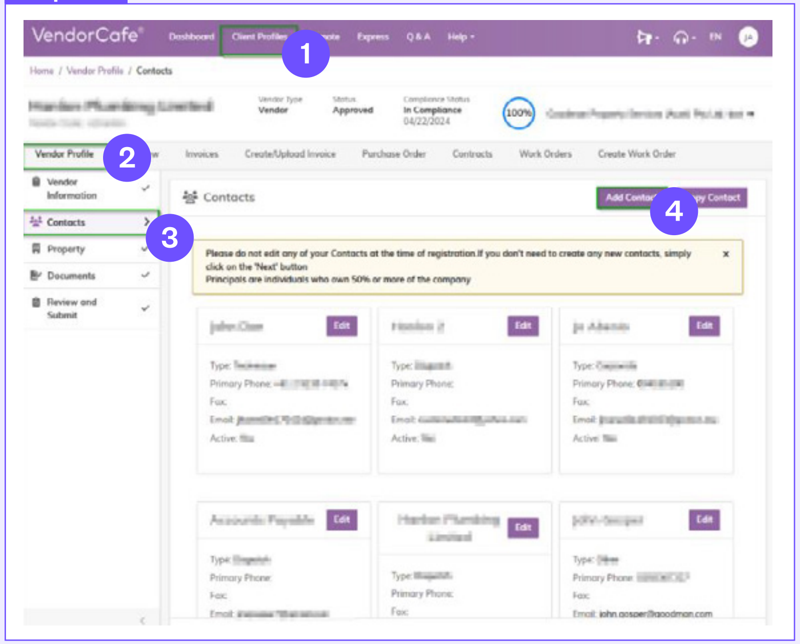
- **Corporate** contact type is to be assigned to a user with informational or support role.
- **Dispatch** contact type should be assigned to a user who needs to be notified real-time of works assigned from Goodman. Automatic email notifications are sent to this contact. If a user performs this and the prior role, use this contact type to ensure that the user receives notifications.
- **Billing** contact type must be assigned to a user who needs to receive remittance advices.

User Administration

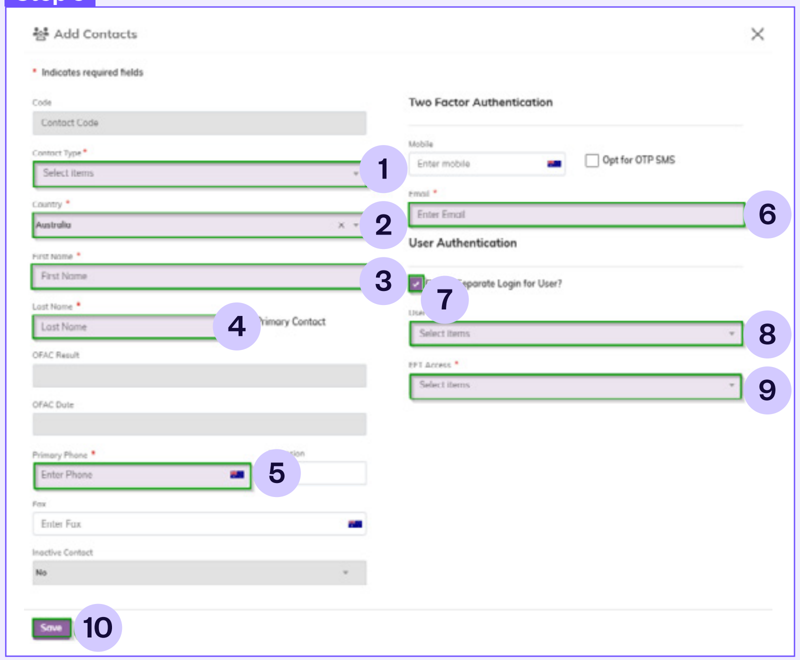
Complete the User Administration fields (labeled 6 to 8) only when assigning a user his/her own login credentials. Use only the following details to complete these fields:

- **Create User for Contact** - Ticked
- **User Role** - Admin
- **EFT Access** - No Access

Steps 1-4



Step 5

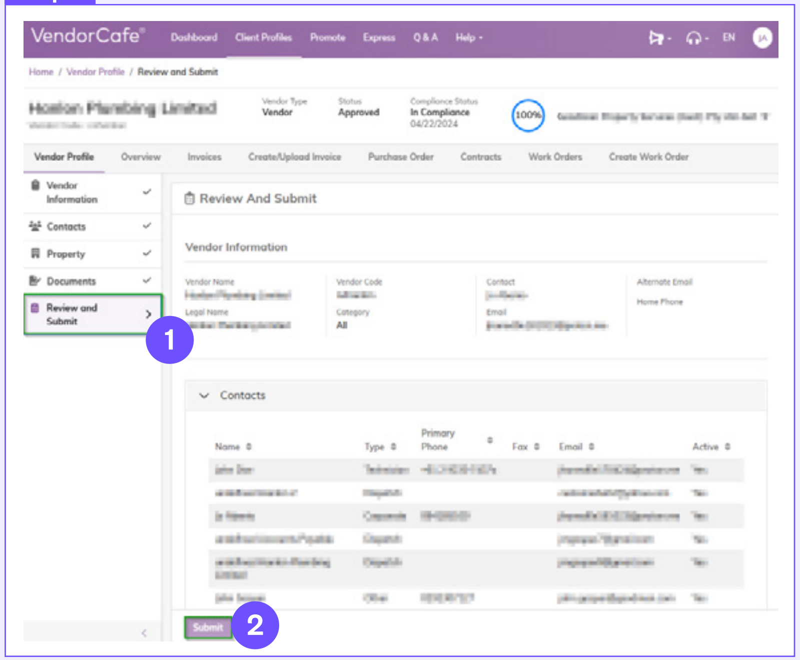


ADD A CONTACT (CONTINUED)

Step 6

Navigate to the **Review and Submit** screen and click **Submit.**

Step 6



MANAGE CONTACTS

EDIT OR DEACTIVATE A CONTACT

Step 1

Click on the **Client Profiles** menu.

Step 2

Click on the **Vendor Profile** menu.

Step 3

Click on **Contacts**.

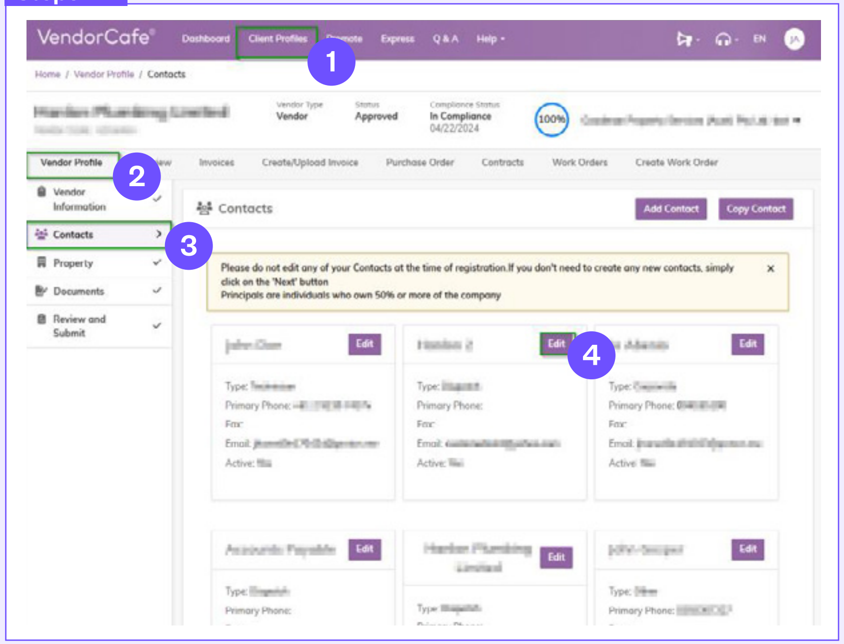
Step 4

Under the **Contacts** screen, click on **Edit Contact**.

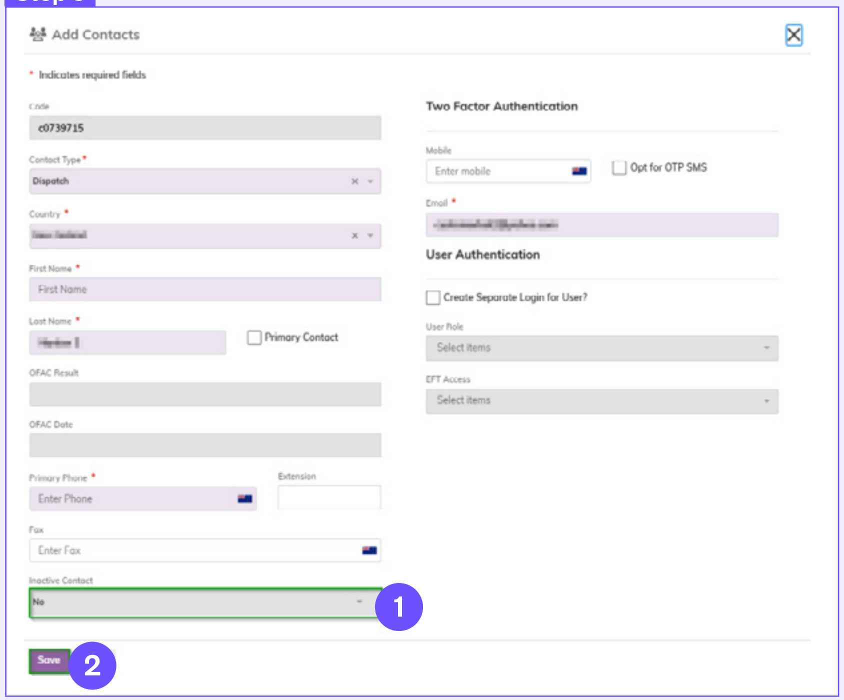
Step 5

Amend the desired field(s) to update the contact details.
To deactivate a contact, select 'Yes' in the **Inactive Contact** field and then click **Save** to commit the changes.

Steps 1-4



Step 5

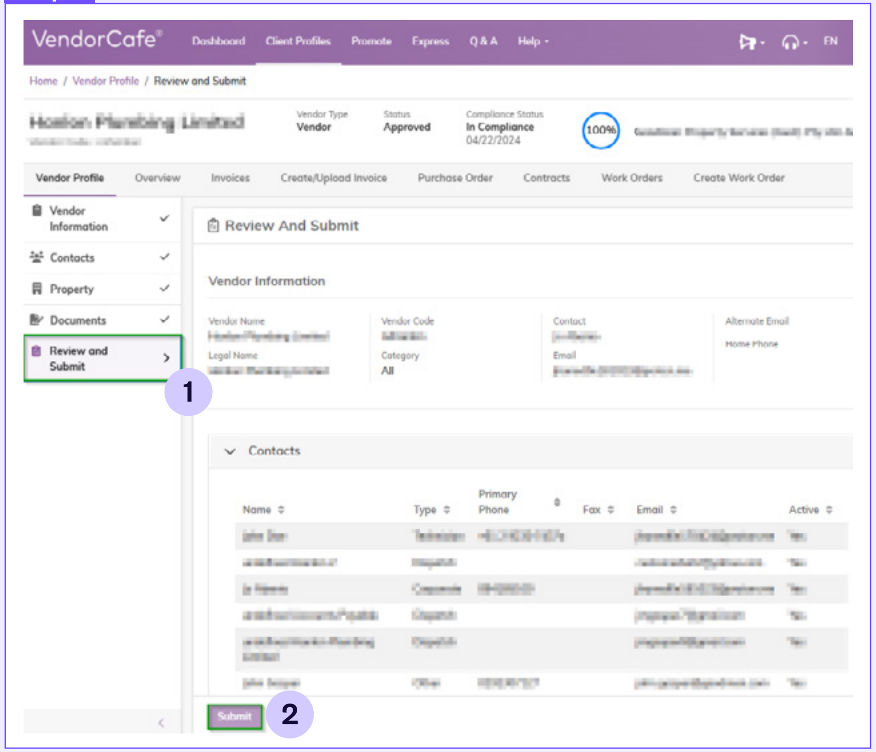


EDIT OR DEACTIVATE A CONTACT

Step 6

Navigate to the **Review and Submit** screen and click **Submit.**

Step 6



NAVIGATE THROUGH VENDORCAFÉ

VENDORCAFÉ MENUS

1. Dashboard

Takes you to the VendorCafé Dashboard which displays the number of invoices and the sum of all invoices belonging to each contract type.

2. Client Profiles

Comprised of sub-menus storing vendor details:

+ Vendor Profile
+ Overview
+ Invoices
+ Create/Upload Invoice
+ Purchase Order
+ Contracts
+ Work Orders

3. Q & A

Allows you to submit your queries to the Client's Support Team.

4. Help

Contains information such as the FAQ and the following Video Tutorials:

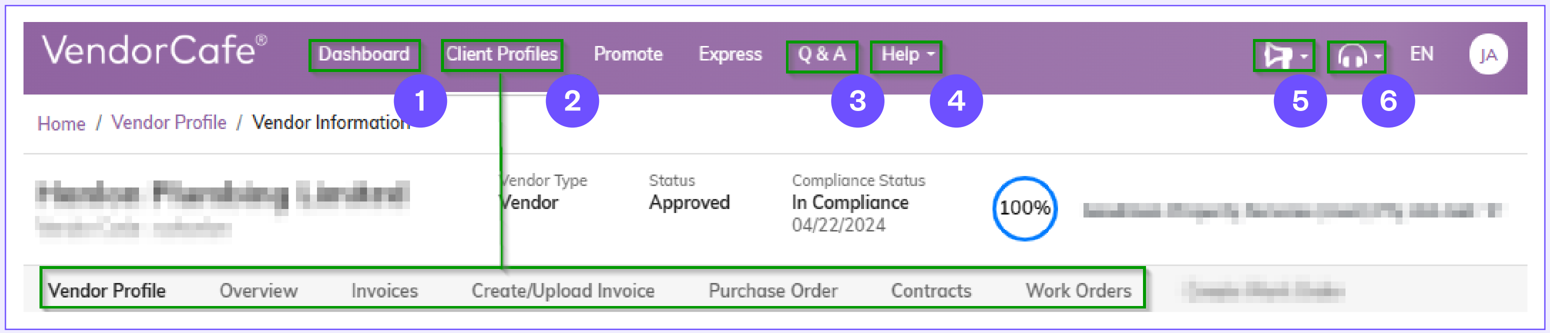
+ Invoicing
+ Registering as a vendor Activating your Account
+ Completing Your Profile and Submitting an Application
+ Work Orders
+ Purchase Orders
+ Navigating VendorCafés New User Interface

5. Announcements

Provides updates within the VendorCafé portal.

6. Support

Contains information such as the FAQs (back of this document) and webinar schedules (contact the support team for these).



REVIEW OPEN PURCHASE ORDERS

Step 1

From the **VendorCafé Dashboard**, click on the **Client Profiles** tab.

Step 2

Click on the **Purchase Orders** tab.

Step 3

By default, the search results displayed at the bottom of the Purchase orders screen will show all Purchase Orders available for invoicing that were created within the last 60 days.

You may click into a Purchase Order from the default search results or use the Search Options filters to filter based on Purchase Order number, property name or code, and/or order date.

Step 4

Click on the **PO NO. link** to view the **Purchase Order Details** screen.

Step 5

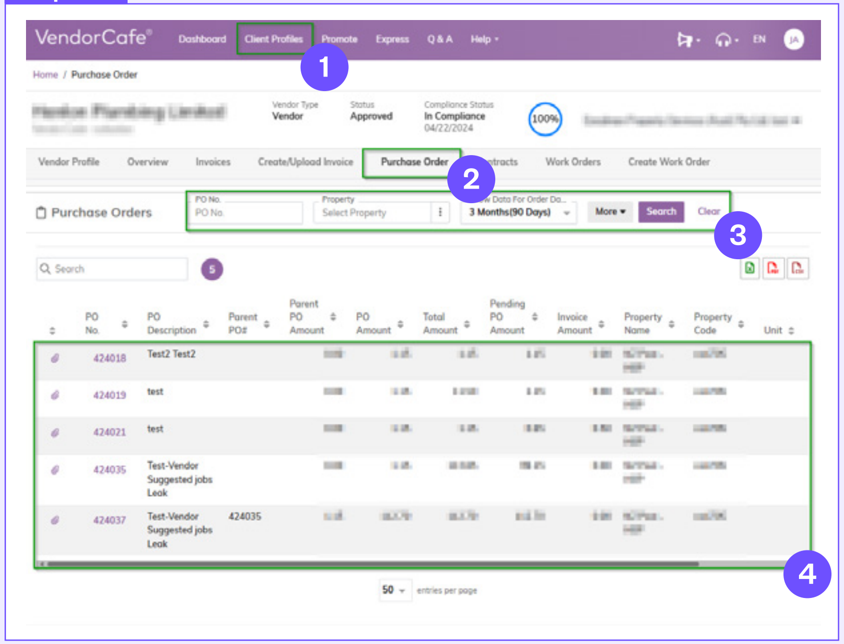
Check the Purchase Order details. You may also view the PDF copy of the Purchase Order via the **Attachments tab.**

When it comes to purchase orders, there are several major scenarios you might consider.

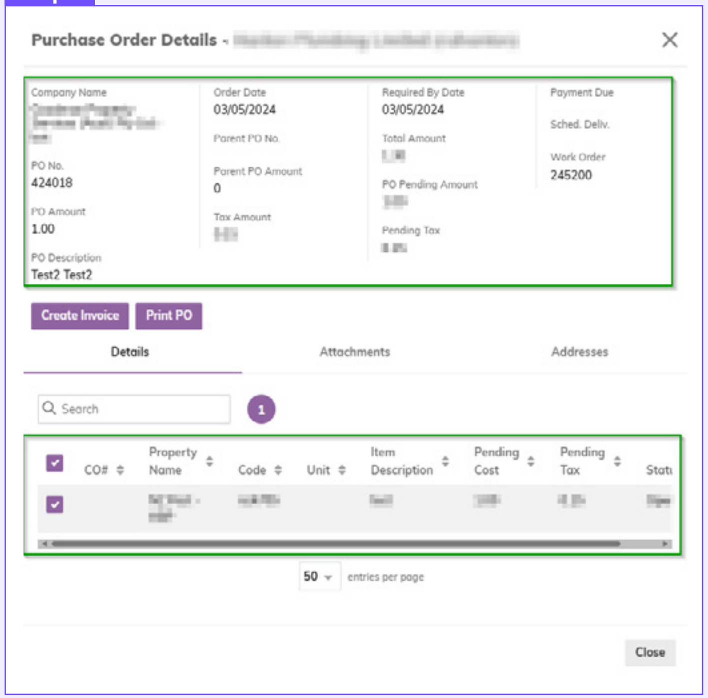
+ Reactive Purchase orders, whic are generated from Work Orders. Work Orders can be generated from either Building Managers, contractors, or even customers. Once approved by the Building Manager, a Purchase Order is created from a Work Order.
+ Service Contract Purchase Orders, which is used for recurring planned preventive maintenance tasks.
+ CAPEX Purchase Orders, which is specifically for projects and expenditures related to capital investments.

There are no Work orders associated with Service Contract Purchase Orders and CAPEX Purchase Orders. Overall, all Purchase Orders will be invoiced the same way.

Steps 1-4



Step 5



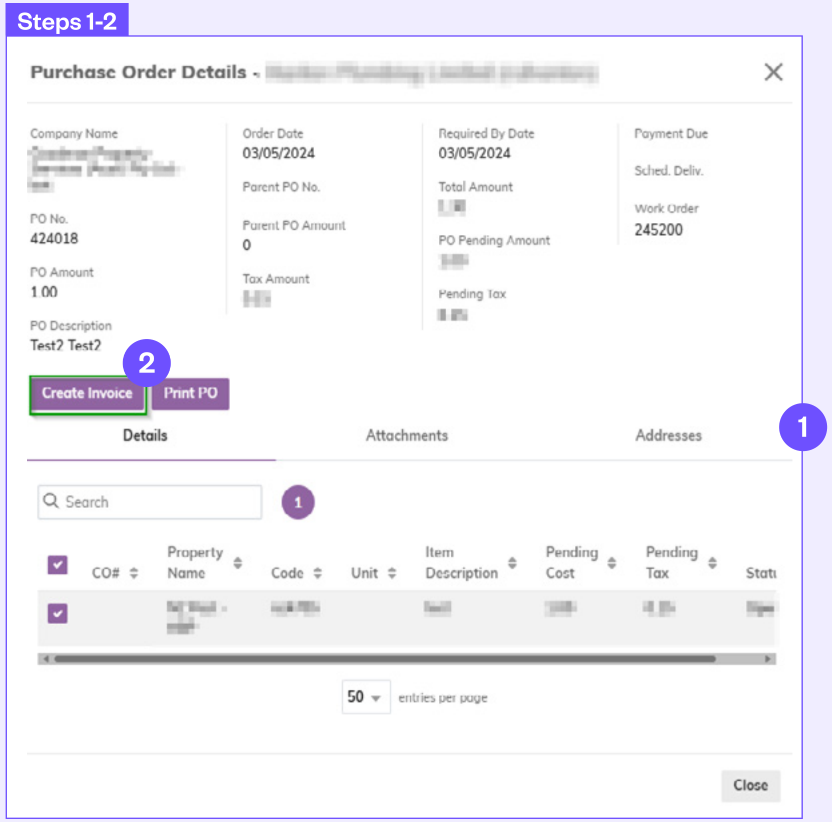
SUBMIT AN INVOICE AGAINST A PURCHASE ORDER

Step 1

Continue from **Step 5** of **Review a Purchase Order.**

Step 2

Click on **Create Invoice.**



SUBMIT AN INVOICE AGAINST A PURCHASE ORDER (CONTINUED)

Step 3

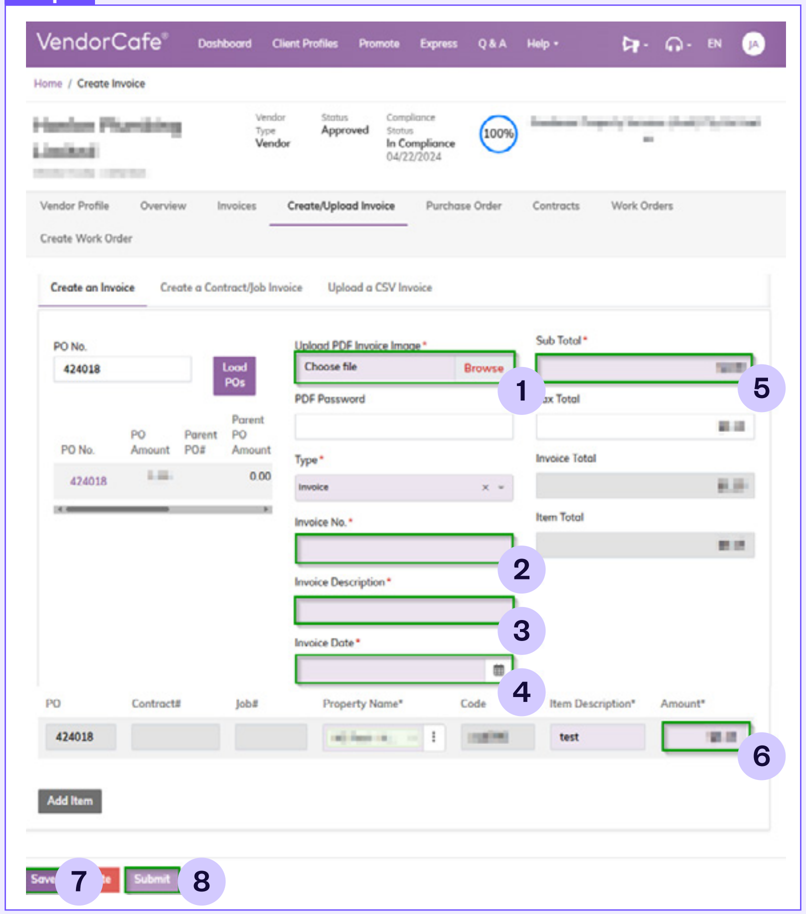
Most fields should already be prepopulated from the Purchase order details. Complete the following remaining fields:

1. **Upload PDF Invoice Image** – Click on Choose File to select and upload a copy of your invoice in PDF format from your computer. The file size must not exceed 10MB.
2. **Invoice No.** – Enter the invoice number that matches with the uploaded PDF invoice.
3. **Invoice Desc.** – Enter a description relevant to the invoice.
4. **Invoice Date** – Enter the invoice date that matches with the uploaded PDF invoice.

Should you need to submit a progress claim or partial invoice, you may use the following to amend the invoice details:

5. **Sub Total** – Change the invoice amount. This should match with the sum of the line-item total, otherwise an error message will display on the screen after clicking on **Submit** saying, "Item Total should be same as Invoice Total."
6. **Amount** – Enter the partial amount for the line item.
7. **Save** – By clicking **Save**, the portal saves a copy of the invoice only within VendorCafé and does not send it to our payable system.
8. **Submit** – Click on **Submit** to ensure the processing of your invoice.

Step 3



Notes:

For other Purchase Order invoicing scenarios, you may refer to the **Help** menu. You will find helpful tips on invoicing from the **FAQ** sub-menu and a step-by-step guide on submitting Purchase Order invoices via the **Video Tutorials** sub-menu.

If you have inadvertently closed the screen before clicking on **Submit**, you may continue your work by going to **Invoices > Unsubmitted Invoices** > click on the **ID link**.

CREATE WORK ORDERS

Step 1

From the VENDORCafé Dashboard, click on the Client Profiles tab.

Step 2

Click on the Create Work Order tab.

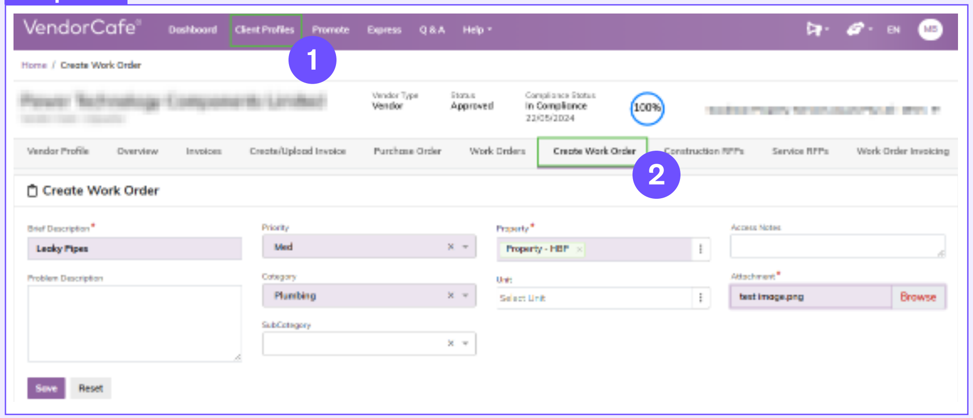
Step 3

The Create Work Order screen will appear. Enter required fields in purple. Once completed, click Save.

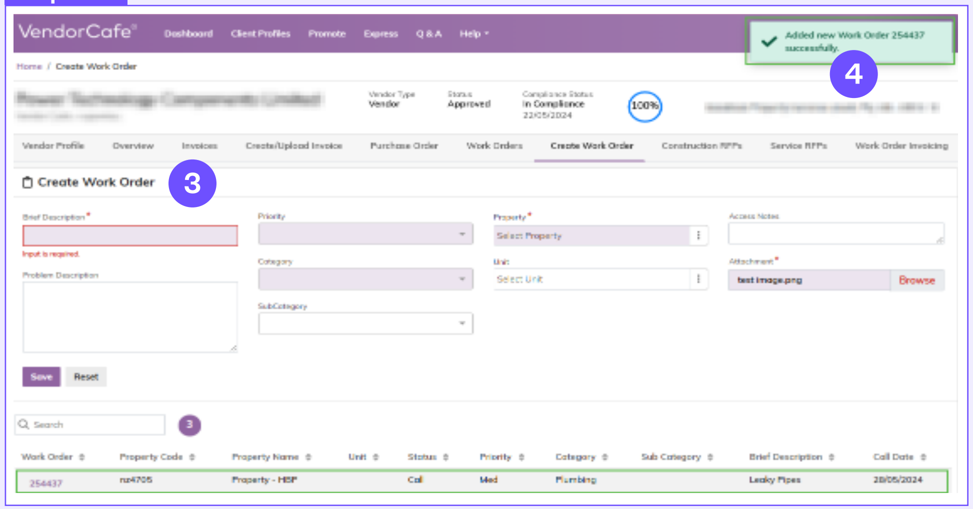
Step 4

A message will appear that the WO is created successfully. The newly created WO will appear at the bottom part of the screen with a unique reference no.

Steps 1-2



Steps 3-4



REQUEST FOR QUOTE

Step 1

A 'Request for Quotation' email notification will be received.

Step 2

Click on the **Work Orders** tab.

Step 3

From the **VENDORCafé Dashboard**, click on the **Client Profiles.**

Step 4

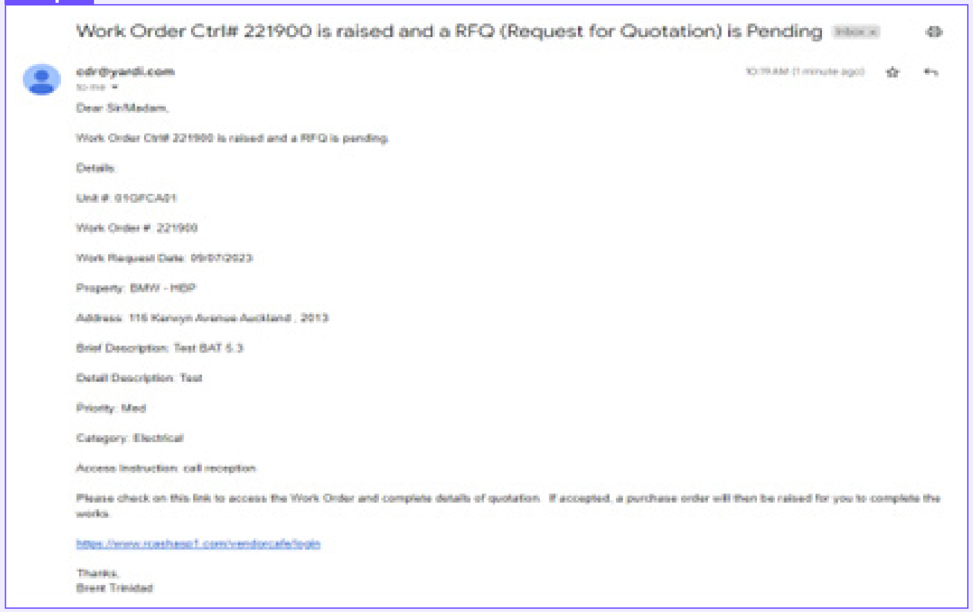
Click on the **Work Orders** tab.

Step 5

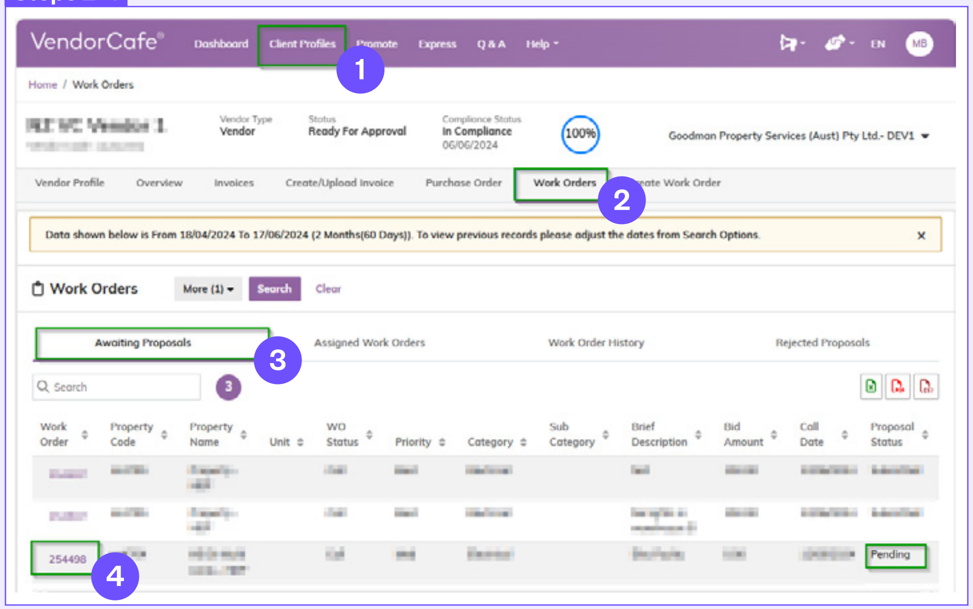
Click on the **Awaiting Proposals** tab.

*The Awaiting Proposal screen will appear. Scroll down to view WOs requiring quotes and select the **Work Order** number to submit a quote against*

Step 1



Steps 2-4



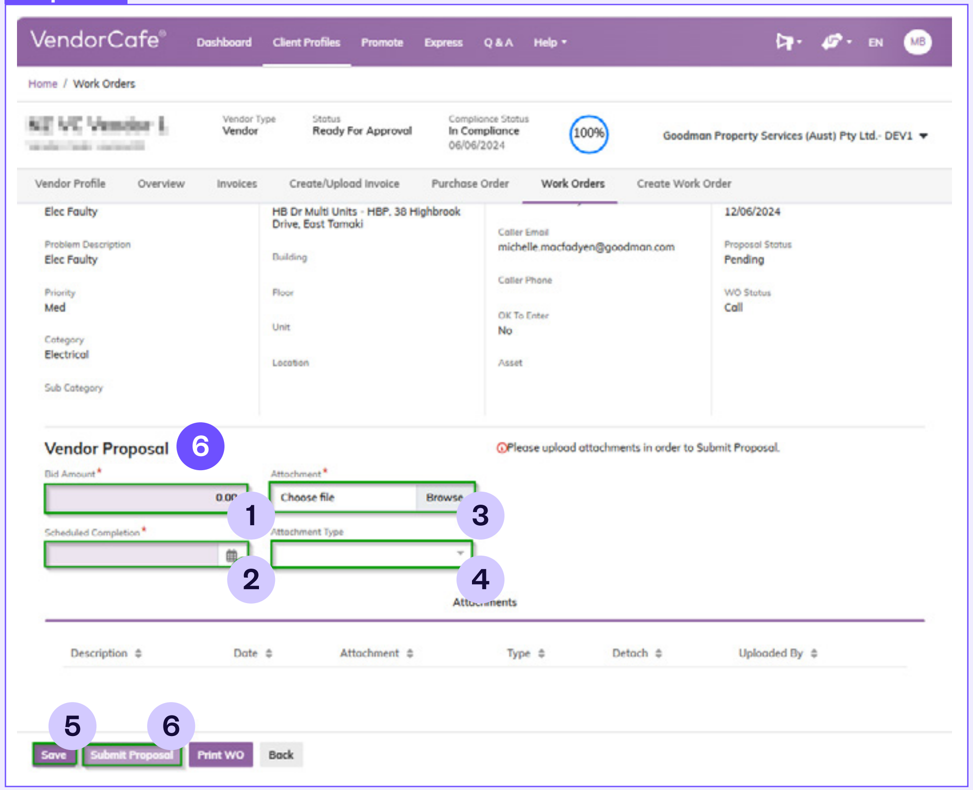
REQUEST FOR QUOTE (CONTINUED)

Step 6

under the 'Vendor Proposal' section, Complete the mandatory fields (steps 1 to 6).

1. **Bid Amount** - Enter the Bid Amount
2. **Schedule Completion Date** - Update the Scheduled Completion Date.
3. **Attachments** - To attach the quote, click on Choose File, and upload your PDF quote from your computer.
4. **Attachment type** - Select an Attachment type
5. Click **Save.**
6. Click **Submit Proposal.**

Steps 5-6



REQUEST FOR QUOTE (CONTINUED)

Step 7

The screen will be redirected to the Awaiting Proposals screen. The WO Proposal Status should now be updated to **'Submitted'**

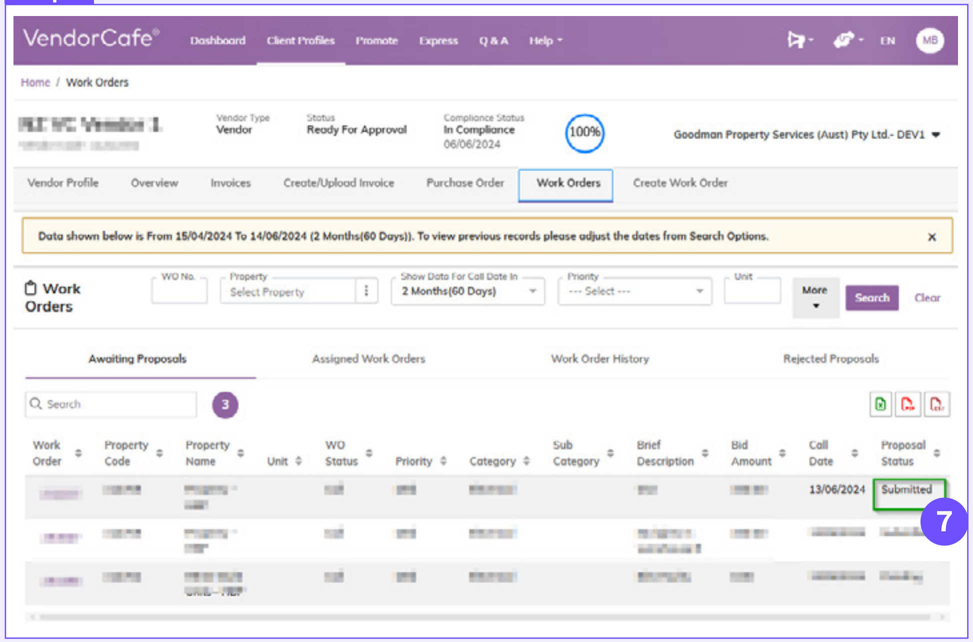
Notes:

You will receive notifications if your proposal is rejected or accepted.

If **accepted**, the WO will automatically be assigned to you. Refer to sections 3.1 and 3.4 to review and update the WO.

If **declined**, you may be asked to rebid, and you will receive a notification. The same steps above will apply to rebid.

Step 7



REVIEW OPEN WORK ORDERS

Step 1

From the **VendorCafé Dashboard**, click on the **Client Profiles** tab.

Step 2

Click on **Work Orders** tab.

Step 3

By default, the search results displayed at Assigned Work Orders tab of the **Work Orders** screen will show all Work Orders that were created within the last 60 days.

You may click into a Work Orders from the default search results or use the **Search Options** filters to filter based on Work Orders number and property name or code.

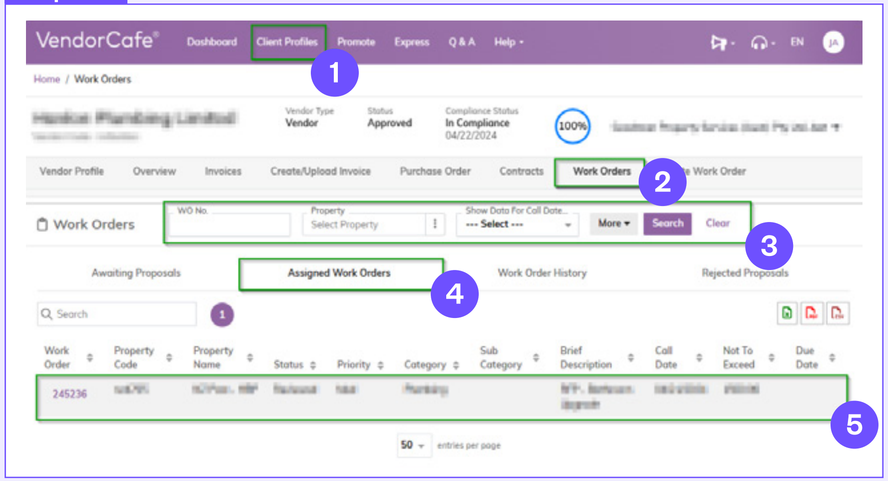
Step 4

Click on the **Assigned Work Orders** tab.

Step 5

Click on the **Work Order link** to view the **Work Order Details** screen.

Steps 1-5



REVIEW OPEN WORK ORDERS (CONTINUED)

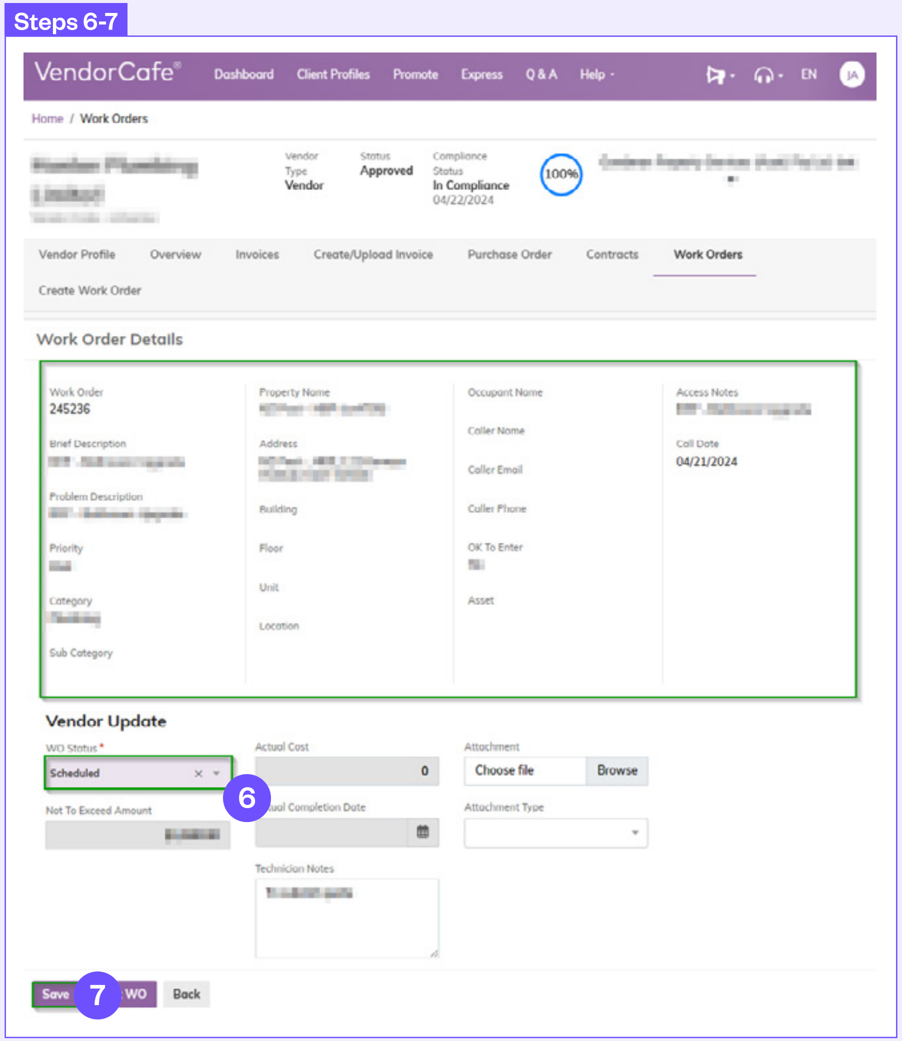
Step 6

By default, the Work Order Status is Scheduled, but you can change this status to the following:

+ **In Progress** to accept the work assignment
+ **On Hold** to reject it, for example, if you do not have the capacity to complete the work.

Step 7

Click the **Save** button.



Notes:

The value of the requested works and terms and conditions are not specified in the work order but will be included in the associated purchase order(s)

Work orders will not be raised relating to either Service Contracts or Capex purchase orders.

COMPLETION OF WORK ORDER

Step 1

Continue from Step 7 of **Review Open Work Orders**,
Complete the mandatory fields (labeled 1 to 5)
and click **Save** (6).

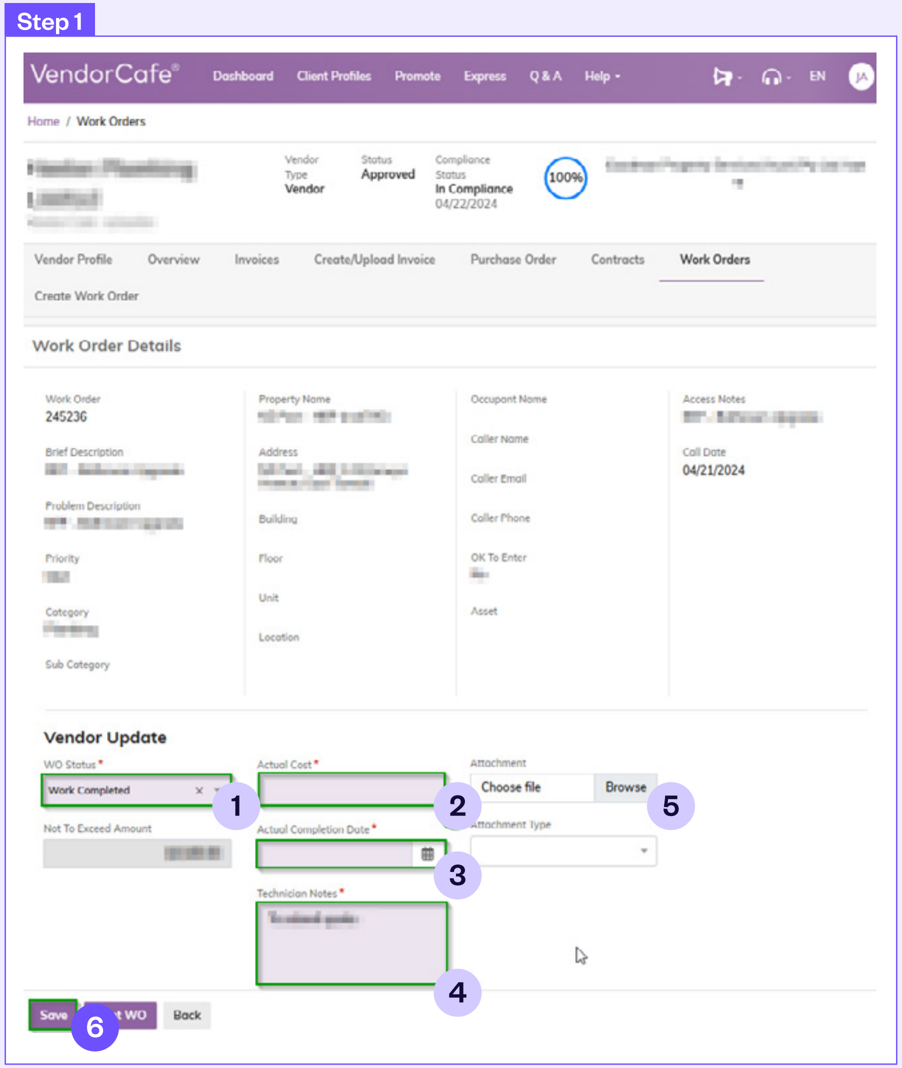
1. **WO Status:** Change the Work Order Status to Work Completed before the Actual Cost and Actual Completion Date fields become editable.
2. **Actual Cost:** Enter the actual cost excluding GST.
3. **Actual Completion Date:** Enter the actual completion date.
4. **Technician Notes:** Put a note in the Technician Notes to describe resolution of the work order.
5. **Attachment (Optional):** You can also attach any supporting information on works completed.

Notes:

After saving the Work Order as Work Completed, the Work Order screen closes. The Assigned Work Orders screen refreshes, and the work order is removed from this screen.

The completed work order will still be available to review in the Work Order History tab.

If your Actual Cost differs from the purchase order issued to you, a change order process will be reviewed and raised by the VendorCafé Support Team. If you do not have an approved change order issued you will not be able to bill the full amount via the VendorCafé portal.



INVOICES

TRACK YOUR INVOICES

Step 1

Go to Client Profiles, click on Invoices.

Step 2

Click on Invoices.

Step 3

Navigate through the different tabs (labeled 1 to 5) to track your invoices.

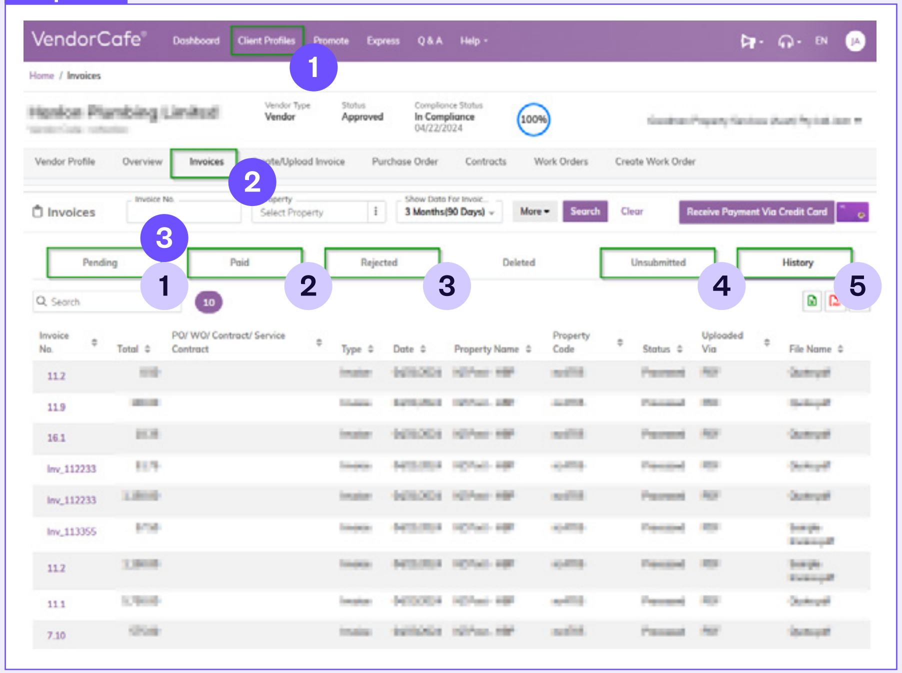
1. Pending Invoices – Shows submitted invoices pending for approval in our payable system.

   Under the 'Pending' tile, the following are the possible status types of your invoices.

   + Keyed: The invoice has been entered into VendorCafe.
   + Pending Approval: The invoice is successfully submitted to Goodman and is going through the approval process.
   + Approved: The invoice has been approved but has not been posted to our accounts system yet.
   + Approved-Posted: The invoice has been approved and posted in our accounts system. It will be paid on the next payment run.

2. Paid – Displays paid invoices and related details.
3. Rejected Invoices – Provides a list of rejected invoices, the reason for rejection and instruction to correct invoice details.
4. Unsubmitted Invoices – Identifies invoices that have been saved but not yet submitted.
5. Invoice History – Shows historical data of invoices submitted within VendorCafé.

Steps 1-3



INVOICING REQUIREMENTS

To ensure efficient processing of your invoice for payment and to avoid invoice rejection, your invoice must indicate the following.

+ Complete company name
+ Unique Invoice Number and Invoice Date
+ Tax ID / IRD No details on the invoice should match records previously submitted to Goodman.
+ Description of Services
+ Amount to be paid.
+ GST amount as applicable
+ Property Code & Address
+ Contract Number / Purchase Order needs to be reflected on the invoice.
+ "Tax Invoice" must be indicated for services subject to GST.
+ Must be addressed to the Goodman Entity as indicated in the related executed agreement or on the PO coversheet, which can be found in the PO attachments

VENDORCAFÉ REGISTRATION AND PROFILE MANAGEMENT QUESTIONS

Q. Initial registration for VendorCafé; how do I log in?	An email would have been sent to your main corporate contact listed with your company. This would have an Activate Account link that will gain you access to the system. The first step is to find this email (may be in spam/junk folder) and click the link within, it would have come from vendorcafesupport-nz@goodman.com You will then receive a separate email (from vendorcafeQA@yardi.com) with your login name (email address) and temporary password.
Q. I did not receive my VendorCafé activation email, what do I do?	If you cannot find this email or it has expired, please call our VendorCafé support line on (+64) 9 903 3222 or email vendorcafesupport-nz@goodman.com and request a copy.
Q. I attempted to use my VendorCafé activation email and the link has expired, what do I do?	If you cannot find this email or it has expired, please call our VendorCafé support line on (+64) 9 903 3222 or email vendorcafesupport-nz@goodman.com and request a copy.
Q. The email address for the initial activation email was not correct, how can I complete registration?	Does anyone in your organisation have access to that email address? **Yes** – Please have that person activate VendorCafé and create a new user for you (primary dispatch for notifications) to use with the correct email address. **No** – Please have an authorised person in your company email vendorcafesupport-nz@goodman.com with your company name and correct email address.
Q. After activating my account, I did not receive my 1-time temporary password, how can I complete registration?	This password is sent from vendorcafeqa@yardi.com Please check your spam/junk folder.

Q. Some of my information is incorrect in the vendor profile, can I make updates via VendorCafé?	Currently Goodman is not accepting vendor profile updates via VendorCafé. Please have an authorised representative of your company submit the requested changes on company letterhead to accounts@goodman.com
Q. During initial registration what do I put for Category?	Leave this field selected as **All** and click **Next.**
Q. During initial registration what do I need to attach on the Documents screen?	Currently Goodman is not using this feature. Please leave all fields blank and click on Skip to Next.
Q. How do I get a co-worker their own log-in credentials for the system?	Begin by clicking the **Add New Contact** on your Vendor Information section and begin to fill in all fields in blue. Be sure to click Create **User For Contac**t and either select them with Admin or Invoice Only privileges. This will send them a login email once you click **Save.**
Q. I have previously logged in successfully; why can I now not log in or switch profiles when logged in?	Try deleting your browsing history and caches (cached images and temporary Internet files).

VENDORCAFÉ PURCHASE ORDER QUESTIONS

Q. I am relatively new to VendorCafé and I cannot find my Work Order or Purchase Order	To help you navigate through VendorCafé, please call our VendorCafé support line on (+64) 9 903 3222 or email vendorcafesupport-nz@goodman.com
Q. How do I invoice Goodman for an amount greater than my purchase order, i.e. works cost more than the PO issued?	VendorCafé prevents billing of more than the amount agreed via your purchase order if there is a variation between actual cost and the agreed cost/purchase order you will need to raise this with your building manager/property manager as soon as possible. If agreed the building manager/property manager will raise a change order for the variation In order to bill Goodman for completed works an approved purchase order/change order must be available to you in the VendorCafé portal.
Q. An approved purchase order has not been generated by Goodman?	Please reach out to your contact at Goodman and request that they generate the purchase order as it is essential for invoicing. We encourage you to request a purchase order before starting works. Emergency works may sometimes occur where it is not possible to raise a purchase order before starting the works, but a PO should then be issued within 24 hours.
Q. A purchase order was generated by Goodman, but I cannot find it in VendorCafé?	Check PO date filters being used in your purchase order search screen. Check Invoice history to see if PO has already been fully invoiced.
Q. Notifications are going to the wrong email address.	Review your contacts in VendorCafé and change contact type to Corporate if notifications not required. Please call our VendorCafé support line on (+64) 9 903 3222 or email Vendorcafesupport-nz@goodman.com For a change in the main contact, you for the company will need to contact Goodman at vendorcafesupport-nz@goodman.com

FAQs

Q. How can I update the status of work related to a PO that does not have a WO?	Please contact vendorcafesupport-nz@goodman.com advising the details of the WO which doesn't have an associated Purchase Order.
Q. I'm receiving a message saying, "Invoice exceeds PO amount," how can I proceed in uploading my invoice	Please ensure that there's no pending invoice sitting against the Purchase Order. For additional help, please call our VendorCafé Support Team via vendorcafesupport-nz@goodman.com or phone (+64) 9 903 3222

VENDORCAFÉ INVOICING QUESTIONS

Q. I have checked Paid Invoices in VendorCafé VendorCafé lists my invoice as Paid but I have not received the money. Who do I contact?	Please contact Goodman Accounts Payable by email at accounts@goodman.com
Q. How do I know if my invoice went out correctly?	If you click on the Not Submitted section on your vendor dashboard and anything appears, you have not sent out that invoice. You can also check by clicking on the Pending Invoices tab and to positively confirm the invoice went out. It can take up to 20 minutes for a newly entered invoice to show up under Pending. Refer to section "Invoices" of the user guide for further guidance.
Q. I have reviewed Invoice History to confirm submission of my invoice to Goodman, but the status says Review. What do I do?	There has potentially been an error transmitting the invoice from VendorCafé portal to Goodman; please call our VendorCafé support line on (+64) 9 903 3222 or email vendorcafesupport-nz@goodman.com
Q. When will my invoice be paid?	Confirm the status of your invoice via VendorCafé using the Pending Invoices area. **Workflow in Progress** The invoice still needs to be approved by a member of the AP Team. **Approved** The invoice has been approved, but it has not been posted to Goodman's AP system yet. **Approved Posted** The invoice has been approved and posted to Goodman's AP system; it will be paid on the next payment run.

FAQs

Q. I have submitted an invoice and realised I made a mistake. Can I call it back?	VendorCafé creates a permanent audit trail of financial transactions. You will need to reissue a new invoice with the correct details after Goodman rejects the erroneous invoice (rejection will make the purchase order available to invoice against once again). You can expedite this process by contacting the Project Manager to begin the rejection process when you realise there is a mistake.
Q. I cannot upload a PDF copy of my invoice?	Is there a security password lock on the PDF file? Please retry upload without password lock. VendorCafé must access a non-locked PDF as it converts the file to TIFF file format on upload which the password lock prevents.
Q. My invoice has been rejected in VendorCafé and I can no longer resubmit the invoice with the same invoice number?	You can no longer use the same invoice number if it was already rejected by Goodman. You will need to credit the invoice on your end and reissue a new unique invoice number.
Q. What if I encounter the error message " Item total amount should not exceed Sub-total amount" even when the Sub-Total field, Item Total field, and Contract/PO row detail field are all identical?	After seeing the Item total amount should not exceed Sub-total amount error message, click on the Sub-Total field, then click anywhere outside the said field, and click Save. This should help in making the error message disappear.

ADDITIONAL FAQs

Q. Some of my information is incorrect in the vendor profile, can I make updates via VENDORCafé?	Currently Goodman is not accepting vendor profile updates other than contacts via VENDORCafé. Please have an authorised representative of your company submit the requested changes on company letterhead to accounts@goodman.com
Q. In submitting an actual cost or quote against a Work Order, does it include GST?	Actual cost should exclude GST.
Q. I am relatively new to VENDORCafé, and I cannot find my Work Order?	Refer to sections 7.1 - Review open Work Orders and 5.1 - Review Open Purchase Orders.
Q. How do I invoice for the Work Order issued?	There will be an equivalent Purchase Order to the Work Order. Your invoice should be against the Purchase Order and not the Work Order. Your invoice must then reference the Purchase Order.
Q. I can see a Work Order number, Purchase Order number, and a Change Order number. Should I submit my invoice against all three, and do I indicate all those three reference numbers in my invoice?	You should only submit your invoice against the Parent Purchase Order. The amounts of the Parent PO and Change Order will be combined onto the Parent Purchase Order record. Refer to 5.2 Submit an invoice against a Purchase Order.
Q. How can I update the status of work related to a PO that does not have a WO?	Please contact vendorcafesupport-nz@goodman.com advising the details of the WO which doesn't have an associated Purchase Order.
Q. VENDORCafé lists my invoice as Paid under Paid Invoices but I have not received the money. Who do I contact?	Please contact Goodman Accounts Payable by email at accounts@goodman.com