



VendorCafe

Frequently Asked Questions



1. What is the best browser to use for VendorCafe?

Best browser to use would be Google Chrome but it will also work in Microsoft Edge. Safari and Mozilla are not recommended. If using Chrome, ensure that the version is always updated to the latest version.

Searching for Work Orders

1. Vendor Café only shows work orders from the past 30 days, how do I change this?

On the work order dashboard, you need to change the Call Date to 36 months. This should populate all open records that you have with TCHC for a 3 year period.

Show Data For Call Date In

36 Months (1095 Days) x ▾

2. How does a vendor search for an old work order from TCHC's old system, in VendorCafe?

To search for an old work order, you will enter in the 7 or 8 digit number in the search field on any of the work order tabs on the work order dashboard. The old work order number will show up in the Brief Description field on the work order.

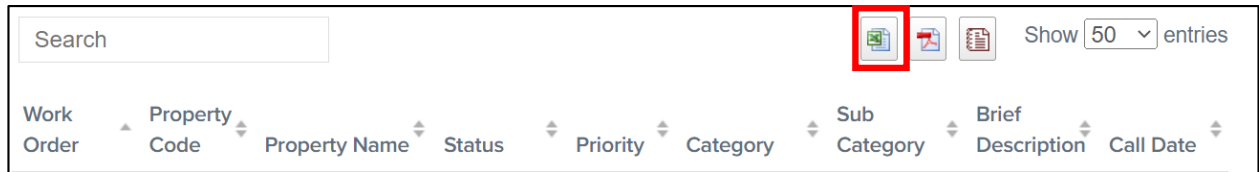
If the work order still does not show up in VendorCafe, please email homes.vendorsupport@torontohousing.ca for assistance.

3. Does a vendor need to look in all tabs when searching for work orders?

Best practice is to ensure that you have changed your call date to 36 months and you have checked all tabs for any work orders. If you still cannot find the work order, please contact homes.vendorsupport@torontohousing.ca for assistance.

4. Vendor has over 100 work orders in my Assigned Work Orders tab, how can they easily review them all?

The work order dashboards have the option to download the work orders into an excel file. At the top right hand side of the columns, there is an excel icon that you can use to download the work orders to excel so you can easily review them.



Work Order Page and Dashboard

1. What do I do if the “Not To Exceed” Amount does not match our contracted price with TCHC? I.e. work orders should be dispatched at \$499.99 but showing up at \$200.

Please email Dispatch@torontohousing.ca when a work order was dispatched with the incorrect price and staff will make the necessary corrections.

2. What do I do if a work order has a zero price and sitting in one of the following statuses – Vendor Completed-Pending Conf, Supt Confirmed-Pending Appr and/or Work Completed?

Please email Dispatch@torontohousing.ca with the final cost of your work order and resolution details and they will update the work order on your behalf and then sent for approval.

3. The contact information for staff listed on the work order is incorrect, how should I get this updated? Mobile number is also not listed.

Mobile numbers for staff have now been included in all work order emails as well as the WO print out from the work order in Vendor Café. If the property contact information is incorrect, please send an email to homes.vendorsupport@torontohousing.ca with the property and staff member that is wrong and we will have our IT department update our records.

4. What does the work order Call Date mean?

Work Order call date is the date that the work order was created. Depending on the nature of the call and time it was requested, you may be dispatched the work order on the next business day. Call date does not mean the date it was sent to the

vendor.

5. What is the difference between an Accepted vs. Scheduled status?

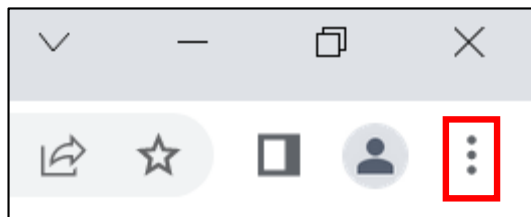
Scheduled status is the WO status that the system uses when the WO is dispatched to a vendor. Accepted means that the vendor has accepted the work and will proceed with attending to the repair. Vendor should change the status to Accepted if they know they will be attending the call.

6. What if there are duplicate work orders listed in VendorCafe?

Please email Dispatch@torontohousing.ca letting them know which work order you will be using for the service call and the other work order will be cancelled.

7. Unable to see the “Not to Exceed” column on my work order dashboard.

Depending on the size of your computer/laptop screen, the page may be zoomed in to far which cuts off some of the tabs. In order to see all the columns on the dashboard, you may need to zoom out on your Google settings. Click on the 3 dots at the top right hand corner and zoom out to 80-90% and it should show all the columns.



8. When completing a work order, do I need to enter in scope of work and attachments?

When providing your vendor final cost and closing a work order, its best practice to provide as much information as possible in relation to the supplies/materials and actions taken to complete the repair. The more information available, will provide staff with the information necessary to approve the work order. You can either enter in these details in the vendor notes or add an attachment.

9. How do I add multiple attachments on a Work Order?

In order to add multiple attachments, you need to add them one at a time and save after each one. Unfortunately VendorCafe does not allow the user to add multiple attachments at one time in the system.

10. Why am I seeing work orders on the Rejected Proposals and the Assigned Work Orders Tab?

When a work order goes through a price escalation and is approved, the initial dispatch price has been “rejected” since the new price was approved. This is resulting in the work order showing up on the Rejected Proposals Tab with the old price and on the Assigned Work Orders tab with the new approved price. If you have a work order showing up on both tabs and one has the higher price and was approved, you can proceed with the service call.

11. What statuses will show up on the Assigned Work Orders Tab?

The Assigned Work Orders Tab show work orders where the vendor is responsible for the work order and providing updates etc.

The following WO statuses will show up on the Assigned Work Orders Tab:

- i. Accepted
- ii. Scheduled
- iii. NOE Required & Delivered
- iv. On Hold – Waiting on Approval and Escalation Denied
- v. Price Escalation Approved
- vi. Quote Request Approved
- vii. In Progress
- viii. Re-attend

12. What statuses will show up on the Work Order History Tab?

The Work Order History tab shows work orders that are sitting with TCHC for either a confirmation, price escalation approval or final cost approval. It will also show work orders that have been completed and should be ready for invoicing.

The following WO statuses will show up on the Work Order History Tab:

- i. Price Escalation Requested
- ii. Quote Approval Requested
- iii. Vendor Completed – Pend. Conf
- iv. Supt Confirmed – Pend. Appr
- v. Work Completed

Confirming work orders

- 1. How long does it take for TCHC staff to confirm that work has been completed?**

TCHC Staff have 5 business days to confirm that the vendor has completed the work. Once the work has been confirmed, the work order is sent for Final Cost Approval.

Price Escalations

- 1. Do I need to submit an attachment with a Price Escalation Request?**

Best practice is to provide as much detail as possible when requesting a price escalation. The more information that TCHC staff have to review, the easier it will be for them to approve the request. Vendor can either put detailed information in the vendor notes field (price and scope), or they can put an overview of the escalation information in the vendor notes field and then attach the full scope of work to the work order as well.

- 2. Can a technician still call Dispatch to process a Price Escalation or do they need to submit everything through VendorCafe?**

Yes, for emergency items, technicians can contact Dispatch to process price escalations during both business and after hours and staff will assist with the escalation and escalate to the appropriate approver. If the work order Price Escalation was approved, it will show the status of Price Escalation Approved in VendorCafe.

Notice of Entry (NOE) Requests

- 1. How do I select a time range to have a notice of entry (NOE) delivered?**

After changing the work order status to NOE Requested, vendors will be required to enter in a time that they will be on-site. The time can be between 9am-4pm. Once the time is provided, a 3 hour window will be confirmed for the vendor to attend based on the following:

- Time entered: 9:00am - 10:59am = 9am-12pm timeslot
- Time entered: 11:00am - 12:59pm = 11am - 2pm timeslot
- Time entered: 1:00pm - 4:00pm = 1pm - 4pm timeslot

If you cannot attend at the time you had provided, please notify site staff as soon as possible to reschedule.

Vendor Café Settings

1. How do I delete a contact from VendorCafe?

You cannot delete a contact from Vendor Café. You can only make the contact inactive. There is a field on the contact profile to flag it as inactive. Select “yes” to make the contact inactive.

2. How do I create my own login? Does Yardi or TCHC do this for the vendor?

The main contact can add a new contact to the vendor profile and this user should be able to log into the system using their email as the log in. When adding a new user, the user role will always be Admin. This way the individual will have access to both invoices and work orders within the system.

3. Why does my VendorCafe profile “lock me out” once I update my insurance or contact information on my vendor profile?

Any changes made to the vendor profile in VendorCafe puts the vendor profile in a “pending” status and TCHC procurement team need to review and approve all changes. Once approved, the profile will then be “active” and the vendor can continue using the system accordingly. When changes are made to your profile or insurance please email purchase.orders@torontohousing.ca so that Procurement can review the changes made.

Email Notifications

1. What email notifications should I be getting for work orders?

The below emails are sent to vendors for work orders. Please ensure that the email is added to your Safe List on your server to avoid emails being sent to spam or “bouncing back”. If you notice that you are not receiving emails for work orders, please email homes.vendorsupport@torontohousing.ca.

- a. General email when WO is dispatched
- b. Price Escalation was approved
- c. NOE was delivered by TCHC staff
- d. Work is completed and WO ready for invoicing
- e. Request to submit a proposal/quote
- f. Quote was approved

Proposals/Quote

1. Does a work order number always get populate for a quote?

Yes, if we requested that you submit a quote, there will be a work order number associated to that request.

2. Can I still email quotes to TCHC if I notice something at one of their sites?

Yes, if you are attending a service call and notice that another item (not related to your current call) needs to be repaired/replaced, you can submit a quote to TCHC. You would submit a quote to either your TCHC contact for the program you are part of, or you can email the quote to dispatch@torontohousing.ca and they will create a work order and send it for approval.

Unfortunately VendorCafe does not allow for quote submission unless it's associated to a work order that TCHC has initiated.

Invoicing

1. Do I require a PO number for invoicing?

No, vendors no longer require a PO for invoicing. The new system allows you to invoice directly using a WO number. Please make sure you are using the "new" work order number from the new system in VendorCafe and not an old number provided.

2. Do I still need to email my invoices to Finance even though I submitted them through VendorCafe?

No, if you have submitted your invoice through VendorCafe, finance will receive them and process them accordingly. If you have issues trying to submit an invoice, please email homes.vendorsupport@torontohousing.ca and staff will provide assistance.

3. What if I attached the wrong invoice to a work order in VendorCafe?

If you attached the wrong invoice to VendorCafe, please email accounts.payable@torontohousing.ca with the work order number and correct invoice and they will update your record accordingly.

4. Do I need to enter a password when submitting an invoice?

No, VendorCafe has a field to enter a password but TCHC is not using this field. Please do not enter in a password as it will cause delays in Finance processing your invoice.

5. If I completed work under a contract and not a work order, how do I submit my invoice?

For any work related to a contract or capital project, please email those invoices to accounts.payable@torontohousing.ca. VendorCafe has only been set up for work order invoicing at this time.

6. Can I only submit an invoice when the work order has a work completed status?

Yes, you can only submit an invoice when the work order has a work completed status. You should also confirm that the work order also shows up in the Work Order Invoicing menu option on the left hand side. If the work order is listed there, then that means the work order was confirmed, final cost was approved and all account information populated correctly. If the work order shows up on the Work Order History Tab with a work completed status but does not show up on the Work Order Invoicing page, it means a step was missed within the process. Please contact homes.vendorsupport@torontohousing.ca and they will review the work order and make any necessary corrections.

7. Once a work order has been invoiced and paid, will it remove itself from the Work Order Invoicing Dashboard?

Once an invoice has been paid for a work order, it will no longer show up on the Work Order Invoicing tab. You will be able to find the invoice and all your details on the Invoice tab.

8. If an invoice is emailed to Finance, will the invoice show up in VendorCafe once it's been processed?

Yes, if an invoice is submitted to Finance outside the system, it will show up within Vendor Café. Finance will load it into the system and it will show up on your Invoices dashboard.

9. What happens if I forget to submit an invoice and only saved it in Vendor Cafe?

Any unprocessed invoices will show up on the Unsubmitted Tab on the Invoices

Dashboard in Vendor Café. To submit the invoice, click on the invoice number and click Submit at the top of the page. This will now submit the invoice to Finance for review and payment. If you try to re-submit the same invoice again, the system will not allow you since the invoice number has already been recognized by the system. You will receive an error message stating that the invoice number was already used.